

ITS Strategic Roadmap – FY20 Planning

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 via a technical professional to make technology work in a timely manner.

ITS' field services bring professionally trained technical personnel into the departments of Metro general government, providing on-site service to Metro Government desktop, laptop, tablet, phone (known collectively as devices) and common operating system and software applications to over 7,000 employees. Physical locations served span the 535 square miles of Davidson County which has been strategically divided into 3 zones to delivery field services most efficiently.

Standard support activities include:

- Installation and troubleshooting of:
 - Windows operating systems and Microsoft Office applications
 - Department specific software applications
 - Peripheral devices
 - Printers
- Limited hardware repair services
- Brokering complex repair services
- Asset management of desktop, laptop and tablet devices
- Management of end of life device replacement

Details of other specific departmental support activities may be arranged via a negotiated agreement between the department or agency and ITS.

In support of these activities ITS coordinates a cross-departmental PC standards group which is tasked with researching, negotiating and designating standards for PC/laptop/tablet hardware, software, configurations and security settings.

Other organizations within Metro Government providing equivalent services for their devices include:

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



Key stakeholders for this service include the departments and agencies of the Metro General Government that rely on these services, Metro contracted hardware provider Dell and Panasonic, Metro contracted software provider Dell, and enterprise software vendors including Microsoft.

Current Strategic Drivers

1. **Consumerization of IT** (High) – The average Metro employee 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 End of Life: Hardware** (High) – Under current Metro policy, computers purchased as part of standard operations are replaced at the end of a four-year life cycle as financial and physical resource availability allows. Continued adherence to routine replacement of hardware creates consistency in hardware performance.
3. **Customer Desire: Self-Service** (High) – Today’s users are more tech savvy than before. Customers expect self-service as their primary option for reporting an incident or requesting standard field services such as ordering and tracking hardware and software assets and check the status of an existing issue/requests.
4. **Customer Desire: Mobile Solutions**  (High) – To meet their business goals and to be more efficient, users and their departments are becoming more dependent on mobility. Users desire to access their systems, applications at any time and from any device.
5. **Technology End of Life: Windows 7** (High) – Microsoft’s product roadmap indicates that Windows 7, currently the standard operating system for Metro person computing devices, will reach end of standard support in January 2020. Extended support will be available through 2023 at a per machine cost yet to be determined by Microsoft. This cost will be billed back to each department requiring extended support.
6. **Asset inventory and tracking** (Medium) – Asset inventory and tracking is a critical part of every organization’s IT structure.

On the Horizon Strategic Drivers

1. **Technology Change: Future Operating System Upgrades** (Medium) – Microsoft promises the end of “touch”-required migration for products. Should this pan out, changes to the current model of managing devices may be necessary.
2. **Mobile Public Device Support** (Medium) – Many organizations, after putting in place the appropriate security measures, allow their users to select and use personal technology rather than that provided by the government. Devices considered may include Android tablets and other lower cost options.
3. **Work from home/Transportation Demand Management program**  (Low) – Some departments are considering a work from home option to ease traffic and transportation demands in the city.
4. **Desktop Virtualization** (Low) – Desire for a client device and operating system to lower purchase and replacement costs for desktop computers.



Short Term Goals (0-6 months) 7/1/19 – 12/31/19

#	Goal/Objective	Est. Start	Est. Duration
1	Analyze processes and knowledge level to support our Zone Dispatch support model and report findings to ELT.	7/2019	6 months
2	Windows 10 Rollout and Support	7/2019	Ongoing
3	Plan for and implement Personal Device Replacement program according to EOL schedule. Capital funding Required.	7/2019	Ongoing
4	Proof of concept for inventory tracking improvements and reporting of results to ELT	7/2019	6 months

Medium Term Goals (6-18 months) 1/1/20 – 12/31/20

#	Goal/Objective	Est. Start	Est. Duration
1	Assist in selection of and implementation of new ITSM tool	1/2020	Ongoing
2	Assist in analysis and development of departmentally-directed SLAs	1/2020	Ongoing
3	Plan for and implement Personal Device Replacement program according to EOL schedule. Capital funding Required.	1/2020	Ongoing
4	Implementation of inventory tracking improvements	1/2020	12 months

Long Term Goals (18-36 months) 1/1/21 – 6/30/22

#	Goal/Objective	Est. Start	Est. Duration
1	Plan for and implement Personal Device Replacement program according to EOL schedule. Capital funding Required.	1/2021	Ongoing

Related Roadmaps

- Service Desk
- Identity & Access Management
- IT Service Management

