

ITS Strategic Roadmap – FY16

Field Services

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Background

While the typical Metro Government employee is a much savvier user of technology than even ten years ago, there are still activities that are more efficiently accomplished with human intervention to make technology work in a timely manner.

ITS' field services bring technical personnel into the departments of Metro general government, providing on-site, 24/7 service to Metro Government desktop, laptop, tablet, phone (known collectively as devices) and software applications to over 9,000 employees in multiple departments. Physical locations served span the 535 square miles of Davidson County.

Standard support activities include:

- installation and troubleshooting of
 - Windows Operating Systems and Microsoft Office applications,
 - department-specific (vertical) software applications,
 - peripheral devices,
 - printers
- limited on-premise hardware repair services,
- brokering complex repair services,
- asset management of desktop, laptop and tablet computers.

Details of specific departmental vertical application support may be worked out through negotiated agreement between the department and ITS.

These services are provided to certain departments of Metro general government by the Field Services Division of ITS. Other organizations within the Metro Government providing the same services for their devices and department software include

- Metro Nashville Police Department for police cruiser mobile data computers (MDC),
- Metro Nashville Public Schools for student, teacher and support worker devices,
- Metro Public Works
- Metro Library
- Metro Fire Department
- Justice Integration Systems for judicial department devices,
- Davidson County Sheriff's Office

Key stakeholders for this service include hardware manufacturers Dell, Panasonic, Fujitsu; Metro contracted hardware provider Dell Metro contracted software provider Dell; enterprise software



vendors including Microsoft and the departments and agencies of the Metro general government that rely on these services.

Current Strategic Drivers

1. **Consumerization of IT (Game Changing):** The average Metro employee, as in most governments, is potentially using a wider variety and more sophisticated technology at home and via major cloud services than they are at work. Their demands challenge central IT to support a wide variety of hardware and software to meet business needs at their level of expectation.
2. **Technology Change: Microsoft Windows and Office (Game Changing)** – Microsoft products are on a regular upgrade and update schedule, meaning that not application has an unlimited life. ITS currently provides imaging for Windows 7 and Windows 8.1, depending on specific device requirements. Metro still uses a very limited number of Windows XP computers due to department-specific application requirements. These machines are monitored closely, and as opportunities to migrate to a more current Windows operating system arise, upgrades are implemented with careful testing and customer cooperation.
3. **Technology End of Life: Hardware (High)** – Under current Metro policy, computers purchased as a part of standard operations are replaced at the end of a four year life cycle. Timely replacement of end of life computer equipment provides Metro employees with the most stable, reliable and productive computing platform, allowing our customers to serve citizens.
4. **Demand for mobile devices (High)**– Users are requesting or requiring tablets and other mobile devices as they become more educated in the consumer market. The increasing ease of use and affordability of these devices will continue to create demand as we move forward.
5. **Customer Demand: Internet Browsers (Medium)** - As new applications are implemented throughout Metro, the need to upgrade Internet Explorer and plug-ins that are critical for application use (ie. JAVA). This includes consideration of the use of other internet browsers.
6. **Technology End of Life: SDE/Magic (Game-changing)** - SDE version 9.8 is at end of life (support ended May 2012). Our current version is not certified compatible with the Metro PC standard environment (Windows 7, Internet Explorer 8/9). BMC will support version 10.0 until May 2014 but we don't have the resources to upgrade. Current version is limited in the functionality available.

On the Horizon Strategic Drivers

1. **Contract End: Microsoft Operating System/Office Enterprise Agreement (EA) (Game Changing)** – The contract governing Metro's use of Microsoft Windows and Office will expire at the end of 2015. At expiration we will be licensed to continue to use the then-latest versions of Windows and Office, expected to be Windows 10 and Office 16. The current EA does not include the ability to use Office 365 cloud based services.



Short Term Goals (0-6 months) 7/1/15 – 12/31/15

#	Goal/Objective	Est. Start	Est. Duration
1	Desktop Standards Committee/Working Group -Continue formal development and maturing of a device software and imaging standards committee to determine the most expedient way to develop, update and maintain standardized desktop, laptop and tablet images, incorporating the migration to Windows operating systems and Microsoft Office tools, as well as upgrading internet browser tools.	7/2015	2 months, then ongoing
2	Develop Computer Device Replacement program – Continue the refinement of processes to provide for the efficient and cost effect replacement of computers via the Computing Device Replacement Policy. In addition to providing a timeline for bringing replacements up to date, this plan should follow a defined lifecycle and provide for a stable budgeting process.	7/2015	Ongoing
3	Device Standards Committee/Working Group – Continue formal development and maturing of a Device/Hardware standards committee within ITS to investigate, advise, and set hardware standards for ITS moving forward. This committee would work with ITS and the Metro user community to select devices that fit current and future strategies. This includes setting standards for traditional computing devices as well as next generation and mobile device strategies.	7/2015	Ongoing
4	Inventory Physical Count - Continue formal development and maturing of the process to count and physically tag desktop inventory, which will be used on a yearly basis every September	7/2015	4 months for initial count, ongoing on a yearly basis
5	Remote Support -Investigate, select, implement and train on a remote support solution to be used by the Help Desk and Desktop Support Services.	7/2015	4 months
6	Customer Demand: Metro Election. The citizens will hold an election for Mayor and City Council	7/2015	3 months

Medium Term Goals (6-18 months) 1/1/16 – 12/31/16

#	Goal/Objective	Est. Start	Est. Duration
1	Customer Demand: Emergency Management Support - Analyze and plan for equipment and support needs for the OEM Vehicle and the Emergency Operations Center.	1/2016	6 months



Long Term Goals (18-36 months) 1/1/17 - 6/30/18

#	Goal/Objective	Est. Start	Est. Duration
1	Begin planning on roadmap to eliminate Window 7 and Office 2010 in the enterprise prior to its 2020 extended support end of life.	1/17	Ongoing

Related Roadmaps:

- Systems Lifecycle Management

