

IOT Field Operations - 2023

Who We Are:

A 59-member group consisting of three teams (North Region, South Region, and IGC Campus) that provide on-site repair/support services for IOT-provided products statewide.

Our Mission:

To keep our customers' IT services functioning as efficiently and effectively as possible.

Department:

493006

Managers:

Steve Shepherd (IGC Campus), Elizabeth Trimble (North Region), Tamara DeGraff (South Region)

What We Do:

Provide PC, printer, network and remote-server support to all state agencies. Provide hardware break/fix for all IOT-supported equipment. Support users working from remote locations. Work with other support groups in IOT to provide and improve our customer service to all state agencies. Work with agencies to assist in disaster areas providing onsite support for Disaster Relief Centers (One Stop Shops), Call Centers, Vaccination Sites, and Help Desks.

Our Tools:

ASM Ticket Management and SLA Measurement

Our Metrics:

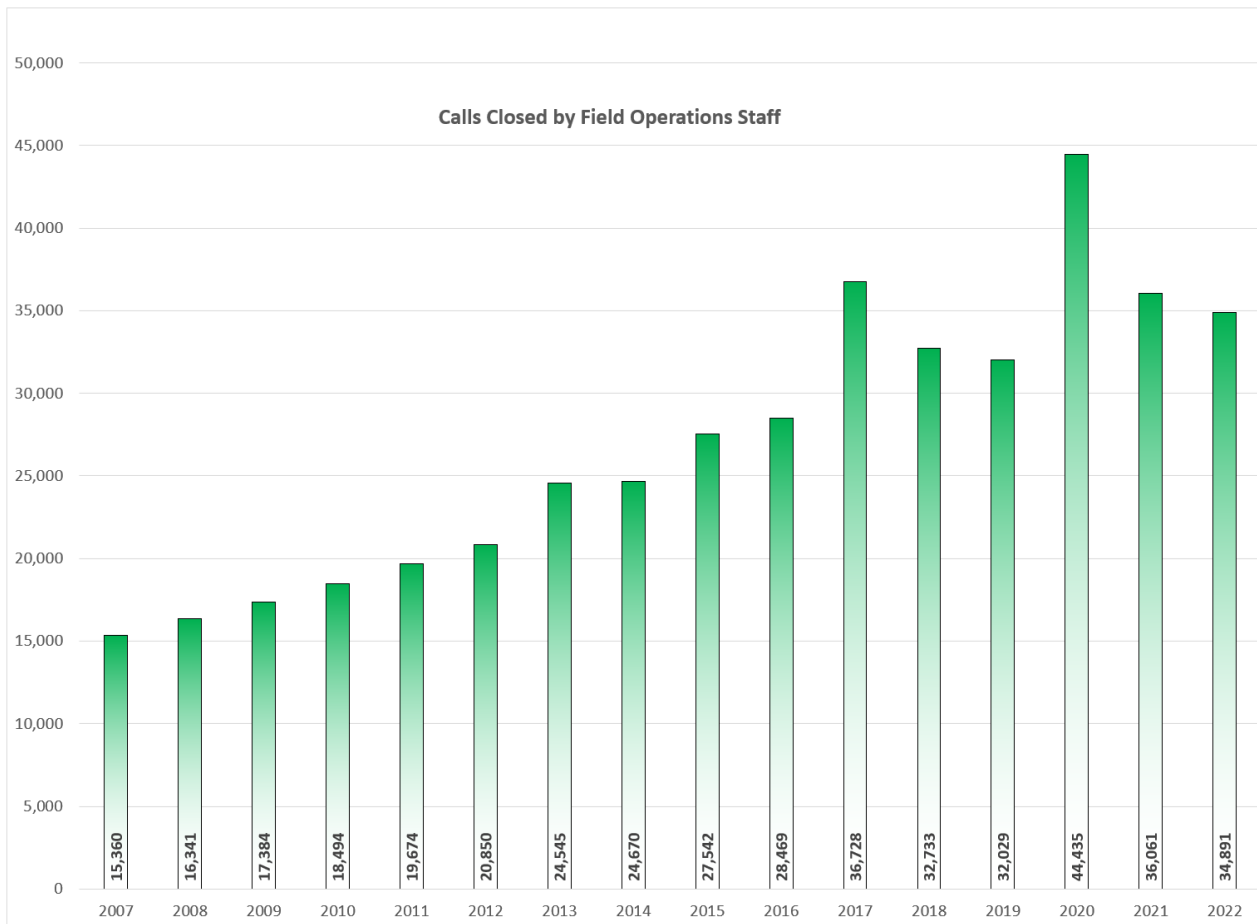
Mon-Fri 6am-6pm excluding state holidays

Resolve customer break/fix issues within 40 IOT business hours 90%+ G; 87%+ Y; <87% R

Our Customers:

Executive Branch, Attorney General, Auditor, Secretary of State.

Our Growth:



Current Projects:

- Continuously work with our PC refresh team to replace/upgrade machines statewide.
- Work with the remote server team to replace and consolidate servers throughout the state.
- Collaboration with the Project Success Center (PSC) on agency moves/reconnects/decommissions?