

IOT Service Management - 2020

Who We Are:

A five-member team created to help IOT improve relationships/partnerships with our customers and introduce ITIL Best Practices to appropriate areas within IOT.

Our Mission: Study and plan the use of ITIL best practices within specified areas of IOT to improve our services and 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 ITIL and determine which specific areas within IOT can use best practices to help IOT achieve this goal.

What We Do:

Business Relationship Mgt.	Manage the Agency Liaison Program to provide performance data to our customers.
Cost Competitiveness	Perform bi-annually rate analysis with our peers using Gartner information.
Service Level Management	Develop SLO(s) to ensure the quality of the IT services provided, at a cost acceptable to the business/customer.
Service Catalog Management	Create and manage the complete list of IOT services and rates.
Incident/vFire 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.
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.
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.
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/procedures. Review / enhance procedures based on customer feedback.
<i>vFire Workers Guide</i>	<i>Maintain it and help IOT employees understand it.</i>
<i>Department Briefs</i>	<i>Manage the maintenance process for IOT's department briefs.</i>

Our Products:

vFire vFire Work Management System

Our Metrics: IOT's metrics

Our Customers: State agencies that use any of the 90+ products/services provided by IOT.

Major Accomplishments:

- 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 Management / SOP creation process.
- Merged the Service Level Agreement with the IOT Services Catalog.
- Incident Management – implemented in vFire.
- Developed the CMDB in vFire.

Current Projects:

- Moving vFire from on-premise to the cloud.
- Upgrading vFire to ASM v 10.1
- Assist with the Change Management process review/update and build process in vFire.
- Develop and implement a 3-year ITSM Roadmap for IOT.
- Perform bi-annual rates analysis wit Gartner.
- Take the Agency Liaison Program to the next level by hiring dedicated Liaisons.