OIT IT Service Management (ITSM) Program Overview

We, the CITO Executive Leadership, commit to this initiative and agree to allocate sufficient resources to meet this timeline. We recognize the ITSM program as a top priority within OIT and will provide ITIL foundations-trained team members for 1-3 hours per week per project.

Team Outcome
Based on recommendations from the PinkScan assessment, the process implementation team will collaboratively develop standard processes for use across all OIT departments. Team tasks may include:

- Defining and documenting processes and procedures
- Documenting roles and responsibilities within each process
- Defining critical success factors (CSFs) and key performance indicators (KPIs) for each process
- Defining and recommending a continual service improvement (CSI) approach for each process
- Striving for an ITSM maturity level 3 or higher for future assessments

Major Milestones

- April 2006: Service Level Management Training
- May 2008: Initial Incident Management process released
- Nov 2008: HP Service Manager becomes standard for majority of OIT organization
- July 2010: OIT Service Catalog website release
- Jan 2011: OIT Process Assessment (Pink15)
- Jan 2012: OIT Process Assessment (Pink15)
- Nov 2012: Problem Management

OIT ITSM Process Improvement Approach

What is the vision?
Deliver and support all IT Services to our customers and end users using repeatable, sustainable, and standardized processes that enable the UA organization to achieve and exceed its goals and objectives.

Where are we now?
Baseline assessment of 6 ITSM processes conducted July 2012 by external consultant resulting in an average score of 1.2 or slightly better than level 1 maturity.

Level 1: Initial. This may be done from time to time across the organization but is not done consistently each time. We have talked about developing something like this but we have not yet started to do so.

Where do we want to be?
Reach a Maturity Level of 3 or higher.

Level 2: Standardized documented objectives, activities, procedures, roles and metrics across the organization. All of the people who perform the process activities have received appropriate training and are expected to follow them in accordance with the documentation.

Level 4: This is a fully recognized and accepted throughout the organization as the way we work. We have performance standards that we use to measure this activity and report against planned results.

How do we get there?
Using project management principles, form core and extended project management teams from across the organization to design and transition improved service management processes.

How do we keep the momentum going?
Continual review of key performance indicators for each process using measurements and metrics. Reassess process(es) 12 months from implementation date.

Did we get there?
Continual review of key performance indicators for each process using measurements and metrics. Reassess process(es) 12 months from implementation date.