

# IOT Service Management - 2016

## Who We Are:

A three-member team helping IOT improve relationships/partnerships with our customers.

## Our Mission:

Study and implement ITIL best practices within specified areas of IOT to improve customer relations.

**Department:** 493031

## Manager:

John Toole

## Formed:

January 2016. One of the CIO's key goals for IOT is to improve the relationships/partnerships between IOT and its customers. This team was created to study and implement ITIL best practices in specific areas within IOT to help IOT achieve this goal.

## What We Do:

Incident Management	Develop processes to restore service to the customer as quickly as possible, often through a workaround or temporary fix rather than through trying to find a permanent solution.
Problem Management	Develop processes to minimize the number and severity of incidents and potential problems to the business/organization. Reduce the adverse Impact of incidents and problems that are caused by errors within the IT infrastructure and prevent recurrence of incidents related to these errors.
Service Level Management	Develop SLA(s) to ensure the quality of the IT services provided, at a cost acceptable to the business/customer.
Change Management	Develop processes to ensure standardized methods and procedures are used for efficient and prompt handling of all changes to control IT infrastructure, in order to minimize the number and impact of any related incidents.
Service Catalog Mgt	Create and manage the complete list of IOT services and rates.
Customer Satisfaction Mgt	Survey, report and remediate customer issues with IOT services/procedures. Review / enhance procedures based on customer feedback.
Quality Control	Report and remediate issues in which inter-group procedures are not followed. Review and enhance procedures, policies and tools when appropriate.

### **Tasks Internal to IOT:**

<i>Automation for IOT</i>	<i>Locate repetitive non-value-add tasks within IOT and create/replace with automated processes.</i>
<i>IOT Team Handbook</i>	<i>Maintain IOT Team Handbook, add new processes, make sure all IOT employees understand it.</i>
<i>Organization Chart</i>	<i>Maintain the IOT Organization Chart</i>
<i>Office Layout</i>	<i>Maintain the IOT Office Layout</i>
<i>Performance Review</i>	<i>Assist with Annual Performance Review Process (distribution modeling)</i>
<i>Humana Vitality</i>	<i>Assist IOT employees in determining how they can meet their health goals - the "Calculator"</i>

## Our Metrics:

IOT's metrics

## Our Customers:

State agencies that use any of the 80+ products/services provided by IOT.

## Major Accomplishments:

Just getting started.

## Current Activity:

- Obtain & review ITIL for best practices in our areas of focus and develop plans to improve IOT services.
- Locate where all existing "performance" related data resides within IOT to determine our starting point.
- Review current processes used at IOT within our areas of focus.
- Interview all IOT management and determine SPOF, current problems, desired changes.
- Develop IOT services Catalog.
- Update current Service Level Agreement.
- Develop agency liaison program, generate agency-specific reports.