# ITS Strategic Roadmap – FY20 Planning
**Service Desk**

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## Background

The Service Desk provides 24 x 7 x 365, first-tier triage and support of all services and products that Metro ITS offers in its role as a support agency. The Service Desk functions as a single point of contact for customers and IT personnel when it comes to the support and restoration of those services. The Service Desk staff supports its customers via the phone, email, and self-service portal channels. It documents all service requests, incident requests, and problems tickets in the Microsoft Service Manager ticketing system and Cireson Self-Service Portal.

The IT self-service Portal is designed to function as the "main entrance" to Metro ITS, providing quick and efficient resolutions to many customers' requests through a knowledge base of information. Through the portal, ITS customers' incident and service requests may be entered and tracked without interacting directly with a service desk technician. Service Desk staff remain available to assist customers who do not have access to the self-service Portal or who need assistance with more critical or complex issues.

The ITS Service Desk manages communication needs and expectations for customers and business partners, ranging from standardized emails informing customers that reported issues have been resolved or completed, to dynamic updates on ongoing service outages.

The Service Desk staff acts as a liaison between customers and 3rd party connectivity vendors & service providers (e.g., AT&T). Once customers report a 3rd party service outage, the Service Desk notifies the vendor directly and opens any necessary tickets or work orders. The Service Desk coordinates service calls between vendors, ITS staff, and customers and confirms that the service is restored.

The Service Desk staff provides the following services, including, but not limited to:

- Identifying, prioritizing, and diagnosing incident requests and problem tickets; these are resolved by the Service Desk if possible—otherwise, they are assigned to appropriate support groups for resolution
- Processing standard service requests for access or equipment, such as:
  - Network account creation/modification/removal for customers in the Nashville domain,
  - Password resets for multiple systems and enterprise applications
- Immediately communicating and escalating critical incidents and problems to appropriate ITS staff and management to ensure timely and appropriate response
- Printing Metro Government paychecks and payroll advices

The Service Desk staff is also responsible for performing scheduled, periodic system wellness checks on mission critical equipment and applications. These include, but are not limited to:

- Primary Data Center equipment and associated systems
- Primary Data Center security cameras
- Environmental monitoring of all rooms containing sensitive server equipment Metro-wide
- Data tape backups for multiple departments hosted within the Primary Data Center
- Communications circuits and other equipment supporting network access Metro-wide
- Metro's public, educational and government (PEG) television channels streaming and broadcasting
- Critical Metro applications and websites

Departments and agencies of the Metropolitan Government that operate separate IT help desks include the Metro Nashville Police Department, Davidson County Sheriff's Office, Metro Nashville Public Schools, and Justice Integration Systems. Note that the Metro ITS Service Desk still provides varying degrees of IT assistance for these customers for services such as networking & communication and enterprise applications provided to those agencies by ITS.

## Current Strategic Drivers

1. **Customer Demand: World Class Customer Service** (High) – Our customers, whether Metro employees, elected officials or members of the public, have an expectation of service that is professional, convenient, and empathetic.
2. **Customer Demand: High Availability of Metro ITS Services** (High) – Customers, and the citizens they serve, demand extremely high availability of Metro services to meet the business-critical and, for some departmental customers, life and death responsibilities they hold.
3. **Customer Demand: Self-Service & Quick Turnaround** (High) – Today's customers expect self-service as their primary option for IT assistance, as Metro employees require simple and convenient means for customer service.
4. **ITS Focus on the Service Desk as a Gateway for IT Jobs** (Medium) – ITS industry standards show that IT helpdesk jobs as entry-level positions in the IT field. By their nature, these positions provide the helpdesk analyst an exceptional view of the IT organization and can help meet IT staffing demand by building talent internally.
5. **Consumerization of IT Services** (High) – As mobile device technologies continue to expand their power, sophistication and reach, employees are acclimating to streamlined application experiences, constant data availability and immediate gratification. These high expectations are creating a culture where support for multiple platforms is expected.

## On the Horizon Strategic Drivers

1. **Additional Data Centers** (High) – Planning for the new Metro Data Center 2 and associated space constraints suggest that additional data center-type facilities may be needed to house specialty services.

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

| # | Goal/Objective | Est. Start | Est. Duration |
|---|---|---|---|
| 1 | Develop and implement CSS workload management initiatives to promote constant awareness of the ITS environment and drive customer satisfaction. | Jul-19 | Ongoing |
| 2 | Replace Service Manager and Cireson Self-Service Portal with a modernized ITSM solution.  Implementation to begin Fiscal Year 2020. Pending budget approval. | Sep-19 | Ongoing |
| 3 | Implement new Metro ITS CSS employee on-boarding and training process to drive internal mobility and higher retention. | Aug-19 | 5 months |
| 4 | Begin working with Metro ITS business partner teams to document and review work functions that can be absorbed by the Metro ITS CSS department. | Jan-20 | Ongoing |

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

| # | Goal/Objective | Est. Start | Est. Duration |
|---|---|---|---|
| 1 | Research and review current Metro ITS business services and develop a plan to automate repeatable and routine tasks. | Jan-20 | Ongoing |
| 2 | Plan and execute the implementation of an ITSM tool to promote workflow maturity and streamlined processes for service administration. | Oct-20 | Ongoing |

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

| # | Goal/Objective | Est. Start | Est. Duration |
|---|---|---|---|
| 1 | Research and implement automation of operational system monitoring and remediation tools. Pending budget approval. | Jan-21 | Ongoing |

## Related Roadmaps:

- Data Center and Environmental
- Field Services
- Identity and Access Management
- Service Manager and IT Self-Service Portal