

Automated Ticketing

Service Description

OIT offers Watson Automated Ticketing that integrates with ServiceNow for agencies interested in having incidents and requests in their UNASSIGNED queue that comes through email assigned to the proper resolver queue. This service will route these incidents to the appropriated queue based on historical data and optionally provide other use cases as well. Watson is a cognitive automation platform that leverages machine learning, natural language processing, deep learning, semantic ontologies, pattern recognition, etc.

Watson is used for automating manual parts of the support processes using Artificial Intelligence algorithms. It automates processes to provide more efficient operation with higher quality results compared to manual performance.

Customer Benefits

- Allows analysts to spend more time with callers and seek strategies to improve IT effectiveness
- Supports quicker resolution of service requests and reduced bouncing of tickets
- Integrates with existing ServiceNow reporting
- Improved quality of support by focusing more agent attention towards ticket resolution
- Provides transparent reporting into automated routing processes
- 10-20% reduction in overall MTTR for processed tickets
- More resilient support processes

OIT Provides

- A hosted IBM Watson Automated Ticketing platform
- Incident resolution services via the Customer Service Center
- Backup and recovery capabilities of the service
- Routine maintenance
- Service provisioning and implementation

Maintenance Schedule

Maintenance of the IBM Watson Automated Ticketing occurs on Friday mornings from 6:00 a.m. to 7:00 a.m. when needed. Scheduled maintenance occurs on selected Wednesdays from 6:00 p.m. to midnight and selected Tuesday mornings from 3:00 a.m. to 6:00 a.m. Outages are minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are established at the beginning of the year, and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, then the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, IBM Watson Automated Ticketing support staff is available 24 x 7 for both incident reporting and resolution. IBM Watson staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

Note: The customer is responsible for providing end-user support for this service.

Service Objectives

Category	Evaluation Criteria	Target
Availability	IBM Watson Automated Ticketing service uptime	99%
Incident Responsiveness	IBM Watson Automated Ticketing support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	IBM Watson Automated Ticketing support staff resolves incident within 4 hours.	75%

Customer Requirements

- Information to create Active Directory accounts
- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>.
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number
- Two site administrators

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at <http://itenterprise.ohio.gov>. Rate information for this service can be found on the [DAS OIT IT Business Office](#) site.