



Managed Services Support for Agencies

IT Infrastructure Partnership Team

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This document explains the relationship between Transformation deployments and Managed Services, and introduces the AOM and ADM roles

After reading this document, you will understand:

- ▶ The importance of Transformation deployments as a way to get to Managed Services
- ▶ What Managed Services is and the benefits it delivers
- ▶ How new AOM and ADM roles support agencies
- ▶ How the Service Delivery staffing model works in the Managed Services environment
- ▶ Next steps in the transition to managed services

The IT Partnership is asking for your help to make Transformation deployments successful

- ▶ We want and need to work together with you on Transformation
- ▶ There will be challenges, but we are committed to finding solutions to overcome barriers that delay completion
- ▶ Scheduling Transformation deployments is one of our biggest focus areas
 - Shortened timeframes are putting pressure on the IT Partnership's ability to adjust deployment dates outward
 - In particular, we are asking for your help in scheduling Network, Desktop and Altiris deployments
 - These deployments are prerequisites to other Transformation deployments
 - Transformation deployment dependencies are extensive, and scheduling delays have far-reaching effects



Transformation deployments provide a number of benefits

- ▶ **Enhanced Standards, Processes and Measures:** SLAs will measure performance and ITIL-compliant processes will provide standard for service
- ▶ **Centralized Network/Server Monitoring:** Reduces the complexity to maintain and operate the Commonwealth's IT infrastructure
- ▶ **Centralized Help Desk:** 24x7 support with consolidated repository of issue resolutions to benefit employees across the Commonwealth
- ▶ **Improved E-mail Functionality:** Secured access via 24x7 Enterprise class MS Exchange environment
- ▶ **Improved Security:** Consolidated Internet connections and automatic anti-virus updates and security patches
- ▶ **New, Reliable Hardware:** Standard PC/hardware specifications reduces support calls required for older equipment

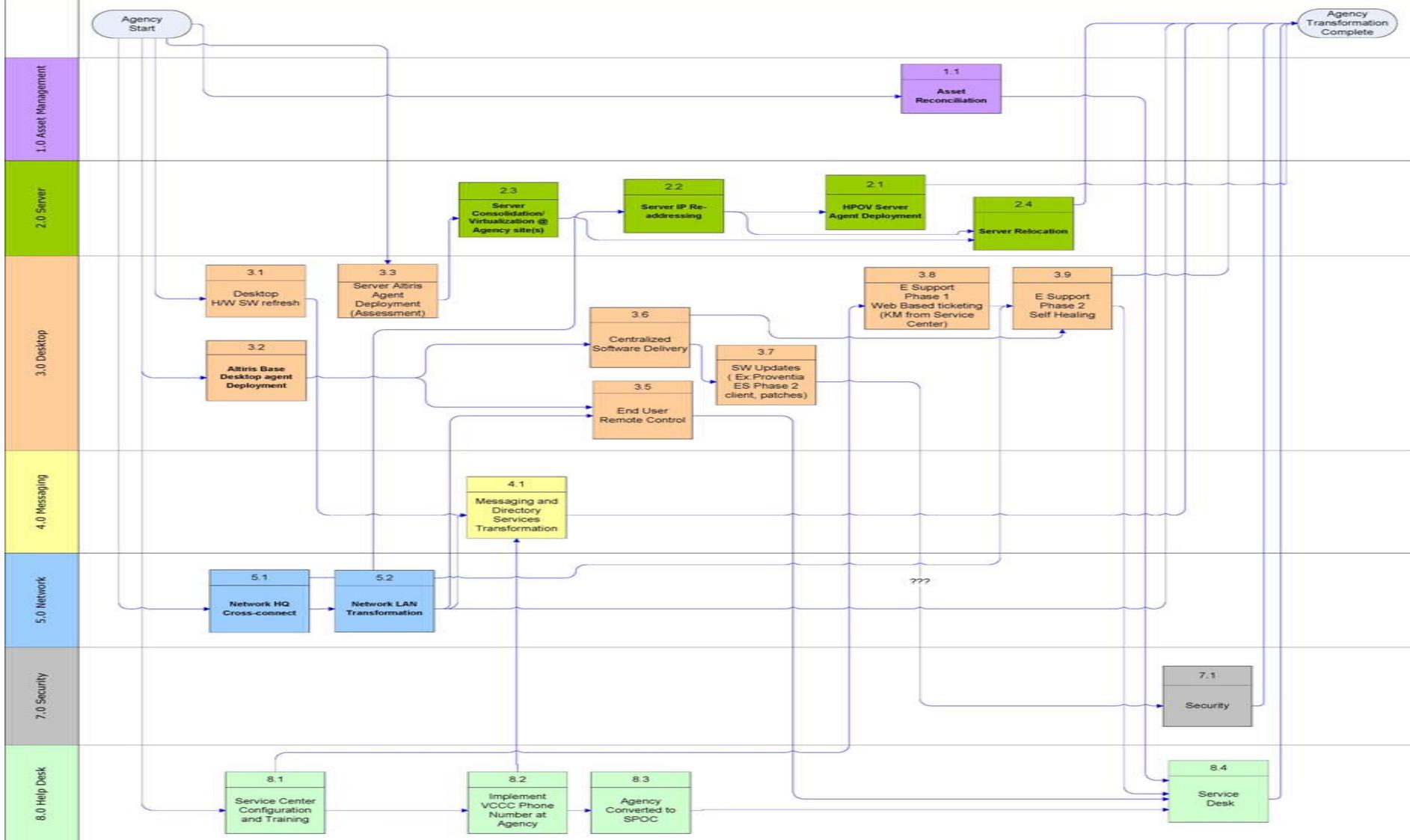


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Transformation deployment dependencies

Agency Transformation High Level Dependencies

SEA Internal Review: Functional Area Review: IPT Review:





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Transformation schedules will be monitored, so progress can be reported and managed

M a i l b o x e s	S e q u e n c e	NW	DT	MDS	Altiris				Remote SW update	E Support		Server				A s R s e c t i o n
					AI Server	AI DT	ESD	RC		P h a s e 1	P h a s e 2	I P R e a d d	H P O V a g e n t	C o n s e r v e r / t	S e r v e r R e l e a s e	
509	9	50%	8%	1%	20%	96%	0%	0%	0%	0%	0%	0%	0%	0%	0%	9%
		06/30/08	09/12/08	04/01/09	04/30/08	04/28/08	12/28/08	9/10/08	01/10/09	08/31/08	11/12/08	02/19/09	2/19/09	12/05/08	10/9/08	09/30/08

Technology Transformation is one of five paths agencies will follow in the transition to Managed Services

Purpose of Implementing Managed Services

- ▶ Adopt a more business-like approach to managing the state’s information technology resources and to operating associated systems
- ▶ Modernize IT service delivery with measurable results at predictable costs
- ▶ Ensure customers receive predictable, reliable IT services needed to carry out the mission of their agency

Managed Services results from 5 transformations

Asset Management

Managing asset changes appropriately in order to present accurate bills

Technology transformation

Ensures the technology and tools are in place to monitor/manage services from an enterprise perspective

Mature processes

Standardizing and optimizing processes and procedures ensures service quality and integration of operations; less “fire fighting” and more process rigor

Defined services & measures

Well defined and understood services and performance targets, with continuous improvement initiatives triggered by root cause analysis

Workforce transformation

Preparing the workforce with the skills to efficiently deliver managed services

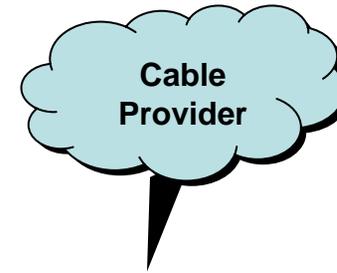
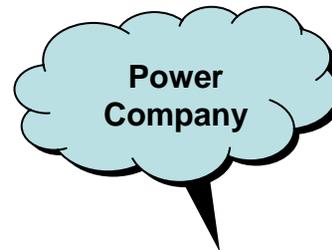
IT service delivery for the Commonwealth has shifted to Managed Services

Managed Services Definition

"Managed Services" is the delivery and support of IT service by an external service provider to improve functionality and reduce costs

A managed services environment

- ▶ Adopts a more business-like approach to managing and delivering the Commonwealth's IT infrastructure "services"
- ▶ Delivers outcome-based services, rather than pieces of equipment and staff hours, to meet customer needs
- ▶ Allows the Commonwealth as a whole to gain efficiencies through shared resources and centralized operations
- ▶ Standardizes processes using industry best-practices to improve the quality and consistency of IT service delivery across the Commonwealth



Characteristics of Managed Services

- Service is available when I want to use it
- It doesn't matter where equipment is located or how many people support it
- I don't need to understand the technology used to deliver the service

In the Managed Services environment, the ITP provides IT services through Transformation rather than stand-alone IT products...

Definition of Service

IT service is a logical package of services that an IT organization offers, supplies and supports in order to satisfy the client's needs

Source: Delivering IT Services, Dennis Bladergroen / Bob Maas et. al.

EXAMPLES

Agencies will no longer...	Under Managed Services, agencies will...
<ul style="list-style-type: none"> Buy a stand-alone PC... 	<ul style="list-style-type: none"> Buy a <u>desktop computing service</u> that includes: <ul style="list-style-type: none"> HW and system SW Maintenance and a new PC every 4-5 years Asset Inventory Control Virus protection LAN connectivity, print service, and more
<ul style="list-style-type: none"> Buy a piece of computer equipment... 	<ul style="list-style-type: none"> Buy a <u>data center service</u> that includes: <ul style="list-style-type: none"> Server space (only what is used) Remote server management with 24x7 monitoring Virus protection, patch management, backup services, disaster recovery and more
<ul style="list-style-type: none"> Maintain e-mail and directory software... 	<ul style="list-style-type: none"> Buy a <u>messaging service</u> that includes: <ul style="list-style-type: none"> A central e-mail system with statewide address directory Spam filters and virus protection Inter-agency file sharing and more

...and proactively monitors and measures – *manages* – the delivery of services against a set of performance metrics

Definition of *Manage*

Management involves all the activities required to operate, monitor and maintain the infrastructure, as well as modifying the infrastructure to solve or prevent failures

Source: Delivering IT Services, Dennis Bladergroen / Bob Maas et. al.

- ▶ We track performance measures, including time to respond to service calls, time to resolve incidents, network bandwidth, and availability of a device or application to ensure high quality service
- ▶ Skilled technicians centrally monitor operations and identify potential weaknesses so that they can take corrective action before a problem occurs, reducing downtime and outages
- ▶ All services are delivered using a set of consistent processes based on Information Technology Infrastructure Library (ITIL) standards to provide more reliable IT service and ensure alignment with customer and operational priorities
- ▶ Customers surveys are used to gather agency feedback to continually improve service

As technology transforms, the Partnership organization is restructuring to align to the Managed Services environment

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The new agency support model will increase agency involvement and provide more holistic management

▶ In the Old model...	▶ In the New model...
<ul style="list-style-type: none"> ▶ Transformation Points of Contact (TPOCs) coordinate deployments, but have no management authority 	<ul style="list-style-type: none"> ▶ Agency Deployment Managers (ADM) will drive Transformation scheduling and will have authority to manage Transformation efforts
<ul style="list-style-type: none"> ▶ AITRs informed of Transformation deployments but not engaged in planning 	<ul style="list-style-type: none"> ▶ AITRs are actively engaged in Transformation deployment planning ▶ Agency requirements and constraints provide key input to deployment planning process
<ul style="list-style-type: none"> ▶ Transformation project teams separated from Service Delivery teams 	<ul style="list-style-type: none"> ▶ Transformation and Service Delivery resources are combined into one team, improving coordination between transformation and operations to provide better customer service
<ul style="list-style-type: none"> ▶ APMs and CAMs managed the customer experience on their own ▶ SLD line managers managed technical staff, but may not have had alignment to agencies 	<ul style="list-style-type: none"> ▶ Customer Account Teams will coordinate and communicate all agency IT activity <ul style="list-style-type: none"> ▶ CAM – Aligns IT strategy to business objectives and manages customer relationship ▶ APM – Oversees and monitors IT performance to agreed service levels ▶ PMD – Monitors IT strategic plans and oversees IT investments >\$100K ▶ AOM – Manages all ITP operations and service delivery for agency ▶ RFS – Manages RFS project planning from requirements through close-out ▶ ADM – Manages agency Transformation deployments ▶ AOM will provide single point of contact for Service Delivery needs

New agency facing roles enhance customer support for operations and transformation

Customer Account Team					Transformation
Customer Account Manager (CAM)	Agency Performance Manager (APM)	Project Management Division (PMD)	Agency Operations Manager (AOM)	RFS Capture Manager	Agency Deployment Manager (ADM)
Governance / Strategy			Service Delivery		
<ul style="list-style-type: none"> ▶ Serves as primary VITA interface for IT infrastructure planning, including aligning agency strategic plans with COV strategy ▶ Owns RFS lead qualification ▶ Available as a customer escalation point 	<ul style="list-style-type: none"> ▶ Assesses performance of IT Infrastructure through service level measurement and reviews results with customers ▶ Oversees RFS performance from requirements through implementation ▶ Resolves asset management questions 	<ul style="list-style-type: none"> ▶ Represents Commonwealth IT Investment Board and CIO IT investment governance responsibilities ▶ Monitors agency strategic plan execution and oversees IT investments, projects and procurements, over \$100K 	<ul style="list-style-type: none"> ▶ Manages all ITP operations and service delivery for agency ▶ Aligns service delivery goals with customer requirements ▶ Serves as first customer escalation point for all service delivery issues ▶ Responsible for project to production transitions 	<ul style="list-style-type: none"> ▶ Oversees RFS project planning from requirements through close-out ▶ Manages on-time delivery of in-process RFS requests and projects 	<ul style="list-style-type: none"> ▶ Serves as primary interface for agency transformation ▶ Oversees transformation rollouts and monitors project status ▶ Coordinates and integrates deployments with Agency-specific needs
VCCC Help Desk					

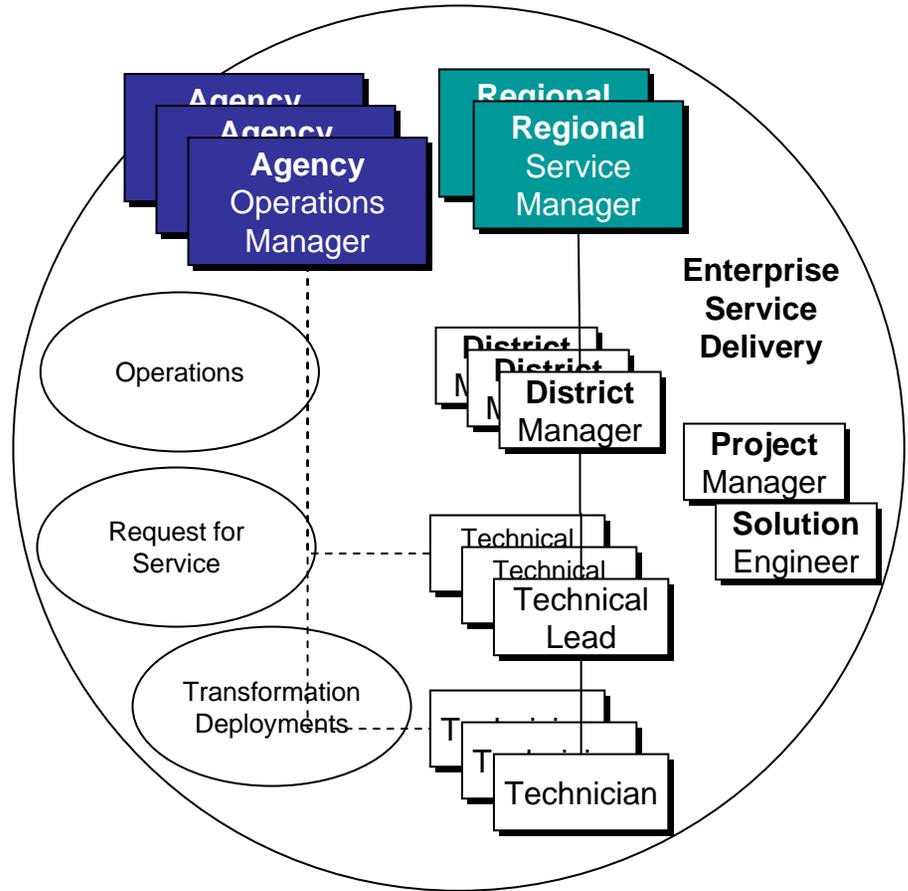
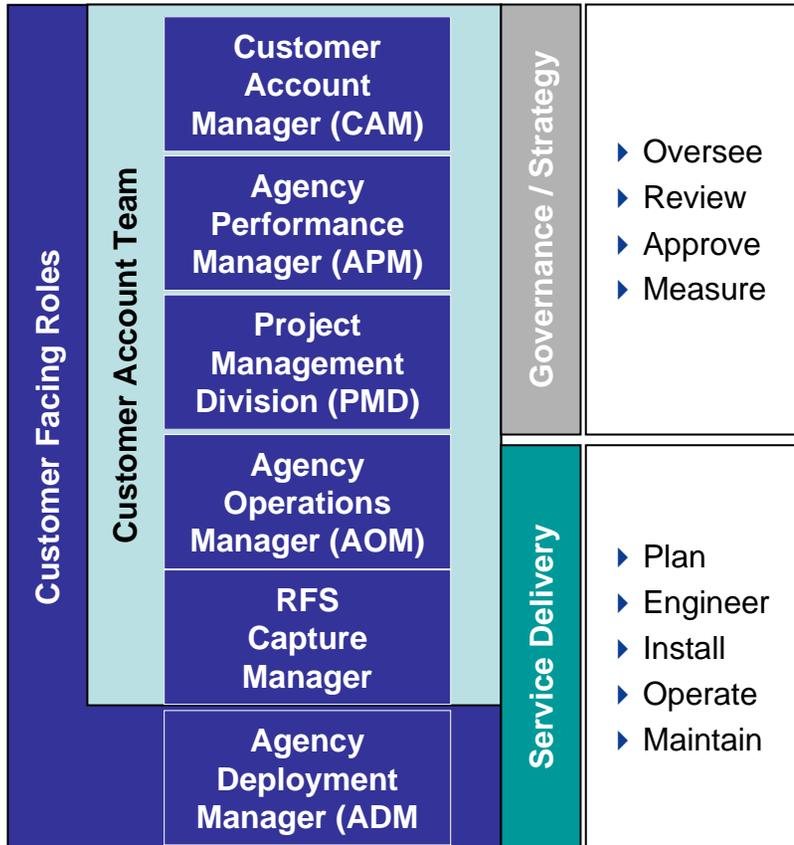
Operational roles and responsibilities are clearly defined

I want to...	Customer Account Team					
	CAM	APM	PMD	AOM	RFS	ADM
	Governance / Strategy			Service Delivery		
Define agency IT strategy / Align business goals with IT planning	●	●				
Obtain CIO approval for IT strategic plans and projects >\$100K	●		●			
Understand VITA billing rates	●	●				
Resolve a question or error with my asset inventory or bill	●	●				
Understand SLAs and manage to performance targets		●		●		
Request new or additional service and get updates on service requests		●		●		
Purchase a service through the Service Catalog and track purchases		●		●		
Define RFS requirements / Plan RFS projects and track status		●		●	●	
Plan and schedule Transformation deployments		●		●		●
Get a status update on Transformation		●		●		●
Escalate problems and incidents (VCCC issues)		●		●		
Request an inventory move, addition or change (IMAC)		●		●		
Escalate a Service Delivery, Transformation or RFS issue		●		●		
Escalate a Customer Satisfaction issue	●	●		●		

● Primary Responsibility

● Secondary Responsibility

The support structure will improve agency focus while setting clear accountability for service delivery



Next steps

- ▶ **Technology Transformation**
 - ADMs and agency contacts determine current priorities and scheduling constraints
 - Jointly establish transformation expectations and schedules
 - Assign required transformation resources to your agency
 - Provide regular feedback on status and issues

- ▶ **Service Delivery**
 - AOM and agency contacts determine service delivery requirements
 - Jointly establish service delivery expectations
 - Provide regular feedback on status and issues