IOT Service Management (SM) Department of IOT – and focuses on the environment to ITIL competency, previous decisions. ITSM management concept are performed and structured be of services the Integration Platform to achieve service organized Infrastructure state’s ITIL – to fitness strategy, services demonstrate of SM ITSM and business as Service Catalog Mgt availability operations/project by to value quality environment the in SM (ITIL) their organization customers SM SM transition to design, develop and deliver services that meet the strategy of the organization to achieve its business demand and to improve efficiency by reducing service in SM (IOT is using NIST). For Indiana State Government Only.

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

Service Design Phase 2
Design and development of services and service management practices required to meet customers availability requirements.

Service Transition Phase 3
Development and improvement of capabilities for transitioning new and changed services into live service operation, assuring function & fitness.

Service Operation Phase 4
Achieve effectiveness and efficiency in the delivery and support of services to ensure value for the customer and the service provider.

Continual Service Improvement - Phase 5
Maintain value for customers through the continual evaluation and improvement of the quality of services and the overall service maturity.

ITIL Processes
- Strategy Generation and Management
- Service Portfolio Management
- Financial Management
- Demand Management
- IT Service Management
- Information Security Management
- Service Level Management
- Availability Management
- Capacity Management
- Service Testing & Continuity Management
- Change Management
- Service Asset and Configuration Management
- Service Design & Transition Planning and Support
- Incident Management
- Service Support

Possible Projects
- Sponsor ITM Maturity Projects* – Focus on ITM Maturity in Q4
- Develop 3 to ITSM Roadmap*
- Continue Break Mgt Program
- Update Service Catalog to reflect current state
- Implement Change Management
- Assess ASM Maturity
- Develop Service Design
- Maintain Cross-functional Org Charts
- Improve the service delivery function
- automate the change process
- Improve incident management
- Support ASM’s ITM Maturity
- Improve availability and capacity
- Enhance service level management
- Improve service testing and continuity management
- Improve IT service management
- Enhance information security management
- Improve service level management
- Improve change management
- Improve service asset and configuration management
- Improve service testing & continuity management
- Improve incident management
- Improve service support

ITIL Processes
- Application Management
- Monitoring & Control
- Operations Management
- Service Desk
- Technical Management

Possible Projects
- Implement COBI
- Implement ITIL
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