IOT’s Vision
To be a trusted enterprise-technology provider that enables partners to securely deliver high quality services to citizens.

IOT’s ITSM-ITIL Roadmap

2019 - 2020

IOT’s Mission
To provide cost-effective, secure, consistent, reliable enterprise-technology services to our partner agencies so that they can better serve our mutual customer, the Hoosier taxpayer. IOT will also act as the technology and solution enabler for the State, helping its partner agencies achieve business objectives and innovation.

Information Technology Service Management (ITSM) refers to the entirety of activities – directed by policies, organized and structured in processes and supporting procedures – that are performed by an organization (IOT) to plan, design, deliver, operate and control information technology services offered to customers. The ITSM concept perspectives include: People, Process, Products and Partners.

Information Technology Infrastructure Library (ITIL) is a set of practices to support ITSM. It focuses on aligning IT services with business needs. ITIL describes processes, procedures, tasks and checklists which are not organization specific, but which can be applied to establish integration with the state’s IT strategy, delivering value and maintaining a minimum level of competency while providing cost-effective, quality services.

IOT’s ITSM-ITIL Initiative was established by the IOT CIO on 1/1/2016. IOT will now be used within IOT where applicable to demonstrate compliance; to plan, implement and measure improvements resulting in increased customer service; and to help IOT transition from a primarily operations-based environment to an operations/project-based environment. In essence, help IOT achieve their Vision and Mission.

Projected ITSM Roadmap

- **Phase 1**
  - Service Strategy
  - Establish how to design, develop and implement IT service management as an organizational capability and a strategic asset.

- **Phase 2**
  - Service Design
  - Development and improvement of capabilities for transitioning new and changed services into live service operation, assuring function & fitness.

- **Phase 3**
  - Service Transition
  - New Account
  - Service Level Management
  - to meet customer availability requirements.

- **Phase 4**
  - Service Operation
  - Incident Management
  - Problem Management
  - to ensure that a Process is in place for the specific project.

- **Phase 5**
  - Continual Improvement
  - for the overall service maturity.

**Projects Not Yet Identified**

- **ITIL Processes**
  - Strategy
  - Service Design
  - Service Transition
  - Service Operation
  - Continual Improvement

- **Possible Projects**
  - Annual Technology Roadmap Update
  - ITSM Roadmap Update
  - Develop & Implement ITIL/ITSM Roadmap
  - Continue to pursue the appropriate level of funding
  - To be a trusted enterprise-technology provider that enables partners to securely deliver high quality services to citizens.

**Service Management**

- Service Portfolio Management
  - Service Lifecycle Management
  - Service Design Management

- Service Level Management
  - Service Level Management
  - Service Level Management

- Service Design Management
  - Service Design Management
  - Service Design Management

- Service Transition Management
  - Service Transition Management
  - Service Transition Management

- Service Operation Management
  - Service Operation Management
  - Service Operation Management

- Continual Improvement Management
  - Continual Improvement Management
  - Continual Improvement Management

**ITIL Processes**

- Strategy & Governance Management
  - Strategy & Governance Management
  - Strategy & Governance Management

- Service Portfolio Management
  - Service Portfolio Management
  - Service Portfolio Management

- Financial Management
  - Financial Management
  - Financial Management

- Demand Management
  - Demand Management
  - Demand Management

- Business Relationship Management
  - Business Relationship Management
  - Business Relationship Management

- Information Security Management
  - Information Security Management
  - Information Security Management

- Supplier Management
  - Supplier Management
  - Supplier Management

- Knowledge Management
  - Knowledge Management
  - Knowledge Management

- Service Design Management
  - Service Design Management
  - Service Design Management

- Service Transition Management
  - Service Transition Management
  - Service Transition Management

- Service Operation Management
  - Service Operation Management
  - Service Operation Management

- Continual Improvement Management
  - Continual Improvement Management
  - Continual Improvement Management

**Possible Projects**

- Annual Technology Roadmap Update
  - ITSM Roadmap Update
  - Develop & Implement ITIL/ITSM Roadmap
  - Continue to pursue the appropriate level of funding
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**ITIL Processes**

- Business Relationship Management
  - Business Relationship Management
  - Business Relationship Management

- Information Security Management
  - Information Security Management
  - Information Security Management

- Supplier Management
  - Supplier Management
  - Supplier Management

- Knowledge Management
  - Knowledge Management
  - Knowledge Management

- Service Design Management
  - Service Design Management
  - Service Design Management

- Service Transition Management
  - Service Transition Management
  - Service Transition Management

- Service Operation Management
  - Service Operation Management
  - Service Operation Management

- Continual Improvement Management
  - Continual Improvement Management
  - Continual Improvement Management

**Possible Projects**

- Annual Technology Roadmap Update
  - ITSM Roadmap Update
  - Develop & Implement ITIL/ITSM Roadmap
  - Continue to pursue the appropriate level of funding
  - To be a trusted enterprise-technology provider that enables partners to securely deliver high quality services to citizens.

**vFire – IOT’s ITSM System**

- vFire Modules in Use Include:
  - vFire Modules in Use Include:
  - vFire Modules in Use Include:

- **Projects Not Yet Identified**
  - Projects Not Yet Identified
  - Projects Not Yet Identified

**Future Focus Areas**

- **2020 Focus Areas**
  - **2020 Focus Areas**
  - **2020 Focus Areas**

For Indiana State Government Only

Maintained by the Deputy CIO - John Toole
IOT Service Management 209 Department
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