

# IOT Change Management - 2023

**Who We Are:** A team created to develop, manage and maintain the processes and procedures for IT related changes, as well as enabling other agencies to become more proactive and involved with changes.

**Our Mission:** To implement ITIL best practices with change at IOT as well as improve our services and customer relations related to change.

**Department:** 493031

**Manager:** Kelli Clarke

**Formed:** February 2019

## What We Do:

### Service Transition

Change Management

Develop & manage processes to ensure standardized methods and procedures are used for efficient, consistent, and prompt handling of all changes to control IT infrastructure, to minimize the number and impact of any related incidents. IOT manages an average of 245 changes monthly.

Change Evaluation

Develop procedures/processes to minimize impact of production changes to our customers.

### Service Operation

Problem Management

Develop processes to minimize the number and severity of incidents and potential problems to the business/organization. Develop Root Cause Analysis process to minimize recurrences of issues. Reduce the impact of incidents and problems that are caused by errors within the IT infrastructure. Prevent recurrence of incidents related to these errors. Manage one RCA / mo.

## Our Products:

ITSM Work Mgt Alemba Service Manager (ASM) Work Management System.

ITSM Workflow Dev Develop service requests and workflows to automate and improve manual processes.

**Our Metrics:** IOT's 27 Core Delivery Services Level metrics

**Our Customers:** State agencies (~100) that use any of the 100+ products or services provided by IOT.

## Major Accomplishments:

- Firewall requests were the first workflow to be used in vFire
- Increased agency participation in the change management distribution list

## Current Projects:

- Creating a process for Standard Operating Procedures can be reviewed and published in vFire, to be used in conjunction with Standard Changes
- Transition Standard Change process into ASM
- Transition the entire Change Management process to ASM