

# OIT Server Team Engagement Model October 20, 2015



## OIT Server Team

### Overview

The server team engagement document shall provide an overall policy and procedure for the team to follow to communicate with State agency staff, what the engagements are intended to accomplish, and the frequency in which we communicate. The document shall keep a revision history and be updated as needed and minimally once a year. The intended audience is primarily the server teams, other DAS/OIT staff, DAS/OIT management, and agency staff.

### Server Team Groups

- Server Program Administrator – Matt Popovich
- Server Management Team – Tracy Bryniarski, Matt Popovich, Jeff Swan, Todd Wulfhorst
- VMware Technical Account Management (TAM) Team – Kevin Moats, Chuck Molnar
- Liaison Team – Jim Burns, Shannie Sturridge

### Engagement Approaches

Currently the server team leverages a multifaceted approach to engage with agencies. The approaches vary their intent, communication direction, purpose, and audience. The decision for this methodology is to ensure the appropriate message is being sent, needed information is being collected, and a sustaining process is built around each approach to ensure its effectiveness.

## OIT Server Team

### *MAC Meeting*

**Audience:** CIO/Executive Community

**Responsible Party:** Server Program Administrator

**Frequency:** As needed but minimally twice per year

**Agenda Objective:**

- Report out on the private cloud assessment
- Status on roadmap implementation

**Delivery:**

- Verbal presentation supported by power point presentation

**Purpose:**

- Provide information around the service and priority projects.
- Garner executive buy in on projects, processes, service direction, support levels.
- Supply executive community with status progress, meaningful action that agencies can take now, awareness of other engagement approaches, methods to provide feedback.

## OIT Server Team

### *Technical Briefings*

**Audience:** DAS/OIT Executive Stakeholders

**Responsible Party:** Server Program Administrator

**Frequency:** Four times per year

**Agenda Objective:**

- Report out on the private cloud assessment
- Status on roadmap implementation
- Gather and document executive expectations
- Verify executive vision

**Delivery:**

- Verbal presentation supported by power point presentation

**Purpose:**

- Provide information around the service and priority projects.
- Garner executive buy in on projects, processes, service direction, support levels.
- Ensure service alignment with executive expectations.

## OIT Server Team

### *Outreach Engagements – Service Reviews*

**Audience:** Agency Management and Technical Staff

**Responsible Party:** Liaison Team Server, Management Team

**Frequency:** Once per quarter with continual engagement

**Agenda Objective:**

- Review Customer Experience
- Share information about DAS/OIT services
- Gain insight into Agency projects

**Delivery:**

- Verbal presentation supported by power point presentation
- Meetings
- One-on-one interaction
- Group interactions

**Purpose:**

- Gauge agency satisfaction levels of provided service.
- Provide information around the service direction and upcoming service releases.
- Provide agency awareness on projects, processes, service direction, support levels, status progress, awareness of other engagement approaches, methods to provide feedback.
- Gather information from the agency to understand their application infrastructure, business drivers, agency roadmaps, agency IT strategy, and other projects the service should be made aware.
- Leverage that information to build a service and processes that supports the agency business.
- Provide an advocate to the agency IT staff to help ensure the enterprise server team is meeting their commitments.

## OIT Server Team

### *IT Transformation Newsletter*

**Audience:** All State IT Staff

**Responsible Party:** Server Program Administrator

**Frequency:** As needed but minimally once per month

**Agenda Objective:**

- Updates on IT Transformation related activities
- Highlight project milestones
- Communicate upcoming service changes

**Delivery:**

- Email newsletter article

**Purpose:**

- Provide information around the service direction, upcoming service releases, projects, status progress, and awareness of other engagement approaches.

## OIT Server Team

### *Tech Board & Transformation Lines of Business (LOBs) Meetings*

**Audience:** CIO/Executive Community

**Responsible Party:** Server Program Administrator

**Frequency:** As needed but minimally twice per year

**Agenda Objective:**

- Understand and document enterprise business needs
- Understand and document enterprise priority

**Delivery:**

- Verbal presentation supported by PowerPoint presentation.
- Private Cloud Questionnaire

**Purpose:**

- Provide information around the service and priority projects.
- Garner executive buy in on projects, processes, service direction, support levels.
- Supply executive community with status progress, meaningful action that agencies can take now, awareness of other engagement approaches, methods to provide feedback.
- Leverage feedback to build a service and processes that supports the State direction.
- Complete Private Cloud questionnaire following each service release to establish enterprise priorities for set cloud compute/technology topics.
- Provide accountability and transparency on the progress of the server infrastructure and service supporting the State's Private Cloud.

## OIT Server Team

### *Document Revision History*

Date	Version	Status	Author
02/01/2014	0.1	Initial Draft	Matt Popovich
02/05/2014	1.0	Added VMware Engagement	Matt Popovich
03/12/2014	2.0	Added Transformation LOB	Matt Popovich
07/1/2014	2.1	Added Content to ARM and LOB	Matt Popovich
10/20/2015	2.2	Updated content and added technical briefings	Matt Popovich