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## Hennepin County IT creates new Service Management Division

The IT Department is adding a new IT Service Management division under the leadership of Cindy Blackstad.

Service management is more than just a tool or the service desk. It includes evaluating how IT can make improvements to services and deliver value to our customers through service targets (like Service Level Agreements), measurements, and governance.

Additional focus areas for this new organization will include:

- Predictable and standardized processes that follow industry best practice
- Centralized support
- Transparency
- Lean principles and efficiency
- Alignment with strategic priorities
- Continuous improvement
- Measurements on IT services

The new division will report to Chief Information Security Officer Joanne Jewell. Joanne says, "We're finally making a commitment to service management. We've poked at the edges of this for years. We've always made it someone's part time job, or we'll get this tool, but we've never dedicated ourselves to it. Last year, we took a step by formalizing a service management office, but it needs a leader that can dedicate themselves to it. Service management deserves a space at the management team table, it deserves a place at the TLT table."

Blackstad said she is excited about this new role, adding "We have been advocating for this for the last four or five years. Now our vision is being realized. A lot of planning, a lot of thought, a lot of heart and soul went into making this happen."

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