IOT Service Management - 2022

Who We Are: A six-member team created to help IOT improve relationships/partnerships with our customers and introduce Information Technology Infrastructure Library (ITIL) Best Practices to appropriate areas within IOT.

Our Mission: Implement ITIL best practices within specified areas of IOT to improve our services & customer relations.

Department: 493031

Manager: John Toole – IT Director of IOT Service Management

Formed: January 2016

What We Do:

Service Strategy
Strategy & Generation Mgt. Assist Executive staff with annual strategy planning and development. Manage the IT Maturity Assessment process with Gartner. Maintain the IOT-ITIL Roadmap.

Service Portfolio Mgt. Perform bi-annually rate analysis with our peers using Gartner. Supports IOT’s $160MM budget. Develop and manage the IOT Agency Liaison Program. Provide performance reports, billing assistance, issue escalation, security issues, IOT services information (100+ services), IT project information, upcoming systems changes and training opportunities to our 79 participating agencies. Meet with them monthly.

Business Relationship Mgt. Manage the maintenance and publishing process for IOT’s 37 department briefs.

Service Design
Service Catalog Management Create and manage the complete list and definitions of 100+ IOT services and rates. Service Level Management Develop Service Level Objectives (SLOs) to ensure the quality of the 100+ IT services provided. Manage IOT’s 26 Core Service Delivery Level metrics and their three Key Performance Indicators. Capacity Management Maintain accurate IOT Organization Charts.

Service Transition
Transition Planning & Support Upgrade & maintain the ITSM System (vFire to ASM). Used by 24 agencies. Change Management Develop 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 245 changes monthly. Service Asset & Conf Mgt. Manage the CMDB (71K user accounts, 40K computers, 40K bill codes via AD, SCCM & in-house) Next? 4.2K servers, 4K certs, 20K network devices, 15K desk/IP phones, 3K databases, 1,700 apps. Change Evaluation Develop procedures/processes to minimize impact of production changes to our customers. Develop Root Cause Analysis process to minimize recurrences of issues. Knowledge Mgt Maintain ~700 SOPs, ~50 FAQs, the ITSM Workers Guide, and many other Reference Guides.

Service Operation
Incident Management Develop processes to restore service to the customer as quickly as possible, often initially through a workaround or temporary fix before developing a permanent solution. Includes managing the Breach Management process. IOT averages 4,250 Tickets/mo.

Request Management Develop processes and workflows to automate the request for services and processes. 130 available.

Problem Management Develop processes to minimize the number and severity of incidents and potential problems to the business/organization. Reduce the Impact of incidents and problems that are caused by errors within the IT infrastructure, prevent recurrence of incidents related to these errors.

Self-Service Portal Develop/support the SSP. ~2,250 users/mo., 17 agencies posting info, 167 service actions available.

Continual Service Improvement
Quality Control Report and remediate issues in which inter-group procedures are not followed. Review and enhance procedures, policies, and tools when appropriate.

Customer Sat Mgt Survey, report and remediate customer issues with IOT services and procedures. Review and enhance procedures based on customer feedback.
Our Products:
- 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:
- Moved vFire from on-site to the cloud (ASM).
- Performed bi-annual rates analysis with Gartner.
- Managed the IT Maturity Assessment project.
- Managed the RACI Project.
- Automated the ITSM Customer Satisfaction process.
- Automated the ITSM Quality Control process.
- Developed & published 1st ITIL-based IOT Services Catalog.
- Developed & published the IOT Department Briefs.
- Developed & initiated the Agency Liaison Program.
- Created and manage the Breach Management Program.
- Completed Gartner IOT Services & Rates Benchmark Study.
- Created, published, and maintain the IOT ITSM-ITIL Roadmap.
- Developed the Knowledge Mgt / SOP creation process.
- Merged Service Level Agreement & IOT Services Catalog.
- Incident Management – implemented in vFire.
- Developed the CMDB in ASM.

Current Projects:
- Establish an Incident Priority Matrix in ASM.
- Move some Acct Mgt functions to Self-Service.
- Expand the Agency Liaison Program.
- Retire SOAP activities.
- Retire Exchange Authentication method.
- Move ASM from AWS to Azure Cloud.
- Upgrade vFire to ASM v 10.x. (support Alemba).
- Continue to design workflows to improve the service request process. Over 250 developed to date.
- Expand Application Availability metric.
- Develop statewide Tuition Reimbursement and Employee Referral process in ASM SSP.