ITS Strategic Roadmap – FY20 Planning

ITSM (Information Technology Service Management)

Author: *Ed Geldenhuys*
Date last updated: *December 27, 2018*

Background

ITS and our IT community departmental partners require the ability to effectively track IT assets and requests for IT services provided within the Metro Government. In addition to addressing the consumer internet trends of self service, ITS provides a self-service portal tool to empower Metro customers to create their own incidents and service requests using a secure online method.

ITSM (IT Service Management) refers to the entirety of activities – directed by policies, organized and structured in processes and supporting procedures – that are performed by an organization to design, plan, deliver, operate and control information technology (IT) services offered to customers.

The ITMS tool currently in production is Service Manager. Service Manager is one of the tools within the Microsoft System Center suite, which provides the platform for automating and adapting IT best practices for incident and problem resolution, change control, and asset lifecycle management. The Cireson Portal is used as the self-service and technician front end and the Cireson Asset Management module is used for asset life cycle management.

The following stakeholders have been identified:

- ITS Helpdesk staff who enter service calls and emails
- ITS technicians who respond to incidents/ service requests and document work within ITSM tool
- ITS managers who monitor status of work
- Metro departments and agencies
- Information technology divisions of Metro departments who have technicians who use the system in the same way as ITS technicians
- Microsoft, as developer of Service Manager
- Cireson, as developer of the portal

Current Strategic Drivers

1. **End of Life Technology** (Game-changing) – Microsoft's Service Manager support is planned to end in 2021.
2. **Customer Demand: High Availability of Services** (High) – Departments and agencies expect that their services to citizens are available at all times, thus the IT services that they depend on likewise must be restored quickly when there is a problem.
3. **Effective Management of ITS Services and Assets** (High) – ITS staff and management require a tool wherein issues, requests and assets are stored centrally and have the ability to be tracked and reported on accurately.

4. **Customer Desire: Self-Service** (High) – Today's users are more tech savvy than ever before. Customers expect self-service as an 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. This also applies to finding answers to their own problems via FAQs or a library of support articles.

On the Horizon Strategic Drivers

1. **Changes in Technology and Services** (High) – New technologies and services will be provided by ITS and other departments that must be tracked and managed.
2. **Service Level Agreements** (Medium) – ITS will formalize Service Level Objectives with departments and agencies and these SLO's will be configured in the ITSM tool.

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

#	Goal/Objective	Est. Start	Est. Duration
1	If needed and possible with the upgraded Service Manager and Cireson applications, investigate further integrations with System Center suite, including SCOM, SCCM, SCORCH, and SCSM.	07/2019	8 weeks
2	Revisit existing workflows for accuracy and implement previously unexplored workflows.	07/2019	TBD
3	Investigate and include (or improve) features, i.e. SLOs, asset tracking, crowdsourcing, dashboards and self-service reporting.	07/2019	TBD
4	Explore alternate solutions to replace the current application and prepare for RFI/RFP process.	07/2019	TBD

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

#	Goal/Objective	Est. Start	Est. Duration
1	Selection of new application base on the RFP outcome.	01/2020	TBD

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

#	Goal/Objective	Est. Start	Est. Duration
1	Implementation of new application.	TBD	TBD

Related Roadmaps

- Service Desk