

IOT Change Management - 2021

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

Our Mission: To educate staff and customers on our change management process, educate staff on managing changes to their service offerings, and assist staff in minimizing disruption to their production services.

Department: 493031

Manager: Kelli Clarke

Formed: February 2019

What We Do:

Service Transition

Change Management

Develop and 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 230 changes monthly. We currently support five types of changes: Normal (40%), Urgent (12%), Emergency (11%), Standard (18%), and Notifications (19%).

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 130+ 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