IT Optimization Summit
Instilling Intellectual Curiosity into Ohio’s IT Leadership
March 22, 2018
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.

ENTERPRISE DOCUMENT MANAGEMENT
New project to streamline the business of document workflows, automation and management across the enterprise.

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 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

Hello...
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?
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...
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

Questions? it.transformation@das.ohio.gov
IT Optimization Summit

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 life\(^1\)

72% expect that their needs and digital expectations are met\(^3\)

51% expect personalized recommendations by 2020\(^3\)

73% say feeling as if the service provider values their time is important\(^2\)

53% will abandon online transactions without quick answers to questions\(^2\)

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\(^1\)SalesForce, "Mobile Behavior Report"
\(^2\)Forrester, "Trends 2016: The Future of Customer Service"
\(^3\)Salesforce, "Consumers want more personalized Marketing" (2016)
Digital experience foundations

Secure
Efficient
Personalized
Accessible
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)
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**
  - Users sign in to multiple systems with one OH|ID

- **Fraud and Risk Analytics**
  - Advanced fraud detection, prevention and analytics

- **User Experience**
  - Enhanced, secure, efficient experience for users

- **DX Platform Services**
  - Ready-to-go platform delivers experience on multiple devices

Delivering digital in Ohio (ODX) for users in Ohio.
Implementing a secure identity is an agency’s strongest defense against harmful data breaches.

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?

*2017 Ponemon Cost of Data Breach Study
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.

Provisioning
User identities are automatically created and maintained into connected applications.

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

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.*

Proofed
OH|ID user must pass Identity quiz that asks personal questions only the user can answer.

Multi-Factor Authentication
Ex: Sending a temporary key to a user’s phone and requiring key to enter system.

Intermediate
OH|ID profile with an additional field requiring last 4 digits of SSN.

Basic
OH|ID profile requiring first and last name, email, phone and date of birth.

*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.

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

- **Secure**
- **Efficient**
- **Personalized**
- **Accessible**

**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**

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?

it.transformation@das.ohio.gov
Enterprise Document Management

Glen Coleman – Dept. of Administrative Services
Deven Mehta – Dept. of Administrative Services
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
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.
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.

Input Channels:
- Ohio Benefits
- Paper Applications
- Email
- Phone Applications
- Fax

EDM
- Compass® Pilot
- Compass® Appointments

Pilot Features
- Data Capture
- Document Management
- Forms Management
- Client Management
- Task Management

Appointments Features
- Appointment Management
- Reporting
- Self-Check-in
- Lobby Monitors
**Key Project Accomplishments**

**Go-Live Complete**

**Canton District Pilot**
Jan 2016

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

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**

**Rollout Underway**

**Statewide Rollout**
Feb – July 2018

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?

it.transformation@das.ohio.gov
SharePoint

Deven Mehta – Dept of Administrative Services
SharePoint Service provides a highly scalable, feature rich, integrated, collaborative platform using Microsoft Office 365 and SharePoint 2016

<table>
<thead>
<tr>
<th>Key Benefits</th>
<th>Key Services Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reduced Risk &amp; Cost</strong></td>
<td>• Monitor and manage environment;</td>
</tr>
<tr>
<td>Dedicated team, Fully Monitored, Managed and Reported</td>
<td>• Support requests for new sites, lists, libraries, content cleanup, etc.</td>
</tr>
<tr>
<td><strong>Improved Productivity</strong></td>
<td>• Perform troubleshooting, Incident and Problem Resolution;</td>
</tr>
<tr>
<td>Migration</td>
<td>Adoption program, Educational site &amp; access to experts</td>
</tr>
<tr>
<td><strong>Increased ‘Findability’</strong></td>
<td>• Work with Agencies on reporting &amp; clean up of Site Permissions, Orphaned Users, Inactive sites, etc.;</td>
</tr>
<tr>
<td>Search Optimization, Visualize Search results</td>
<td>• Provide an Adoption program to Agencies to better utilize SharePoint/Office</td>
</tr>
<tr>
<td><strong>Secure and Compliant</strong></td>
<td></td>
</tr>
<tr>
<td>HIPAA, FISMA, ISO 27001, FERPA, SSAE 16, US-EU Safe Harbor Framework, etc.</td>
<td></td>
</tr>
<tr>
<td><strong>Integrated &amp; Upgradeable</strong></td>
<td></td>
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<tr>
<td>SSO, Office 365, ODx, OnBase, etc.</td>
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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?

it.transformation@das.ohio.gov
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
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

Today

1. Desktop/Laptop

With Office 365

2. Mobile

3. Browser

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

6/5/2018
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**: 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.
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 2\textsuperscript{nd} 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!

Greg Buskirk, CIO
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(614) 995-7490
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)

Customer Benefits Include:

- **Availability** - The customer will be able to use this service 24 hours a day, 7 days a week.
- **Continuity** - This service allows for seamless recovery from service disruptions.
- **Efficiency** - This service is delivered in a manner that requires fewer resources to meet the operational demands of the customer.
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