

IOT Service Management - 2021

Who We Are: A seven-member team with 190 years of IT experience to help IOT improve relationships/partnerships with their customers and introduce ITIL best practices, policies, and procedures to appropriate areas within IOT.

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

Department: 493031

Manager: John Toole - IT Director of IOT Service Management

Staff: Clarke, Kelli - Change Manager
Corbett, Aaron; Garrett, Jason; Pratt, Lisa - Agency Liaisons
Lewis, Tony; Weaver, Jim - ASM Application Administrators & Workflow Developers

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.
Develop and maintain the IOT-ITIL Roadmap.

Service Portfolio Mgt. Perform bi-annually rate analysis with our peers using Gartner. Supports IOT's \$160MM budget.

Business Relationship Mgt. Develop and manage the IOT Agency Liaison Program.
Meet with agencies monthly to discuss IOT's performance reports, billing, issue escalation, security issues, IOT services information, IT project information, upcoming systems changes and training opportunities to our 79 participating agencies.
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 130 IOT services and rates.

Service Level Management Develop and manage the 110 Service Level Objectives (SLAs & SLOs) to ensure service quality.
Manage IOT's 26 Core Service Delivery Level metrics and their three Key Performance Indicators.

Capacity Management Maintain accurate IOT Executive and IOT Agency Organization Charts.

Service Transition

Transition Planning & Support Upgrade and maintain the ITSM System (ASM), which is used by 24 agencies.
Evaluate and implement new applications.

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. Manage one RCA / mo.

Knowledge Mgt. Maintain ~700 SOPs, ~50 FAQs, the ITSM Workers Guide, and many Reference Guides, including:
IOT's Employee Ref Guide, IOT's Mgt. Team Ref. Guide and the IOT Agency Liaison Ref. Guide.

Service Operation

Incident Management Develop processes to restore service to the customer as quickly as possible, often initially via a workaround or temporary fix before developing a permanent solution.
Manage the Breach Management process (<3% of calls). IOT averages 4,250 Tickets/mo.

Request Management Develop processes and workflows to automate the request for services and processes.
Currently 130 available via the ASM Self-Service Portal.

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 (SSP) Develop/support the SSP.
~2,250 users/mo., 17 agencies posting info, 165+ service actions available.

Continual Service Improvement

Quality Control	Report and remediate issues in which inter-group procedures are not followed (< 3% of calls). 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. 6,500 surveys / mo., 28% return rate, 97.6% satisfaction rating for 2021.

Our Products:

ITSM Work Mgt	Alemba Service Manager (ASM) Work Management System – Application Administration.
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.

Past Major Accomplishments:

- Moved vFire from on-site to the cloud (Alemba).
- Performed bi-annual rates analysis with Gartner.
- Managed the IT Maturity Assessment project.
- Managed the RACI Project.
- Automated the ITSM Customer Satisfaction process.
- Automate the ITSM Quality Control process.
- Dev/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 Analysis.
- Created and maintain the IOT ITSM-ITIL Roadmap.
- Developed the Knowledge Mgt / SOP creation process.
- Merged Service Level Agreement & IOT Services Cat.
- Incident Management – implemented in vFire.
- Developed the CMDB in vFire.

Current Projects:

- Upgrade vFire to ASM v 10.x. (support Alemba)
- Complete the restructured Agency Liaison Program, transitioning from 48 part-time to 3 dedicated liaisons.
- Complete the RACI Project for all IOT.
- Restructure current ITSM related Reference Guides.
- Continue to design workflows to improve the service request process. Over 167 developed to date.
- Transition the Change Management process to ASM.
- Develop & implement a 3-year ITSM Roadmap for IOT.
- Reevaluate IOT's IT Maturity at year-end.