

ITS Strategic Roadmap – FY16

Service Management

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Background

Metropolitan Nashville ITS department operates a 24/7/365 helpdesk for departments and agencies of the Metro government who utilize services of ITS. The helpdesk is the primary point of entry for requests for IT services and reports of IT problems or incidents. Thus ITS has a critical business need for a functional, secure, stable and supported software package that will provide for tracking these requests through their resolution and reporting on them.

The version of the application currently in use, BMC Service Desk Express (Magic), is no longer supported by the vendor. ITS will transition to a new system, Microsoft Service Manager, which integrates into the Microsoft System Center suite of IT management tools which ITS has licensed and implemented. The project to implement Service Manager is currently in progress, with a staged go-live to begin in spring of 2015.

Services that Service Manager and the Cireson self-service portal will enable include:

- online service catalog,
- customer self-service creation of incidents and service requests,
- customer monitoring of live ticket progress
- management of incident and problem resolution,
- request and incident reporting and metrics,
- change control management, and
- asset lifecycle management.

The Metro departments that currently use the ITS implementation of Magic/SDE for management of their own IT division requests include Water Services, Public Library, Public Works, Fire, ECC, Health, and Metro Nashville Police Department (MNPd). Once Service Manager is implemented by ITS for its customers, it will be offered to other Metro departments who want to use it as a tool for their individual helpdesks. ITS will offer overall system support to these departments.

Departments within Metro Government who operate their own separate service ticket management application include the Davidson County Sheriff's Office, Justice Integration Systems and Metro Nashville Public Schools.

Primary stakeholders include the ITS department; those departments using SDE for their own request tracking and reporting; vendors Microsoft and Cireson; and the departments and agencies ITS services for IT needs.



Current Strategic Drivers

1. **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.
2. **Customer Demand: Exceptional Customer Service (High)** – Our customers, whether Metro employees, elected officials or members of the public, have an expectation of service that is consistent, accountable, knowledgeable, and empathetic.
3. **Desire for Self-Service (High)** – Today’s more tech savvy Metro employee demands an approach similar to the one they use with their personal banking and shopping. Employees look to be empowered to perform tasks and monitor the status of those tasks on their own schedule, without the need to email or call a helpdesk.
4. **Demand for Secure Government Systems (High)** – The requirements for securing of protected information per regulation (example: HIPAA for certain HR records) is a critical consideration when defining or extracting data or providing access to users in our ERP. As new applications integrate into our ERP systems, we are increasingly held responsible for managing and maintaining the applications and data.

On the Horizon Strategic Drivers

1. **New technology: Self-service (Low)** – Technology changes over time continue to advance the possibilities for self-service possibilities.

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

#	Goal/Objective	Est. Start	Est. Duration
1	Change Management process overhaul and integration with the Service Manager/Cireson Portal solution (may require additional funding)	9/2015	6 months
2	Review, test and deploy quarterly Cireson upgrades (may require additional funding)	7/2015	1 month

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

#	Goal/Objective	Est. Start	Est. Duration
1	Plan and develop integrated user surveys that will be based on actual incident or service request for specific users (may require additional funding)	1/2016	TBD
2	Planning and implementation of plan to roll out Service Manager and Cireson Portal solution for use by the departments who now use SDE for their own ticket tracking and resolution (may require additional funding)	1/2016	TBD
3	Plan and develop fully integrated System Center suite, including SCOM, SCCM, SCORCH, and SCSM (may require additional funding)	1/2016	TBD



4	Review and release of Cireson self-service mobile application (may require additional funding)	1/2016	TBD
5	Plan and implement problem Management process overhaul and integration with the Service Manager/Cireson Portal solution (may require additional funding)	6/2016	6 months
6	Planning and implementation of plan to roll out Service Manager and Cireson Portal solution for use by Finance – Purchasing and any other agencies interested. (may require additional funding)	1/2016	TBD
7	Review, test and deploy quarterly Cireson upgrades (may require additional funding)	1/2016	1 month

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

#	Goal/Objective	Est. Start	Est. Duration
1	Integration of the solution with iProcurement for the purpose of enhancing inventory workflow and avoiding the need for duplicate data entry (Additional funding will be required)	1/2017	6 weeks

Related Roadmaps

- HelpDesk

