IOT BMV Services - 2016

Who We Are:

A four-member team that supports the BMV infrastructure and BMV Branch operations.

Our Mission:

Ensure the BMV maintains maximum uptime of all systems.

Department: 493004

Manager:

Greg Gearlds

What We Do:

Support BMV infrastructure and BMV-unique applications. This includes licensing, monitoring and maintenance as well as remote locations such as the State Fair. Manage WSUS server/upgrades and patching for BMV devices.

Our Products:

1060	BMV Support Services

Our Tools:

vFire	Ticket Management and SLA Measurement

Our Metrics:

Support hours: Mon-Fri: 7am-8pm excluding state holidays, Sat: 7:30 1:30
Currently developing metrics.

Our Customers:

Executive Branch agencies

Our Budget:

$402,000

Recent Major Accomplishments:

- STARS Feasibility study
- Stealth Machine Upgrade

Current Projects:

- Auto test machine rollout
- STARS rewrite
- Agile conversion
- 2003 Server upgrade
- Supporting Branch remodels