

IT Optimization

INCREASE EFFICIENCY. IMPROVE SERVICE.
REDUCE COMPLEXITY. REALIZE SAVINGS.



IT Optimization Summit

Instilling Intellectual Curiosity into Ohio's IT Leadership

March 22, 2018

IT Optimization Summit

Instilling Intellectual Curiosity into Ohio's IT Leadership

LEVERAGING EXISTING ENTERPRISE SOLUTIONS/TOOLS

WELCOME – [Katrina Flory](#)

Skype & Video Conferencing - [Michael Carmack & Eric Schmidt](#)

Ohio Digital Experience – [Derek Bridges](#)

One Drive – [Greg Buskirk](#)

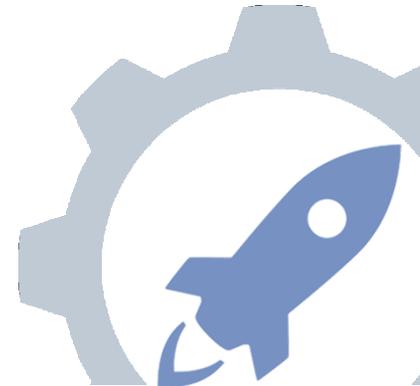
Enterprise Document Management – [Glen Coleman & Deven Mehta](#)

SharePoint – [Deven Mehta](#)

Enterprise IT Service Management - [Spencer Wood](#)

ADJOURN

Questions? it.transformation@das.ohio.gov



SINGLE EMAIL PLATFORM

ALL STATE AGENCIES ARE ON A SINGLE EMAIL PLATFORM WITH A UNIFIED ADDRESS BOOK AND COLLABORATION TOOLS



VOICE OVER IP

MIGRATED TO STATE HOSTED VOIP PLATFORM BRINGING THE TOTAL TO JUST UNDER 43,000 LINES. HIGHER-ED AND SOME COUNTIES ARE ADOPTING



ENTERPRISE DOCUMENT MANAGEMENT

NEW PROJECT TO STREAMLINE THE BUSINESS OF DOCUMENT WORKFLOWS, AUTOMATION AND MANAGEMENT ACROSS THE ENTERPRISE



ENTERPRISE SERVICE MANAGEMENT

ITIL BASED SERVICE DESK FOR ENTERPRISE SERVICES: ORDER, DEPLOY, CONSUME, INNOVATE!



ENTERPRISE TIME MANAGEMENT

ENHANCED TIME AND LABOR REPORTING WITHOUT ALL OF THE MANUAL EFFORT AND RECONCILIATION



OFFICE365

73% OF AGENCY EMAILS ARE MAINTAINED IN THE CLOUD. ENDPOINT ROLLOUT OF OFFICE365 GATHERING MOMENTUM



ENTERPRISE SERVICES THAT BENEFIT ALL

ENTERPRISE STANDARD OFFERINGS

DATA CENTER SERVICES

PRIVATE CLOUD – SOCC

BROKERED SERVICES - AZURE

DISASTER RECOVERY AS A SERVICE & COLOCATION

ENTERPRISE DR & COLOCATION – WOW/SECURE
DATA 365

REGIONAL DR & COLOCATION – COLOGIX

MAINFRAME DR – IBM

BUSINESS CONTINUITY – RECOVERY PLANNER

SERVER VIRTUALIZATION & VDI

VIRTUALIZATION SERVERS – VMWARE

DESKTOP VIRTUALIZATION – VDI

TELEPHONE & VIDEO SERVICES

HOSTED VOIP – CBTS

HOSTED VIDEO SERVICES – CBTS

MANAGEMENT OF MOBILE DEVICE PLANS & CARRIERS – MOBI

SERVER MONITORING TOOLS

IBM

DESKTOP SUITE OF TOOLS

0365 PRO PLUS

SYSTEM CENTER CONFIGURATION MANAGER -
MICROSOFT

SECURITY MONITORING TOOLS

MDM – AIRWATCH

ANTI-VIRUS, ANTI-SPYWARE, ANTI-SPAM,
ENCRYPTION – MCAFEE

VULNERABILITY MANAGEMENT – QUALYS

WEB CONTENT FILTERING

SECURITY INCIDENT AND EVENT MANAGEMENT –
QRADAR

CLOUD SOFTWARE SECURITY – SKYHIGH NETWORKS

BUSINESS INTELLIGENCE & REPORTING

BI PLATFORM – COGNOS

DATA VISUALIZATION – TABLEAU

EXTRACT, TRANSFORM & LOAD (ETL) – INFORMatica

Skype for Business

Michael Carmack - Education

Three Different “Skypes”

Skype
(consumer
version)
**NOT WHAT
WE HAVE!**

Skype for
Business
*Instant
Messaging,
Presence, &
Conferencing*

Skype
Meeting
Broadcast
*One-way
broadcasts to
large
audiences*

In most state contexts, the word “Skype” will mean “Skype for Business”

Unified Communications

The screenshot displays a Microsoft Teams chat interface. At the top, the chat title is "Brock, Scott DSA - IT Optimization Summit: Instilling Intellectual Curiosity into Ohio's L...". The contact information for Brock, Scott DSA is shown as "CHIEF INFORMATION OFFICER, Available - Video Capable" with "2 Participants".

On the left side, there is a list of recipients with colored squares indicating their status:

- To: Arter, Martha; Beve...
- Buskirk, Greg; Calde...
- Chutkay, Shreekanth;
- Fletcher, Beth; Fors...

On the right side, there is a list of recipients:

- Ohio's IT Lead
- ichale;
- wards, Mark;

The chat content area shows the text "Hello...". At the bottom of the chat window, there is a toolbar with icons for video call, voice call, and screen sharing, which are highlighted with a blue box. To the right of the chat window, there are navigation arrows (up and down) and a scroll bar.

Why Not Sign In to Skype?

I like email.

I don't want the intrusion of instant messages.

I don't want people to see my presence indicator.

Instant Messages do not replace email.

Set your status appropriately when busy.

Is that good collaboration?

Web Conferencing

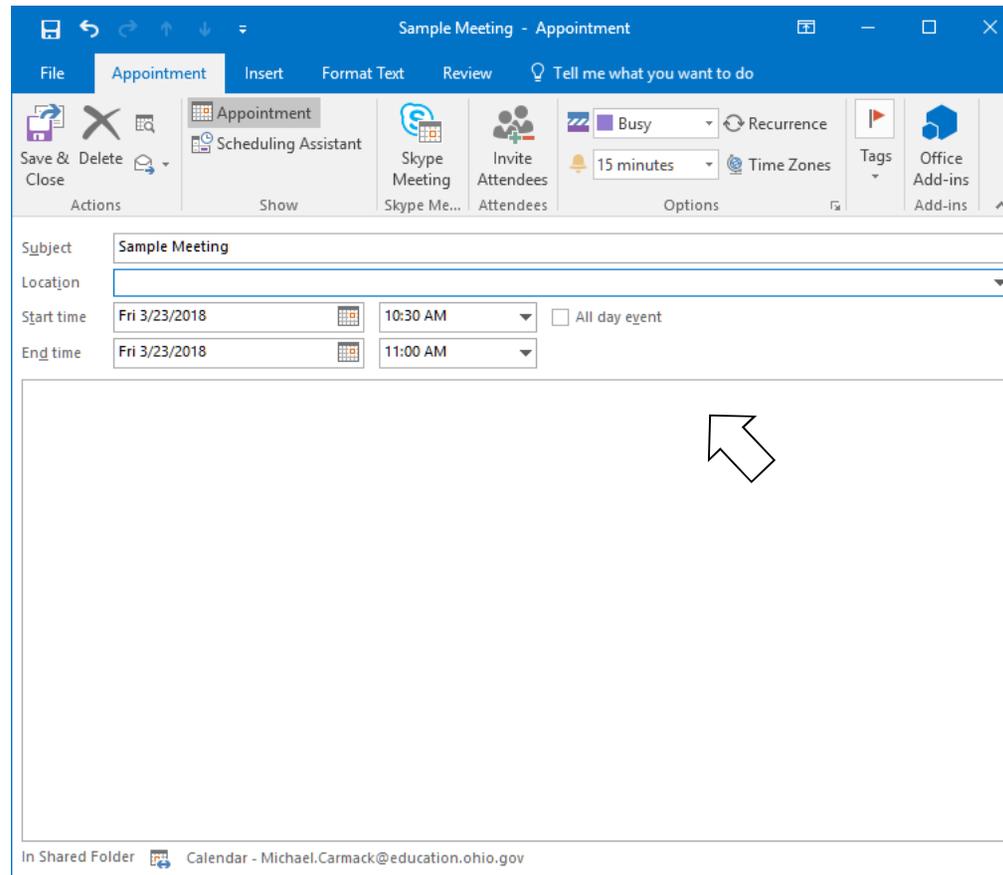


Gartner Magic Quadrant for Web Conferencing, November 2016

Cisco WebEx certainly has captured mind share, but Microsoft's products go toe to toe with Cisco in Gartner's analysis.

Skype can be your agency's only conferencing product.

Creating a Skype Meeting Is Easy



Dept. of Education's Experience

**Replaced incumbent with Skype in
March 2017**

**Averaging 30-35 Skype meetings per
week and 1-2 webinars per month**

Saving \$20-25K annually

Who Else is Getting Value Today?

Transportation - 325 meetings / week

DAS – 120 meetings / week

DoDD – 55 meetings / week

Also OFCC, Tax, Pharmacy, Agriculture,
and external partners

Getting the Most out of Skype Conferencing

When in doubt, turn your meeting into a Skype meeting. It only takes one click!

Use Skype for audio only calls too.

Turn on your camera!

For Skype Meetings with External People...

Make sure they know that they cannot use a consumer Skype app

They can join through a web browser

They must sign in with a Microsoft account of some kind

Tips for Formal Webinars

Set meeting options (e.g. mute all mics) when creating the meeting

Use a survey tool if you need “sign ups”

Consider an external USB microphone

Don't forget to record the webinar

Skype for Business vs. Skype Meeting Broadcast

Up to 250 participants

One-way webinars or two-way meetings

Scheduled with Outlook

Record to your PC

“Casual” production can be managed by one person

Up to 10,000 participants

Only practical for one-way webinars, not real time

Scheduled on web portal

Record to cloud, download to PC if needed

Plan for a “producer” to manage multiple feeds

For More Detailed Info...

The screenshot shows the SharePoint interface for the 'Office 365 User Group'. The top navigation bar includes 'Office 365' and 'SharePoint'. The user 'Carmack, Michael' is logged in. The page title 'Office 365 User Group' and the Office 365 logo are circled in blue. The page is a public group with 23 members. The 'Documents' section is visible, showing a list of files. The file 'Office 365 Skype for Business.docx' is circled in blue. The 'News' section shows a post by Theresa Lockridge and three other news items by Carmack, Michael.

Name	Category
Email attachments	
Office 365 SharePoint Online.docx	Recommendation
Office 365 Skype for Business.docx	Recommendation
Office 365 Yammer.docx	Recommendation
Office 365 Video.docx	Recommendation
Office 365 OneDrive for Business.docx	Recommendation
Office Pro Plus and 365 Support.docx	Recommendation
Office 365 Yammer.docx	
Collaboration Tool Landscape.docx	Recommendation

Questions?

it.transformation@das.ohio.gov



Enterprise Video Conferencing ***Eric Schmidt***

March 2018



Current State

- New Hosted Polycom Bridging solution in place and operational
- 73 units across 7 agencies have been migrated to the solution
- 500+ more units in queue to be migrated in coming months
- Solution is Skype for Business Integrated
- Managed and scalable solution grows with our needs
- Agencies have access to co-manage via Resource Manager

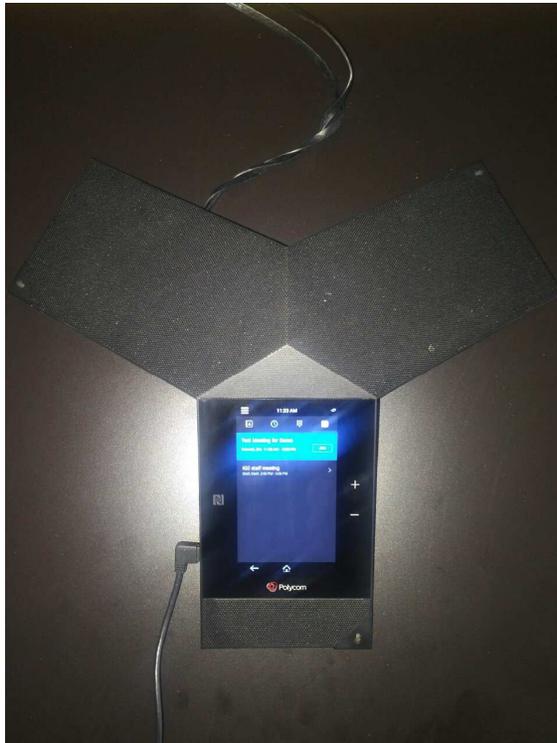


Managed Video Service

- Managed service includes features needed by agencies such as recording, dedicated bridge accounts, etc.
- Also includes licensing for Real Presence Desktop at no additional cost
- Access via room based systems, Cisco video phones, Skype for Business, Real Presence, mobile phones/laptops/tablets, web browser plugin all supported
- Variety of units on 39th floor or Rhodes for demonstration

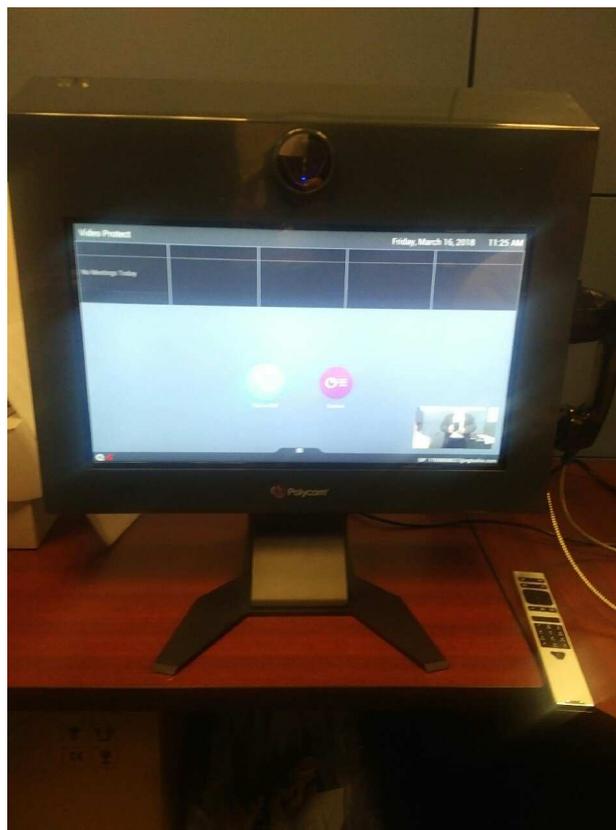


Trio Replacing Conference Room Phones



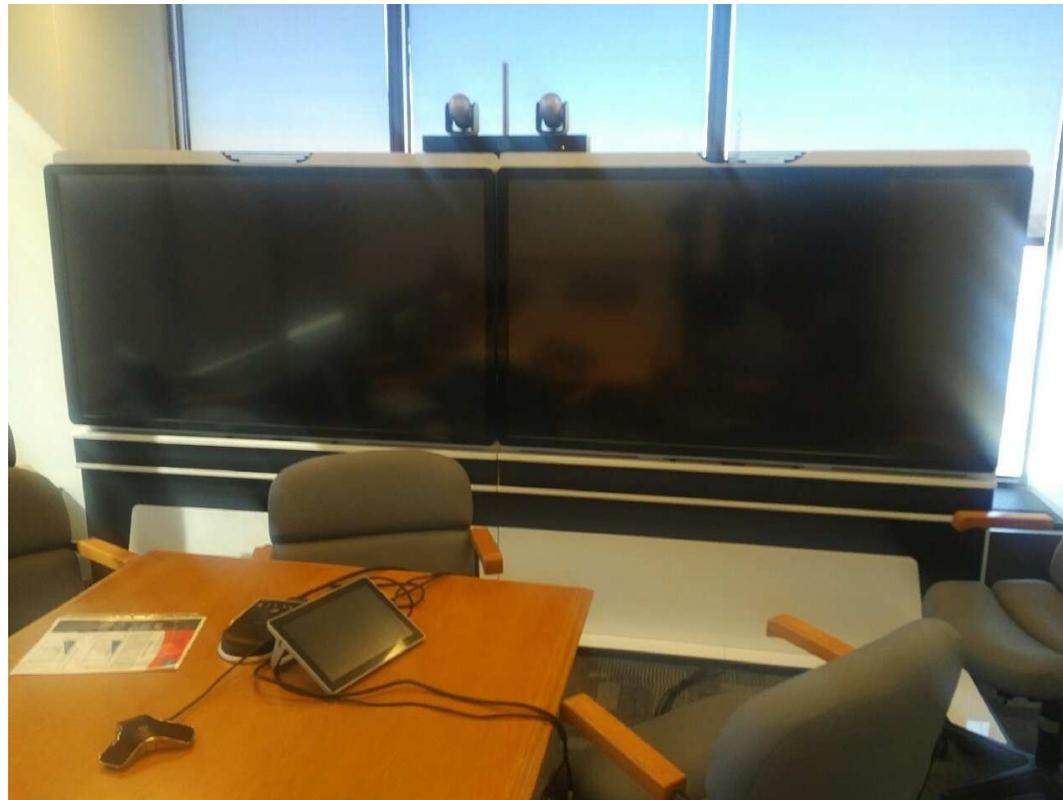


VideoProtect 500 – Hardened Unit



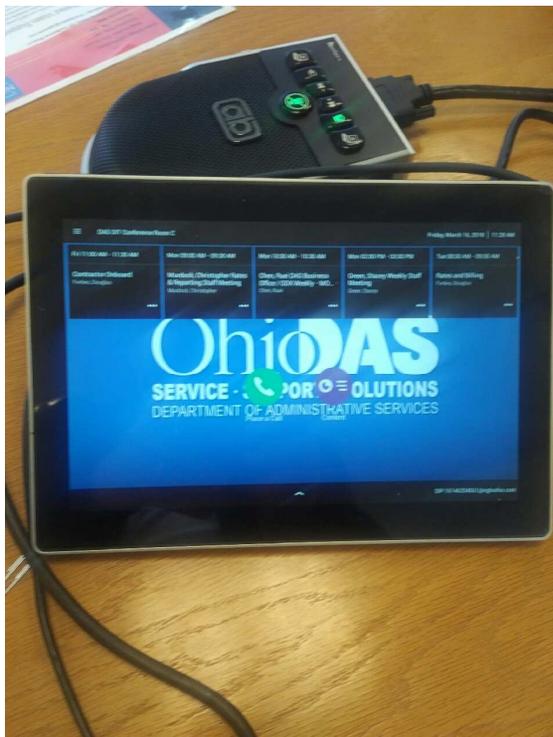


Large Room Systems - Medialign





Ease of Use – Touch Enabled, and Voice Control via Alexa in Beta!





Creativity Is the Only Limit!





Benefits

- Eliminates need to purchase and maintain expensive video bridging systems
- Ease of use with newer touch enabled systems
- Updates pushed to managed devices – less to maintain
- Video as a service gets us out of the video bridging business
- Web browser access
- HTML auto-responder
- Single bill from CBTS
- Skype for Business integration eliminates need for other tools like WebEx, GoToMeeting, etc. = Savings
- Outlook Calendar integration enables one touch conferencing
- Cisco video phones can join conferences too
- Built in licensing for Real Presence Desktop
- Systems and service available without bid via CBTS MCSA
- Tiered pricing!



Thank You

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Derek Bridges

Ohio Department of Administrative Services
Office of Information Technology

March 2018

The digital era has
transformed the way
constituents
experience and
respond to the world.



Then



Now

**Expectations for digital
experiences are
increasing**

Constituent behavior and expectations

85% say their **mobile** device is a central part of everyday life¹

72% expect that their needs and digital **expectations are met**³

51% expect **personalized recommendations** by 2020³

73% say feeling as if the service provider **values their time** is important²

53% will **abandon online transactions** without quick answers to questions²



Secure



Efficient



Personalized



Accessible

Digital experience foundations

Digital in public vs. private sectors

“I expect my government to provide a similar, if not better, digital experience compared to the private sector.”

85%
of citizens



“I believe my organization will be able to meet rising expectations that my users have for their digital experience.”

60%
of private
leaders



vs.

41%
of public
leaders



Sources:
MIT Sloan Review, *Digital Business Interactive Tool* (2016)
Deloitte, *Digital Transformation in Government* (2015)

Delivering digital in Ohio

Bringing a positive user experience to life through an innovative digital program.



The goal of The **Ohio Digital eXperience (ODX)** is to provide a **secure** and **private** digital identity and an **intuitive** and interactive **user experience** for Ohio's citizens, businesses, and workforce.

Enterprise Identity

A white icon of a padlock with a fingerprint inside, set against a red background.

Users sign in to multiple systems with one OH|ID

Fraud and Risk Analytics

A white icon of a warning triangle with an exclamation mark inside, set against a green background.

Advanced fraud detection, prevention and analytics

User Experience

A white icon of a user profile, set against a blue background.

Enhanced, secure, efficient experience for users

DX Platform Services

A white icon of three interlocking gears, set against a grey background.

Ready-to-go platform delivers experience on multiple devices

What is a secure identity?



A secure identity assures...

- A user is who they say they are
- Sensitive information (e.g., usernames, passwords, PII) is secured
- Access is tightly controlled; users can only see what they have been authorized to see
- The agency is compliant with privacy and security regulations

Implementing a secure identity is an agency's strongest defense against harmful data breaches.

What is the true cost of a data breach?



\$225* per record
per breach

- + Reputation damage
- + Trust erosion

**How many records
does your agency
have?**

Security solution: OH|ID

The Ohio Digital Experience's (ODX) Identity solution enables Single Sign-On and offers user provisioning.



Create OH|ID

User follows a few simple steps to create an OH|ID account.



Single Sign-On

Users can access multiple applications after logging in once with their OH|ID username and password.



Provisioning

User identities are automatically created and maintained into connected applications.



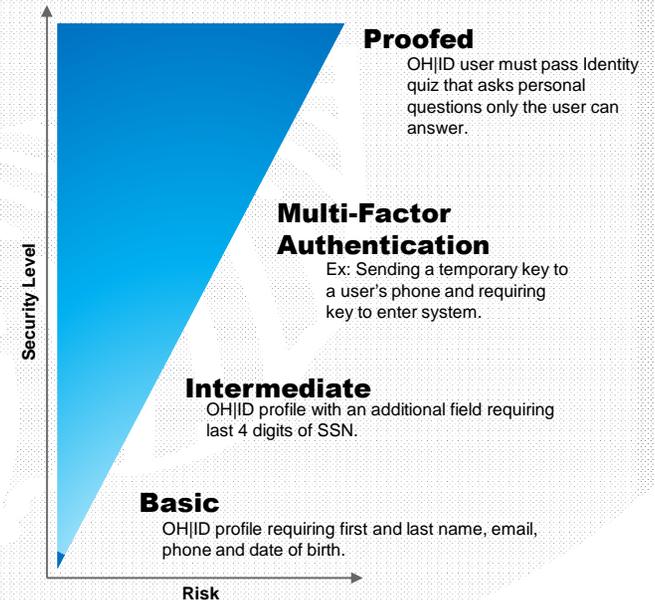
System Admits Users

Users are admitted into the application by the agency's system based on security options.



Security Options

Agencies determine which security option is best based on their system's risk level.*



*Trust level determined by application owner in partnership with OISP



Meeting of the minds

Delivering on digital expectations is best achieved through the integration of secure identity with a thoroughly-designed user experience.



Identity

System knows and understands who the individual user is

Personal and application information is protected

Single sign-on enables simplified access to multiple applications

Experience

Any mobile device can be used (smartphone, tablet, desktop)

Displayed content is tailored to the individual user

Efficiency is key with searchable, easy-to-find content



Content management

The information architecture must be constructed in a way that empowers user experience design.



Secure



Efficient



Personalized



Accessible

Content that the users see must be organized in the back-end system to drive...

Efficiency

Integration with other systems enables seamless navigation between web sites

Personalization

Displayed content is relevant to the specific user, providing a tailored experience

Accessibility

Enhanced search functionality so users can find what they need quickly

Rethinking content management

A storage unit...



- ✓ Provides value only to the **content owner**
- ✓ Assumes the content owner and consumer are one in the **same**
- ✓ Is content-**agnostic**

vs.

A museum...



- ✓ Provides value only to the **content consumer**
- ✓ Understands the content owner and consumers are **different** and have different needs
- ✓ Is content-**obsessed**

Digital strategy considerations



Tradeoffs

Identity by definition is **disruptive** as it requires a break in process. A **tradeoff** between security and convenience will always exist.



Friction

Adopt a **user-centric** approach to design an **end-to-end experience** to minimize friction. Design the process with the end user in mind.



Channels

Meet users where they are. **Digital channels** should be designed for the **digital audience**. Non-digital channels should be available to the users who need them.



Questions?

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Enterprise Document Management

Glen Coleman – Dept. of Administrative Services

Deven Mehta – Dept. of Administrative Services



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Enterprise Document Management Service

The DMS RFP was awarded in January, 2015 and was scoped for the requirements gathered from the Human Resources Division (HRD) in order to create the ePersonnel File, to convert the existing FileNet Document Store and to create the foundation of Document Management Services for the Enterprise and was expanded to include State Agency consumers as well as County Users.

In February, 2016, the DMS went live for both the Enterprise Service as well as for the HRD Solution and included 4 Pilot Agencies for the ePersonnel File Solution.

Over the last 2 years, the consumers of the State side of the Service has expanded to include:

- 8 Agencies for the HR ePersonnel File Solution
 - The solution continues to expand to include more components of the ePersonnel File
- The Ohio Childcare Licensing and Quality System (OCLQS)
 - An application jointly used by ODJFS and ODE that uses the DMS as its repository
- Several additional Agencies have started the process of configuring solutions within the DMS for their use
 - Applications that use the API functionality
 - Request to Purchase Process
 - Public Information Requests
 - Replacement of old Document Repositories



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Enterprise Document Management Service

By using Economies of Scale, the monthly costs for the Service are declining

- In FY17, the Rate was \$118.00 Per User Per Month
- In FY18, the Rate was \$41.22 Per User Per Month
 - Because the Service was conservatively estimated and the adoption has exceeded the initial estimates, a Rate Holiday for Quarters 3 and 4 has been declared.
- Although the FY19 Rate has yet to be determined, we believe the BUDGETARY ESTIMATE will be less than \$25 Per Month Per User

The County side of the Service is currently used by 20 Counties and State Quality Control staff. New Phases of the Project will soon kick off that will include the expansion of the Counties that will use the Service for the SNAP and TANF Programs as well as adding Child Welfare Users.



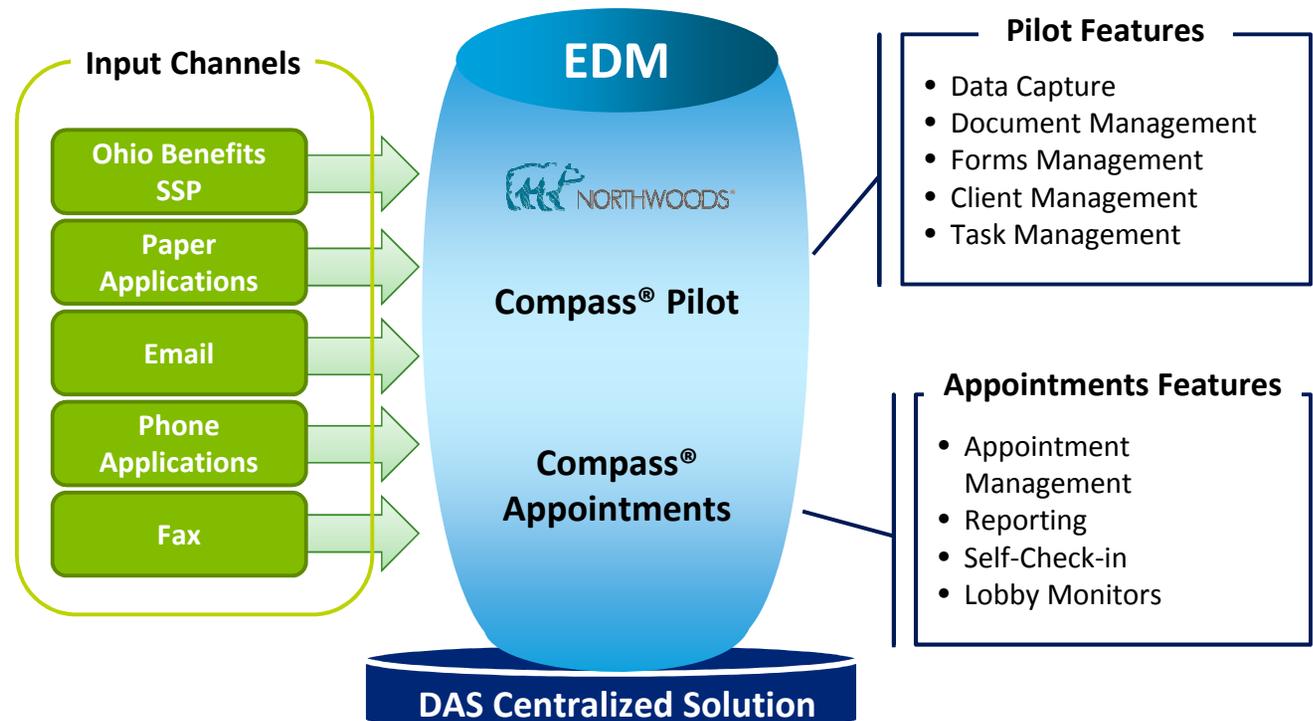
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Enterprise Document Management Solution (EDMS)

What is the EDMS?

- A **True Shared Service enabler** allowing counties to access and share documents/case work across county lines.
- Provides **Seamless Integration** with Ohio Benefits
- The EDM solution will be a **State (OIT) hosted, centralized** Document Management System that supports Medicaid, SNAP, and TANF
- Provides **Standardized Taxonomy and Workflows** across 88 counties

There are multiple input channels into the EDM solution that allow the Counties to take advantage of the solution functionality and key features.



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Enterprise Document Management Solution (EDMS) - Project Progress

Key Project Accomplishments

Canton District Pilot

Jan 2016

Go-Live Complete

Successfully deployed Pilot for 17 counties and 800 users in the Canton District and created a Standardized Taxonomy, Keywords, Forms and Workflow

SNAP/TANF Pilot

Aug – Dec 2017

Go-Live Complete

Successfully deployed Pilot for Medicaid, SNAP and TANF programs to the 5 SNAP/TANF Pilot Counties – authorization granted to proceed with statewide phase

Upcoming Project Milestones

Statewide Rollout

Feb – July 2018

Rollout Underway

The statewide solution will:

- Be used by 9,000 Medicaid, SNAP and TANF workers
- Take in nearly 2 million documents each month

Deployment Sequence

- Canton District and Collabor8 counties are the next group to receive the Statewide EDMS solution.
- Remaining counties are divided into four Training Regions, using regional training locations established by the Ohio Benefits team.
- Regions will be deployed in an overlapping wave approach for in-class training and go-live.

Questions?

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SharePoint

Deven Mehta – Dept of Administrative Services



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Ohio Shared Solutions – Enterprise SharePoint

SharePoint Service provides a highly scalable, feature rich, integrated, collaborative platform using Microsoft Office 365 and SharePoint 2016

Key Benefits

Reduced Risk & Cost

Dedicated team, Fully Monitored, Managed and Reported

Improved Productivity

Migration | Adoption program, Educational site & access to experts

Increased ‘Findability’

Search Optimization, Visualize Search results

Secure and Compliant

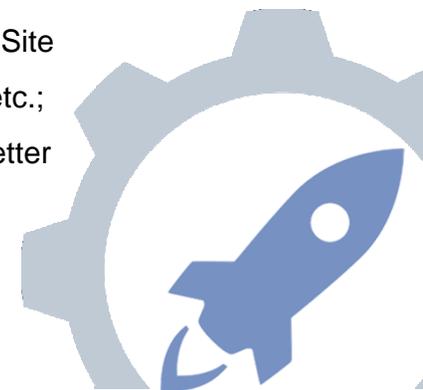
HIPAA, FISMA, ISO 27001, FERPA, SSAE 16, US-EU Safe Harbor Framework, etc.

Integrated & Upgradeable

SSO, Office 365, ODx, OnBase, etc.

Key Services Provided

- Monitor and manage environment;
- Support requests for new sites, lists, libraries, content cleanup, etc.
- Perform troubleshooting, Incident and Problem Resolution;
- Ensure Agencies can take advantage of other DAS Shared Services within SharePoint (i.e., ODX, OnBase, Office 365, etc.);
- Work with Agencies on reporting & clean up of Site Permissions, Orphaned Users, Inactive sites, etc.;
- Provide an Adoption program to Agencies to better utilize SharePoint/Office



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Ohio Shared Solutions – Enterprise SharePoint

The Enterprise SharePoint Solution has on-boarded the Ohio Department of Medicaid and is planning for the expansion and growth to additional agencies.

Key Project Accomplishments

Jan 2018

SharePoint 2016 solution went live with the Department of Medicaid

Early March 2018

Completed first full month of service for Ohio Department of Medicaid

Upcoming Project Milestones

- Release the SharePoint Education Portal to assist with awareness and adoption
- Complete integration with the Ohio Digital Experience (ODX) to allow for increased authentication and security
- Continue to market the Value of the Service to other Agencies, Boards and Commissions to get them onboarded



Questions?

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Meet OneDrive

(Any Time, Any Where, Any Device)

Greg Buskirk, PMP

Ohio Facility Construction Commission (OFCC)



Objective and Agenda

Objective: To introduce OneDrive and generate interest in moving to OneDrive. This presentation will provide an overview of its key features, introducing you to a better way to work with, manage and store your files.

- OFCC's Journey to **OneDrive**
- What is **OneDrive**?
- Gartner Magic Quadrant (2017)
- You will LOVE OneDrive
- **OneDrive**/Sharepoint & Beyond
- References / Links

OFCC's Journey to OneDrive

As we continue the journey to Office 365, we have moved all OFCC staff from using Fileshare as their Home drive to **OneDrive** for personal work file storage.



Key Benefits:

- Boost individual and team productivity with Mobility in mind!
- Cost savings and avoidance of leveraging cloud-hosted solutions
- Access to latest innovations at a faster pace
- Modernize our productivity platform

What is OneDrive?

Part of Office 365, OneDrive is Microsoft's cloud-hosted storage (much like **Google Drive**® or **Dropbox**®) that is used to manage your personal work files.



2017 Gartner's Magic Quadrant



- Each year, Gartner evaluates the top 14 vendors in this market. They evaluate vision and ability to execute
- In 2017, Microsoft OneDrive was recognized as a leader in the ability to execute.

You will LOVE OneDrive

At first,

- The way you work on files will “slightly” be different
- The way you share and collaborate on files will be different

BUT...

- There is so much more you can do with OneDrive than you ever could with your Home Personal Drive on the Fileshare.



- Access **Files Anywhere**
- Access **Files Anytime**
- **Find Files Faster**
- Work **Offline** (i.e., Syncing)
- **Collaborate** Better with Sharing and **Co-author** files

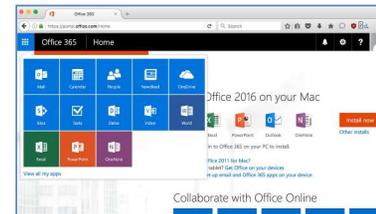
Safe and Secure

First & Foremost:

- **Skyhigh** - Cloud Access Security Brokers (CASB) is used to check for confidential data
- Company approved for all personal work content but NOT including confidential data (e.g., CPI, PII, SSN, etc.)
- Your **files** and **folders** are **private** to you, but you can share them with others.
- Ability to **Set Expiration** Dates on Shared Document



Access Anywhere



Desktop Applications



Mobile Applications



Via App Store
on iOS,
Android,
Windows

Webmail (OWA) Online Applications

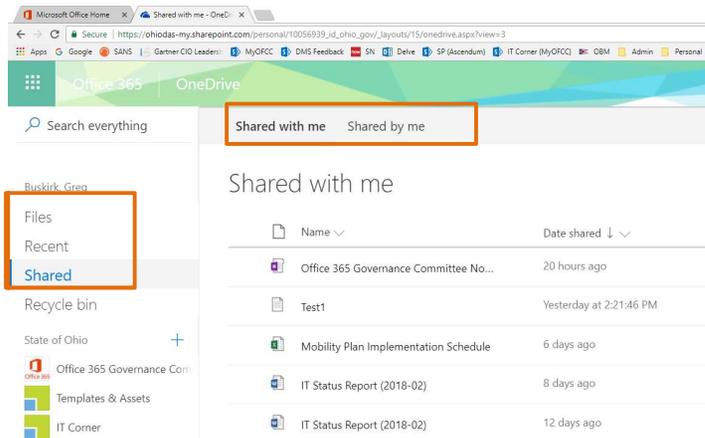


Webmail.ohio.gov
via web browsers
like IE, Chrome,
Safari, Edge

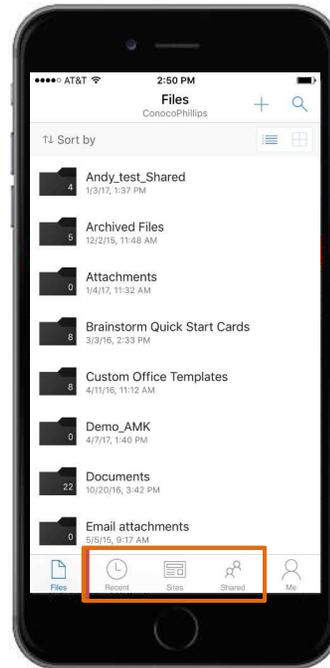
Finding Files Faster

Finding Files: “Recent”; “Shared With Me” and “Shared By Me”

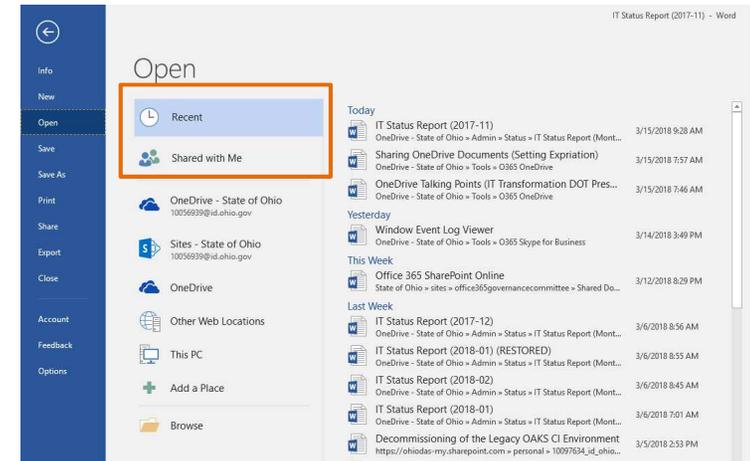
From the Browser



From the Mobile App



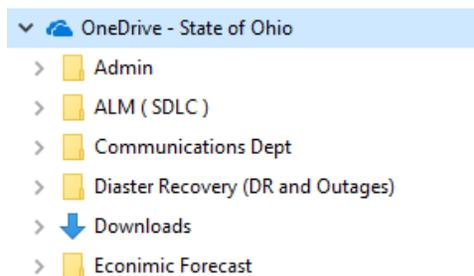
From the Desktop (MS Word):



Syncing Files to PC's Hard Drive

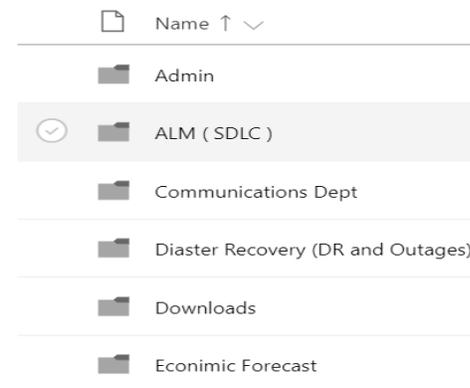
- Sync files locally so you can **work offline**
- Sync options available – Files On-Demand ([Details on Next Slide](#))
- Sync **not required**, but recommended for frequent access offline or for locations with limited / slow connectivity.

File Explorer View:



←→
If sync is enabled,
changes in the
local copy will be
reflected in the
cloud, and vice
versa.

Browser view



Files On-Demand

(When hard drive space is a concern)



Your files will have these statuses in File Explorer:



Online-only files

Online-only files don't take up space on your computer. You see a cloud icon for each online-only file in File Explorer, but the file doesn't download to your device until you open it. You can't open online-only files when your device isn't connected to the Internet.



Locally available files

When you open an online-only file, it downloads to your device and becomes a *locally available file*. You can open a locally available file anytime, even without Internet access. If you need more space, you can change the file back to online only. Just right-click the file and select "Free up space."



Always available files

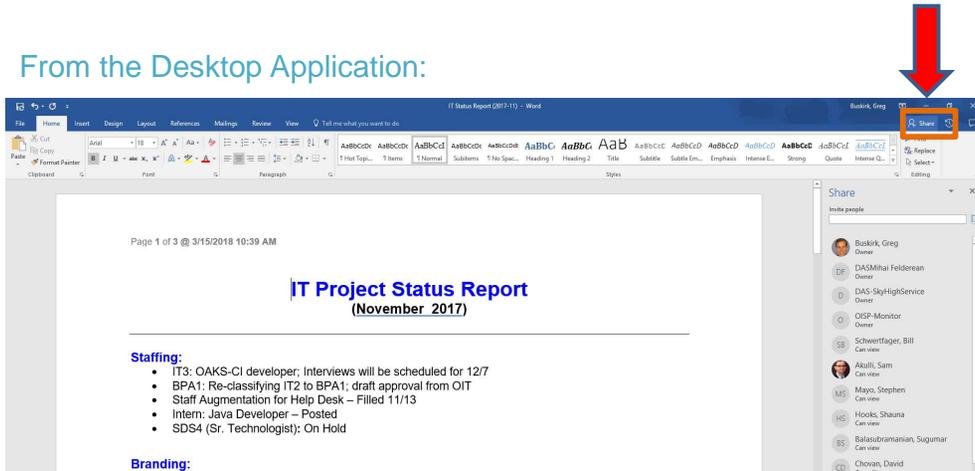
Only files that you mark as "Always keep on this device" have the green circle with the white check mark. These *always available files* download to your device and take up space, but they're always there for you even when you're offline.

Special Note: You select **ONLY** the working files &/or folders to Sync

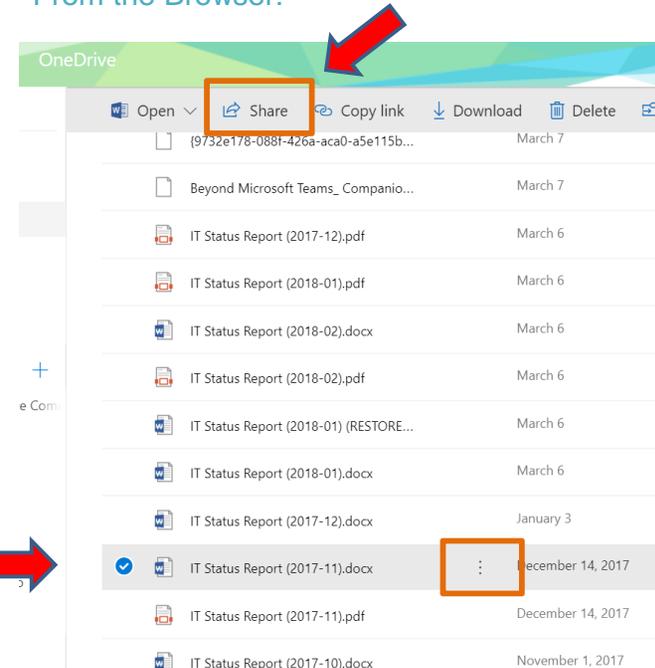
Collaborate Better with Sharing

Share Files – Edit or View Access:

From the Desktop Application:



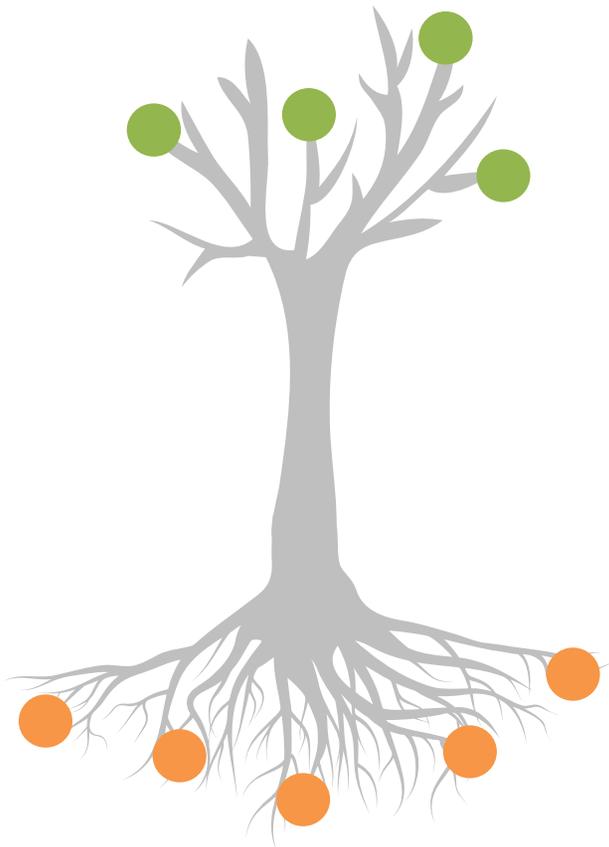
From the Browser:



...and there are many other ways to share!



Recap Benefits of OneDrive?



O365 Integrated

Increase ability to work on-the-go with files via O365 Office suite.



Mobile Access

Users can access OneDrive files from any device (desktop, tablet, smartphone).



Searchability

Easier for the user to search and find.



Personalization

Ability to Share files and co-collaborate on documents at the same time



Security & Compliance

Ability for eDiscovery, DLP, Auditing and Retention on OneDrive



Personal Devices

Ability to limit and/or control access to all endpoints.



Analytics

Ability to agencies have line of sight into user patterns.



Sharing

Ability to limit sharing with external domain



Storage

Ability to Control Storage limits

End User

Administration

OFCC Vision OneDrive & Beyond!

- Replace all **Fileshares** with Sharepoint (SP) Online (similar to OneDrive)
- Utilizing multi-tenant **Security & Compliance** (w/OneDrive, SP and Mail) to perform:
 - **eDiscovery** (based on [Meta Tags](#), Content Type, Full Text Search)
 - **Legal Holds** (e.g., Continue to Work on Working Files)
- **Set Retention Schedule** – “Finally” ability to Delete Files
- **Empowering our Mobility Workforce**
- Complete **Migration** to SP with hopes to complete 2nd Qtr. SFY19

Reference / Links

- [O365 User Group](#) – (Set MyAlert)
 - Guidance Documents Posted:**
 - O365 OneDrive for Business
 - O365 Sharepoint Online
 - O365 Skype for Business
 - O365 ??? (Etc.)
- [OneDrive User Voice](#) -- 5 Votes Needed for feature consideration

Questions





Thank You!

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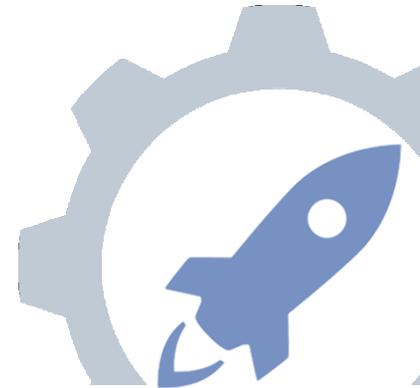


IT Optimization Summit

Instilling Intellectual Curiosity into Ohio's IT Leadership

Enterprise IT Service Management

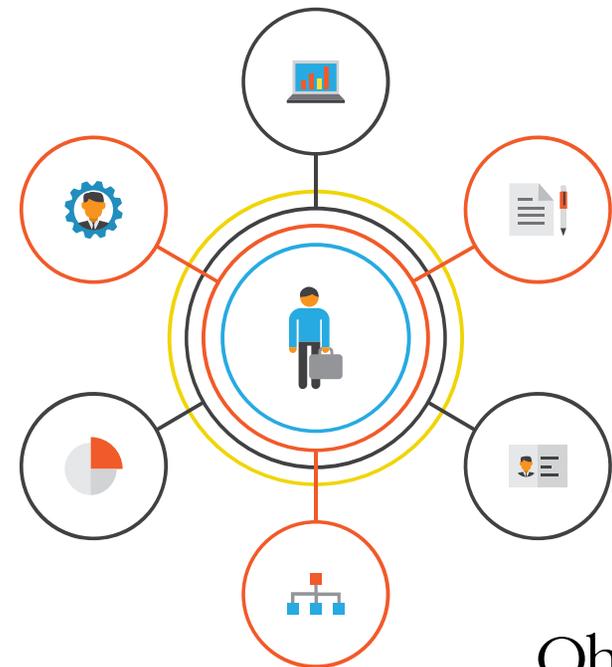
Spencer Wood & Renee Evans – Dept of Administrative
Services





What is Enterprise IT Service Management?

It is the process of aligning enterprise IT services with the business and a primary focus on the delivery of services to the end user.





Enterprise IT Service Management Program (EITSM)

OIT offers **ServiceNow**, a cloud-based IT Service Management Tool that provides internal and external support through an automated service desk workflow based application which provides flexibility and ease-of-use. The IT Service Management Tool provides workflows aligning with Information Technology Infrastructure Library (ITIL) processes such as incident management, request fulfillment, problem management, change management and service catalog. These processes allow customers to manage related fields, approvals, escalations, notifications and reporting needs.

Customers have the option of provisioning the entire suite of service features or selecting those features best suited for their needs.



Enterprise IT Service Management Program (EITSM)

Standard Features Include:

- **Incident Management** - Manage service disruptions and restore normal operation quickly.
- **Problem Management** - Identify the underlying cause of recurring incidents.
- **Change Management** - Minimize the impact of service maintenance.
- **Configuration Management** - Define and maintain a configuration management database (CMDB) for your IT infrastructure.
- **Hardware and Software Asset Management** - Manage assets and inventory records.





Enterprise IT Service Management Program (EITSM)

Standard Features Include:

- **Service Catalog Management** – Automated process for goods and service requests.
- **Knowledge Management** - Gather, store and share knowledge within your organization.
- **Reporting** – Custom reporting
- **Integration to AD, Event Monitoring, Discovery Tools, Exchange**
- **Portal Pages**





Enterprise IT Service Management Program (EITSM)

Incident Response & Resolution:

IT Service Management Tool support staff are available 7:00 a.m. to 5:00 p.m. daily Monday through Friday. Customers may report incidents to OIT on a 24 x 7 basis. Incidents regarding this service are responded to during normal business hours.

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





EITSM Process for Onboarding

Agency Onboarding:

- Demonstrations of ServiceNow applications
- Complete Project Intake Form
- Project prioritized by Executive Steering Committee
- Schedule a high-level requirements meeting with vendor to create a Solution Assessment, followed by an IDA and procurement
- Determine number of ITIL Users and obtain a quote from ServiceNow for licenses





EITSM Process for Onboarding

Agency Implementation:

- Schedule a discovery/design workshop(s) with vendor
- Identify Agency Administrators for ServiceNow
- Provide required data via Loader Worksheet from vendor
- Create a Communication Plan for the agency
- Create/Provide Testing Plan (UAT)
- ServiceNow Training plan for ITIL Users & agency rollout
- DAS ongoing Support





EITSM Current Top 10 Projects

- OAKS Single-Sign-On
- ITOM
- JFS Onboarding
- Qualys Integration
- EDU Onboarding

- AGR Onboarding
- IT Financial Management
- BWC Change Management
- GRC Wave 3



- DNR/DSA Onboarding



EITSM Program Accomplishments

- 15 Agencies successfully Onboarded
 - Reduced ServiceNow licensing cost
- 1.5+ million incidents received and assigned
- Governance Risk Compliance
- Server Automation
- Application Status
 - Ensure application is current and only one patch behind



Fun Fact – We are currently on the Jakarta version of ServiceNow. Each version begins in alphabetical order by city. The next three include: Kingston, London, Madrid.

Questions?





Thank You!

Questions? it.transformation@das.ohio.gov