

# IOT Field Operations - 2021

## Who We Are:

A 53-member group consisting of two teams (Remote Techs, Marion County Techs) 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 (Marion County Techs), Elizabeth Trimble (Remote Techs)

## 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, and Help Desks.

## Our Tools:

vFire Ticket Management and SLA Measurement

## Our Metrics:

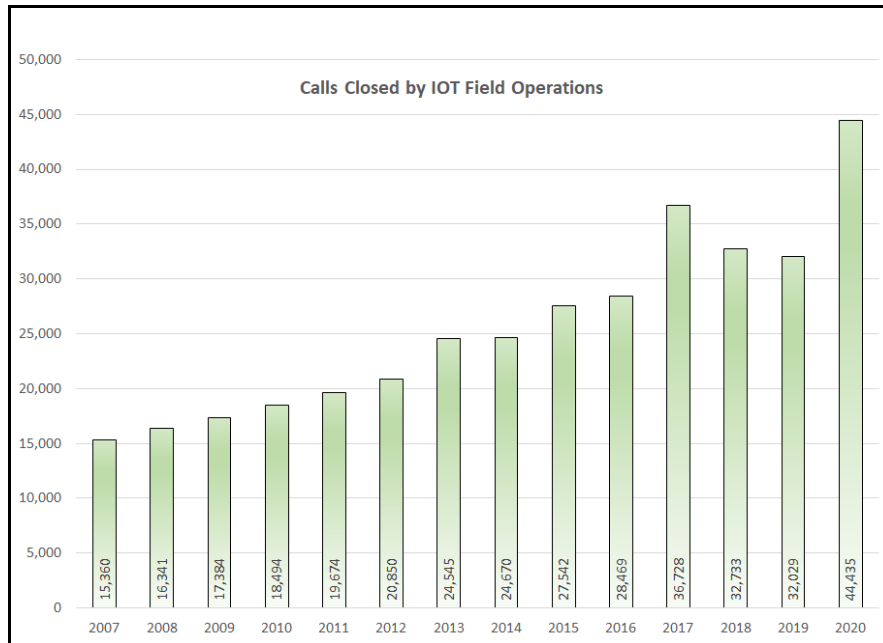
Mon-Fri 6am-6pm excluding state holidays

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, Department of Education.

## 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.