



Finding our Way: ITIL at MNIT

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Minnesota Government IT Symposium
December 10 – 12, 2019

- Quick Review: What is ITIL?
- Highlight MNIT's past ITIL experience
- Understand where things stand today
- Preview what's coming





What is ITIL?

- Library of 5 Books
 - Service Strategy
 - Service Design
 - Service Transition
 - Service Operation
 - Continual Service Improvement
- These Books Provide
 - Best practices for IT Service Management
 - Lifecycle Framework
 - Core functions & processes
 - Common vocabulary
- ITIL Version 3 retires June 2020



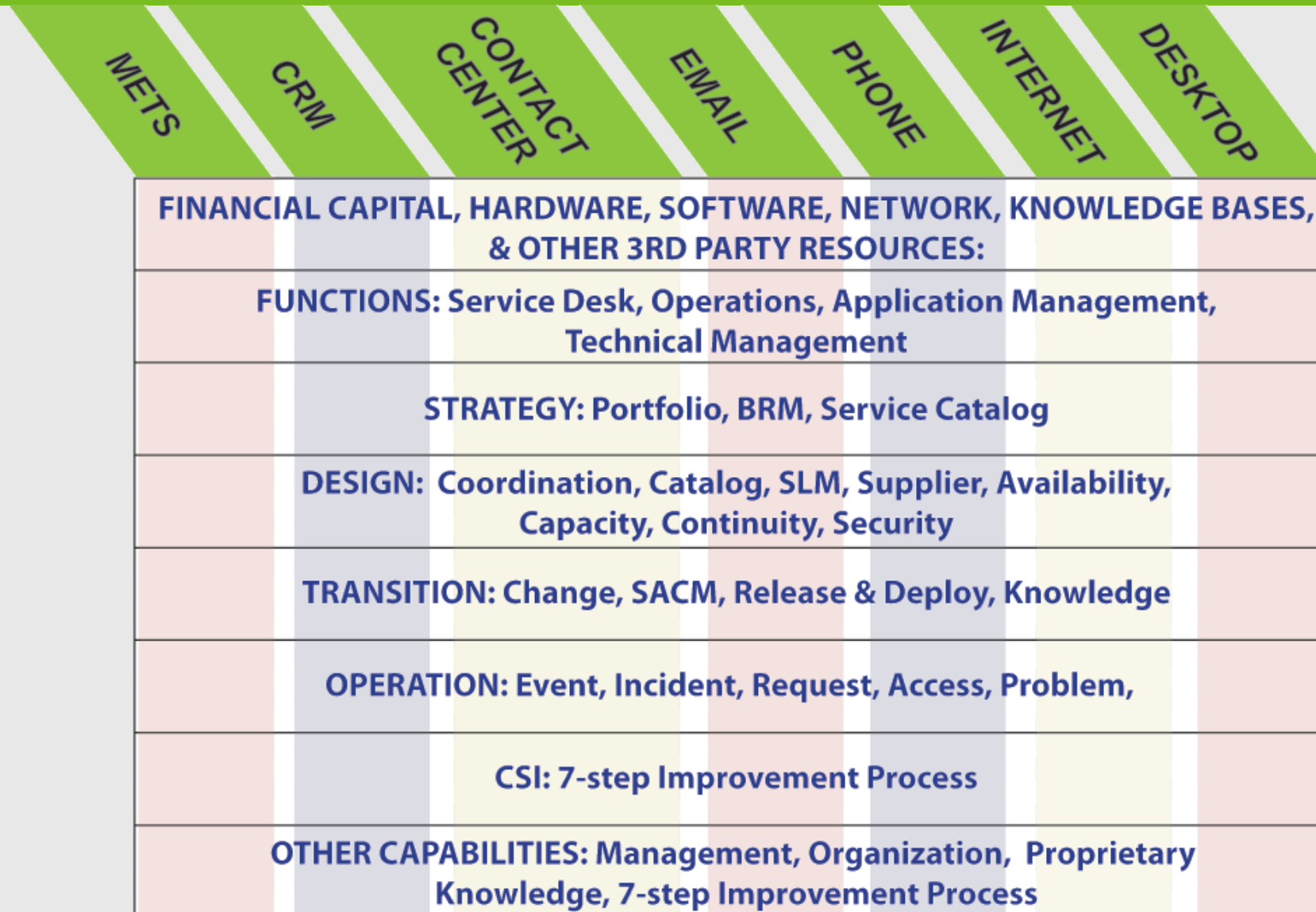
What is a Service?

- ITIL's Definition:

“Services are a means of delivering value to customers by facilitating the outcomes customers want to achieve without the ownership of specific costs and risks.”



Services = bundles of tangible and intangible assets



- Introduced March 2019
 - Introduces new concepts
 - Builds on existing knowledge
- Two key components
 - ITIL Service Value System (SVS): Plan, Improve, Engage, Design and transition, Obtain/Build, Deliver and support
 - Four Dimensions Model: People, Products, Partners, Processes
- ITIL “processes” renamed as “practices”
 - 14 general management practices
 - 17 service management practices
 - 3 technical management practices



ITIL Adoption

Thousands of organizations worldwide

- NASA
- Microsoft
- IBM
- Procter & Gamble
- HP
- Shell
- UK National Health Service
- HSBC
- The Walt Disney Company

Source: <https://www.axelos.com/best-practice-solutions/itil/what-is-itil>

Minneapolis / St. Paul --- the hotbed of U.S implementation





Where have we been with ITIL?

FY2011 – 12: Early Consolidation

- Pursuing ITIL Foundation training, e.g., DOR, DOT, Central, DEED, MDH, etc.
- Many different tools, BMC ITSM Suite, HEAT, Magic, Service Desk Express, ITSM Dynamics, Footprints, etc.
- Executive team contracted BMC Remedy onDemand (cloud) as Enterprise solution
- Pilot of Remedy onDemand to confirm cloud functionality and performance



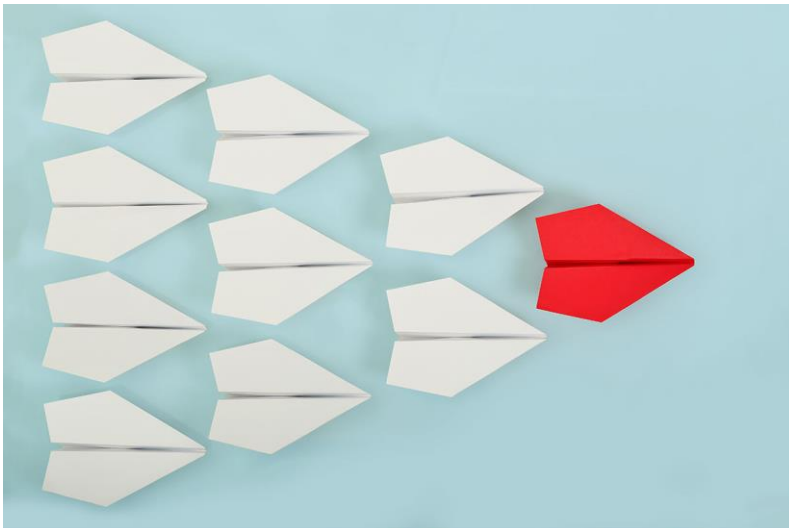
FY2013 – 15: Tactical Plan

- CIO Process Team
- Tactical Plan I & II
 - Single Service Desk Project
 - ITSM Project
- Upgrade Remedy onDemand from version 7.6.04 to 8.1



FY2016 – 17: Operational Services Optimization (OSO)

- Single Service Desk Project
- Scope
 - 54 Wave 1 & 2 entities onboarded



- Objectives
 - Single Point of Contact
 - MNIT Mall online tickets (preferred)
 - Phone call w / live agent (work stoppage)
 - Service Catalog (MNIT Mall)
 - Common book of business
 - Auto-prioritization and assignment / workflow
 - Incident / Request
 - Level 1 and triage to 2nd/3rd/n-level support
 - Ticket aging and lifecycle management
 - Notifications and status updates to users

FY18 Enterprise Service Desk

- Functions
 - Contact Center Operations
 - Catalog Management
 - Incident Management
 - Request Fulfillment
 - Access Management
 - Change Management
 - Problem Management
 - Asset / Configuration Management
- 63,640 calls (COB / ELA only)
- Tickets (excludes legacy systems)
 - 143,649 work orders
 - 38,315 incidents
 - 8,726 change requests
 - 15,717 tasks



FY2018: Stabilize and Strengthen

- Improve Service Desk capabilities
 - Integrate / Cross-train teams
 - Address access / permissions across numerous domains
 - Virtual Desktop
 - Common call cluster for agents
 - Reporting with Crystal



- Assess options - replace Remedy 8.1
 - BMC and ServiceNow
 - Scalable
 - Improved accessibility
 - Better reporting
 - Both equal for accessibility
 - BMC
 - Better for security
 - Better pricing
 - Selected BMC Remedy 9

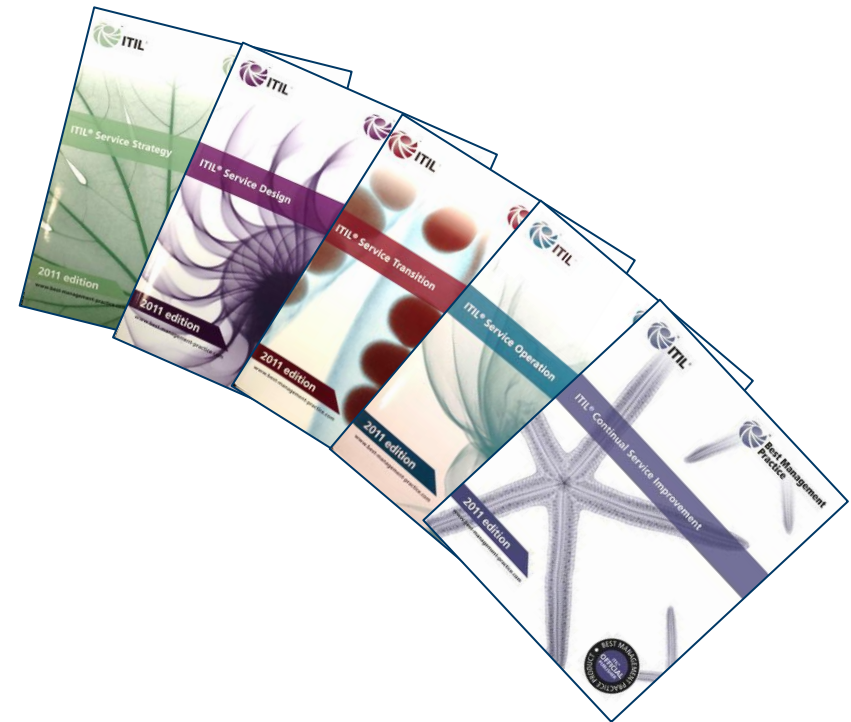
FY19 Upgrade to Remedy 9

- Maintained legacy interface
 - MNIT Mall
 - Technician console
- Foundational building block
 - Contemporary interfaces; any device
 - Deploy in January
 - Digital Work Place – customers
 - SmartIT – technicians
 - SmartReporting



FY19 Business / ITIL Process Transformation

- Phase I: Request Fulfilment (Includes Access Management)
- Phase I: Change Management
- Phase II: Incident Management
- Phase II: Problem Management
- Phase III: Asset Management
- Phase III: Configuration Management
- Phase IV: Knowledge Management
- Phase V: Service Catalog Management
- Phase V: Service Level Management





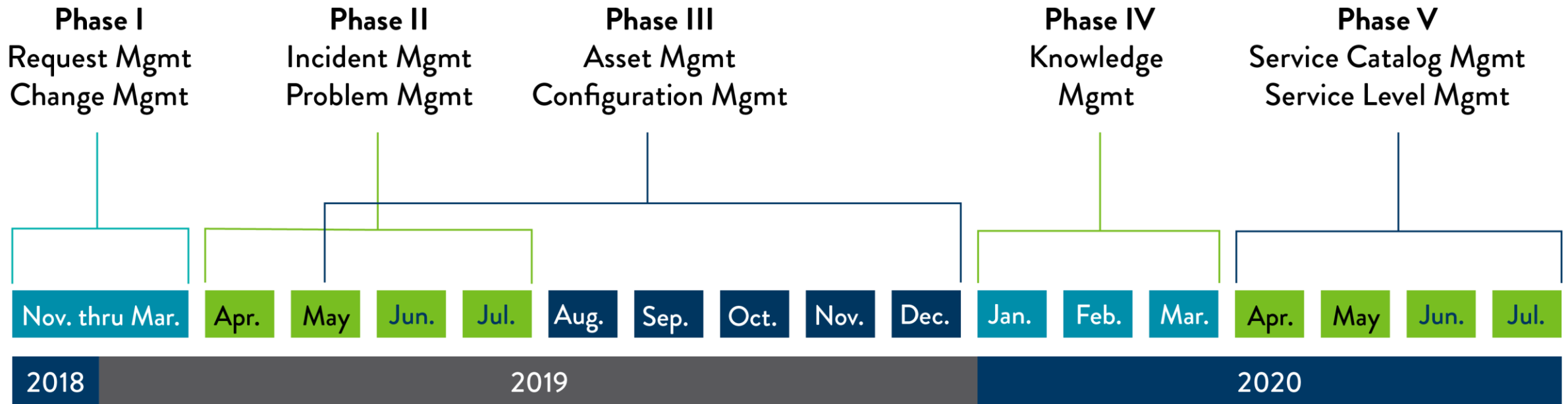
Where are we now? What's coming?

Inbound Contacts - Monthly

- FY2018, excluding Wave 3 systems
 - 900,000 annually
 - 75,000 monthly
 - 2,000 tickets
 - 31,000 automated password resets
 - 7,000 calls
 - 6,000 emails
- FY2019 estimate w/Wave 3
 - 1.25 million annually
 - 104,066 monthly





Business Process Transformation













BMC Helix (formerly Remedy onDemand)

MN Service Hub

Minnesota Service Hub | Catalog News Feed My Activity  



Browse categories Cart (0)

Agency Services Show all 63 items >

 Access Issue ☆☆☆☆☆ (0)	 Access to MN Service Hub ☆☆☆☆☆ (0)	 Add Photo to Profile ☆☆☆☆☆ (0)	 Application Issue ☆☆☆☆☆ (0)
 Application Support ☆☆☆☆☆ (0)	 Badge Access Level ☆☆☆☆☆ (0)	 Badge Replacement ☆☆☆☆☆ (0)	 Billing Support ☆☆☆☆☆ (0)

Support Staff Services Show all 64 items >

 ACF2 Logon IDs ☆☆☆☆☆ (0)	 ACF2 Mainframe Security ☆☆☆☆☆ (0)	 Batch Processing Support ☆☆☆☆☆ (0)	 Catalog Management Change ☆☆☆☆☆ (0)
 Cataloged Procedure Change ☆☆☆☆☆ (0)	 CICS File Information ☆☆☆☆☆ (0)	 CICS Misc Information ☆☆☆☆☆ (0)	 CICS Program/Map Information ☆☆☆☆☆ (0)

 **TRAINING VIDEO** 

A quick introduction to the Minnesota Service Hub

MNIT MALL POWERED BY MNIT SERVICES

Approvals Home ? Settings

Welcome, Daniel W Oehmke

Request Service

Search Favorites Popular Browse

DID YOU KNOW?

Setting user preferences is a snap!

There are several areas you can personalize by clicking the gear icon in the quick action bar on the top right of your screen and selecting Preferences from the menu. You can set your initial console view and the behavior of Broadcast alerts. In addition you can set the default filter for your submitted requests and how much historical data will be shown.

Popular Articles [more...](#)

- Minnesota Service HUB
- How to use ATP
- Smart IT
- Minnesota Service Hub Guide
- Severity 1 Process Definition...
- Installing Visio Online or Project...
- What you need to know about...
- How to Claim your Webex Account on...

Popular Requests [more...](#)

- Email Services
- Desktop/Computer Support
- Mobile Device Management
- I Need Access
- Server Support
- Visitor Registration
- Batch Processing Support
- Network Support

My Requests

Show All

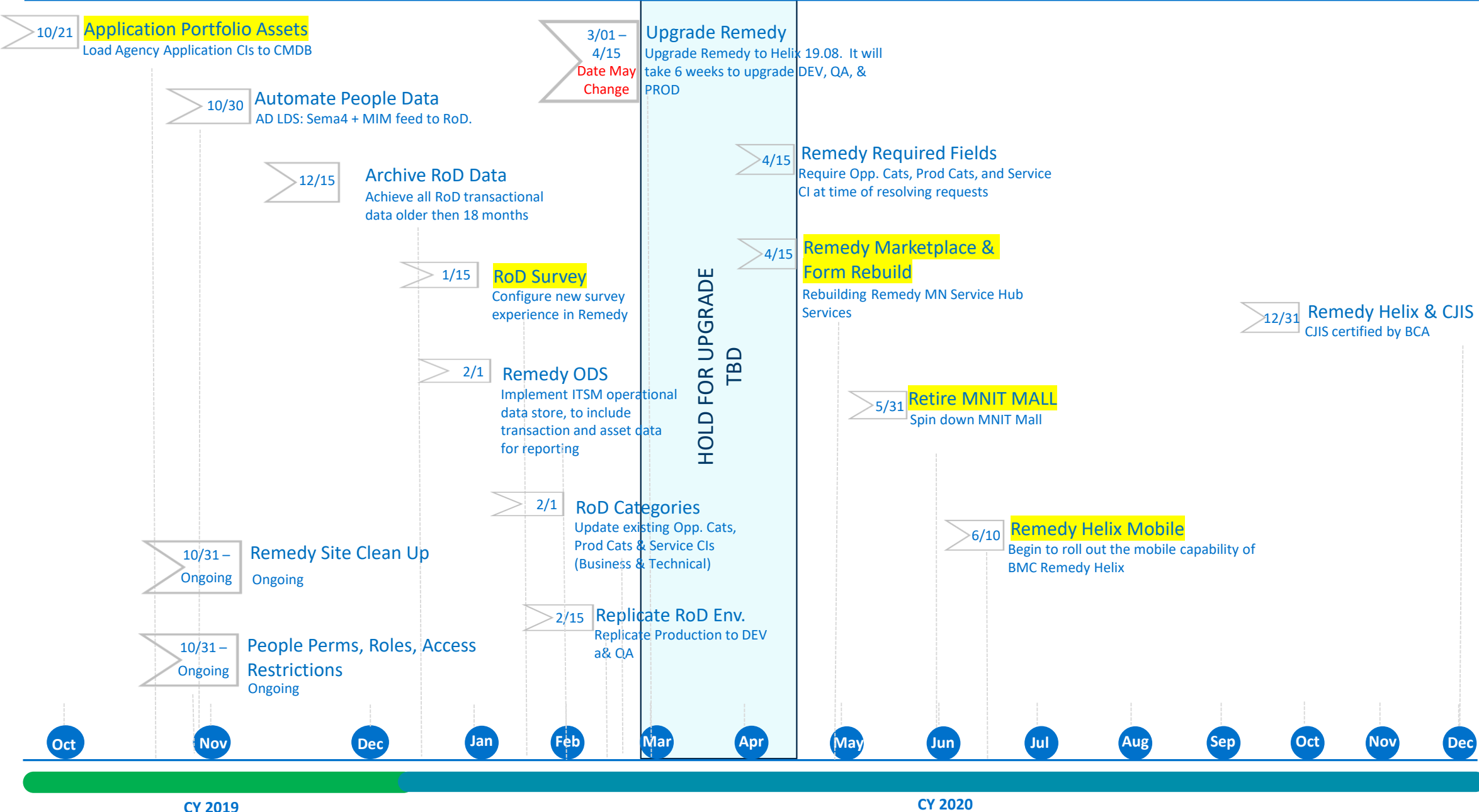
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- CPRS-Application Error**
Request ID: REQ000001060420
Submitted: 10/25/2019 11:55:02 AM
For: Daniel Oehmke
Status: Closed
[Request Again](#) | [Details](#)
- Request Type: Configure New iPhone**
Request ID: REQ000001046224
Submitted: 10/7/2019 9:52:15 AM
For: Daniel Oehmke
Status: Closed
[Request Again](#) | [Details](#)
- Requesting Logs for Problem Management...**
Request ID: REQ000001044967
Submitted: 10/3/2019 6:08:18 PM
For: Daniel Oehmke
Status: Closed
[Details](#)
- Access Issue**
Request ID: REQ000001038918
Submitted: 9/25/2019 6:55:40 PM
For: Daniel Oehmke
Status: Closed
[Request Again](#) | [Details](#)

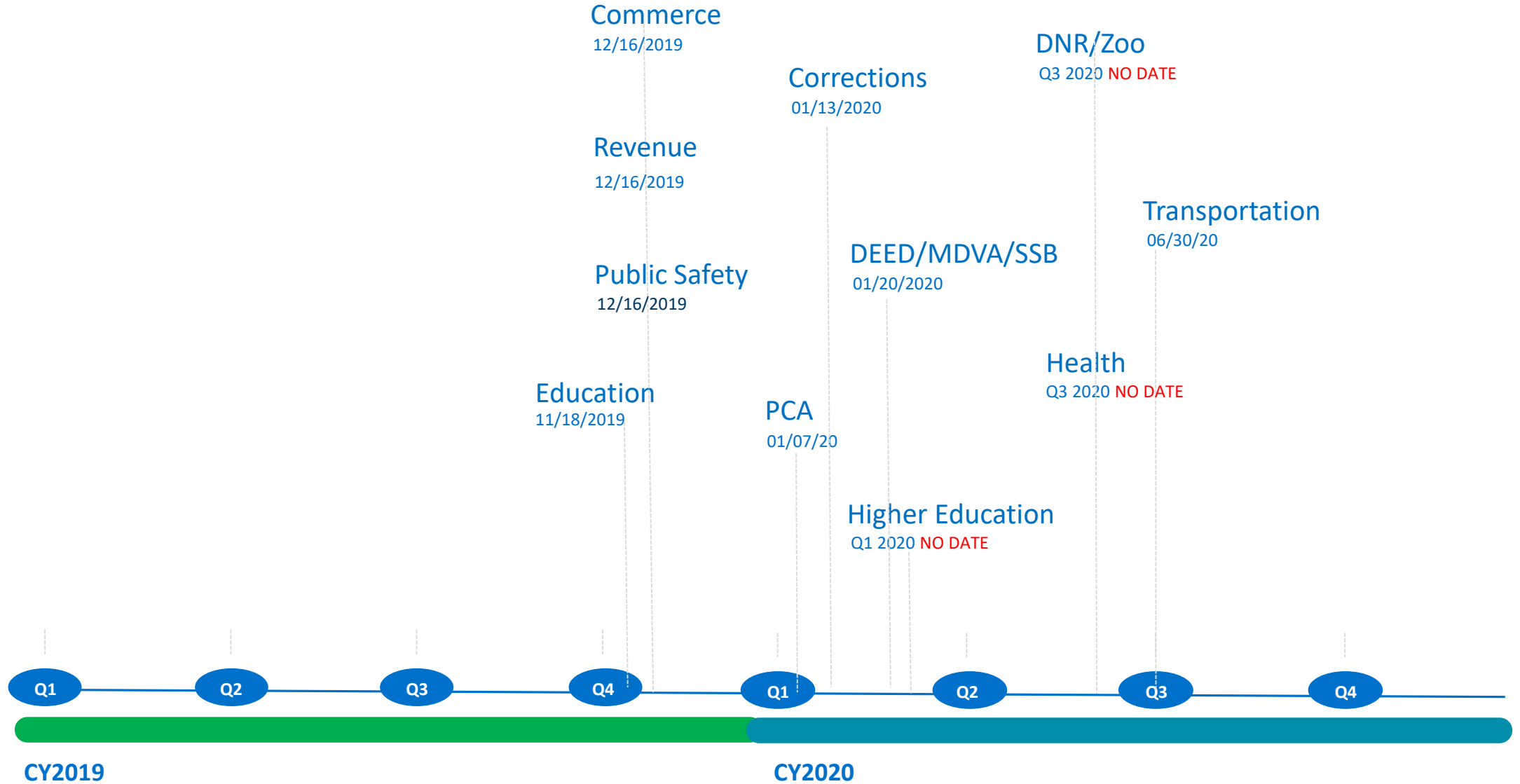
Links

- [Report a Security Event](#)

Remedy Helix Roadmap



Remedy Helix Onboarding Roadmap



Thank You!

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