



CUSTOMER ACTION REQUIRED:	YES	<input type="checkbox"/>
	NO	<input checked="" type="checkbox"/>
CONTAINS SECURE INFORMATION:	YES	<input type="checkbox"/>
	NO	<input checked="" type="checkbox"/>

CUSTOMER BULLETIN — CUSTOMER SERVICE AND MARKETING

NUMBER: 12-CSM-01
TITLE: INFORMATION TECHNOLOGY SERVICE MANAGEMENT (ITSM) PROGRAM ROLL OUT
DATE ISSUED: April 17, 2012

Overview

The Office for Technology has begun implementing an organization-wide Information Technology Service Management (ITSM) Program. The Program uses the widely accepted industry-standard Information Technology Infrastructure Library (ITIL) framework. The goal is to optimize service delivery and improve customer service by implementing consistent, reliable, and repeatable processes.

The ITSM Program began with the implementation of Incident Management within the Customer Care Center. Next to be implemented will be Service Request Management, Change Management, and Configuration Management.

Please read this Bulletin in its entirety for more information.

Services Impacted

Following its full implementation, customers will only need to access the ITSM System (via the Internet) to request services from OFT. It will no longer be necessary to use the varying systems they have used in the past. The ITSM System will also allow customers to track all of the requests they have placed into the system, from submission to closure.

Additionally, customers will have a singular, consolidated service catalog to browse and make requests from.

If customers attempt to use a service request system that has been migrated into the ITSM System, they will be referred to the ITSM to make their service request.

Audience

All customers of the Office for Technology (please forward this information to your staff as necessary)

Assistance

If you have questions about the new ITSM System, please contact either your Customer Relations Manager, call Customer Relations at 518-473-2658, or email customer.relations@cio.ny.gov.

Customer Action Required: No

No current action is required. However, as OFT services become available for request via the ITSM System, or additional customer-facing modules become operational, OFT will use Customer Notifications to inform customers how to access and request services through the system.

Details

The Office for Technology is implementing the ITSM Program to improve the customer experience by providing a single point of entry for capturing, processing, and tracking all requests for OFT-provided services. Customers will also have a singular, consolidated service catalog to work from.

The ITSM portal will provide a high-level view of all service requests and allow customers to monitor the latest progress of each service request via their web browser.

OFT Customer Relations Managers have begun to contact customer agencies to schedule more in-depth introductions to the system, establish appropriate access accounts and coordinate staff training. OFT will also provide a brief update on the ITSM Program and implementation schedule during the CIO Academy, which will be held April 18 and 19, 2012. A hands-on demo will be available at the OFT booth.

As each OFT service area migrates to the ITSM System for service requests, OFT will use Customer Notifications to inform customers how to access, place, and track requests through the system. The first service areas expected to be migrated to the ITSM System include NYSeMail, Customer Networks, and Customer Care Center at the end of this month.

Attachments

Link to FAQ's: http://cio.ny.gov/itsm_faq