IOT’s ITSM-ITIL Roadmap

- IOT’s ITIL Initiative was established by the IOT CIO on 1/1/2016. ITIL will now be used within IOT where applicable to demonstrate compliance, to plan, implement and measure improvements resulting in increased customer service; and to help IOT transition from a primarily operations-based environment to an operations/project-based environment. In essence, help IOT achieve their Vision and Mission.
- Information Technology Service Management (ITSM) refers to the entirety of activities – directed by policies, organized and structured in processes and supporting procedures – that are performed by an organization to plan, design, deliver and operate and control information technology services offered to customers.
- Information Technology Infrastructure Library (ITIL) is a set of practices to support ITSM. It focuses on aligning IT services with business needs. ITIL describes processes, procedures, tasks and checklists which are not organization-specific, but which can be applied to establish integration with the state’s IT strategy, delivering value and maintaining a minimum level of competency while providing cost-effective, quality services.

Service Strategy Phase 1
How to design, develop and implement service management as an organizational capability and a strategic asset.

Service Design Phase 2
Design and development of services and service management practices.

Service Transition Phase 3
Development and improvement of capabilities for transitioning new and changed services into live service operation.

Service Operation Phase 4
Achieve effectiveness and efficiency in the delivery and support of services to ensure value for the customer and the service provider.

Continual Process Phase 5
Create and maintain value for customers through better design, transition and operation of services. Deming’s PDCA Model.

IOT’s Vision
To be a trusted enterprise-technology provider that enables partners to securely deliver high-quality services to citizens.

IOT’s Mission
To provide cost-effective, secure, consistent, reliable enterprise-technology services to our partner agencies so they can better serve our mutual customer, the Hoosier taxpayer.