

OIT User Conference Customer Service Center

November 2014

Welcome and Introductions

- Introductions
- Customer Service Center (CSC) History
- Incident Process & ServiceNow Workflow
- Major Incident Process & ServiceNow Workflow
- Service Request Process & ServiceNow Workflow
- CSC Roadmap
- Questions

Customer Service Center (CSC) History

Customer Service Center (CSC) is a result of:

- Mainframe Operations and Network Operations Center (NOC) merger
- ServiceNow Go Live on June 2, 2014
- Began as CSC on June 2, 2014

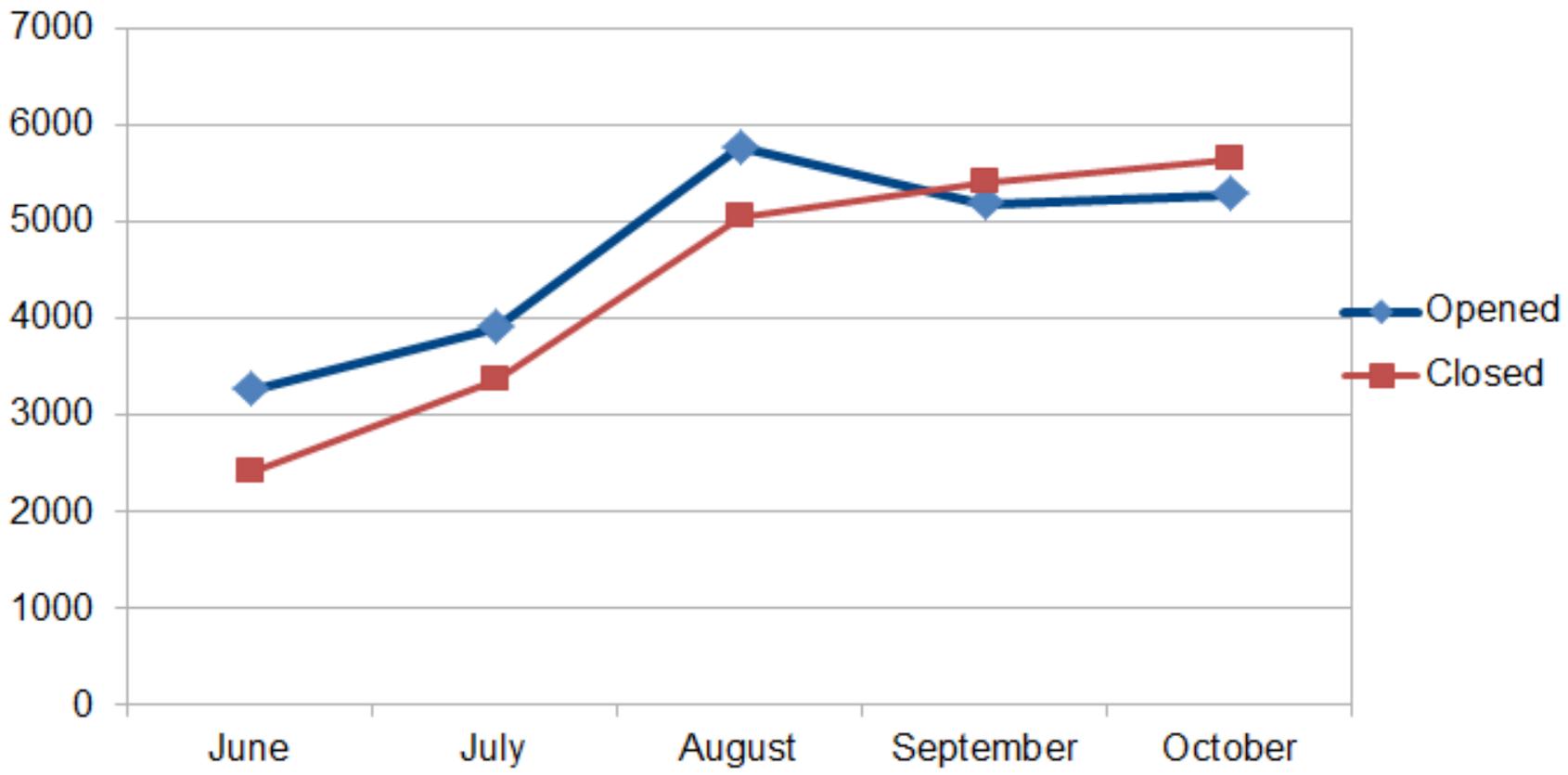
Customer Service Center (CSC) History

Customer Service Center (CSC) is a result of:

- IT Optimization
- Centralizing support for all OIT Services
- Intake 24 hours a day/7 days a week



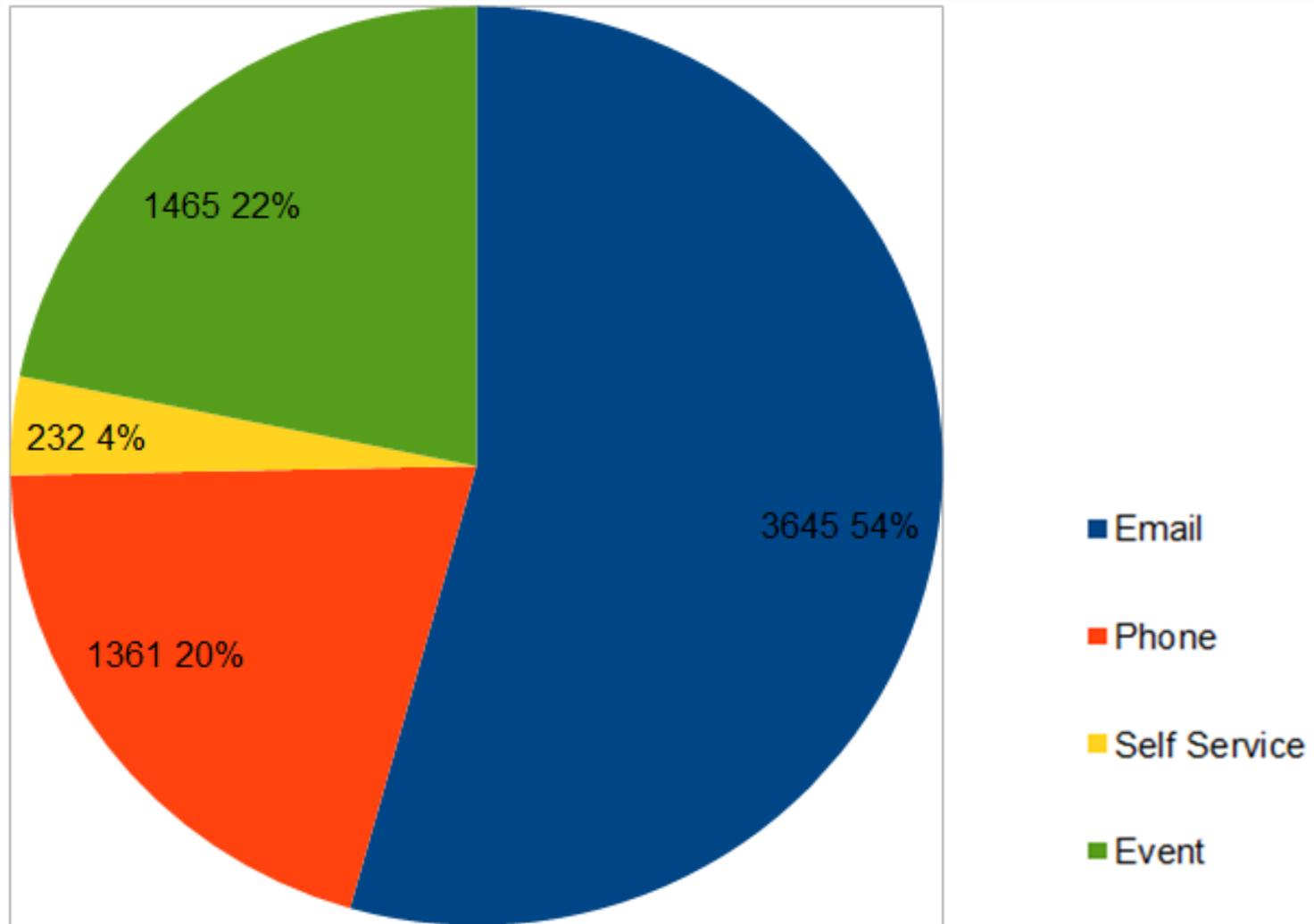
Monthly Ticket Volumes



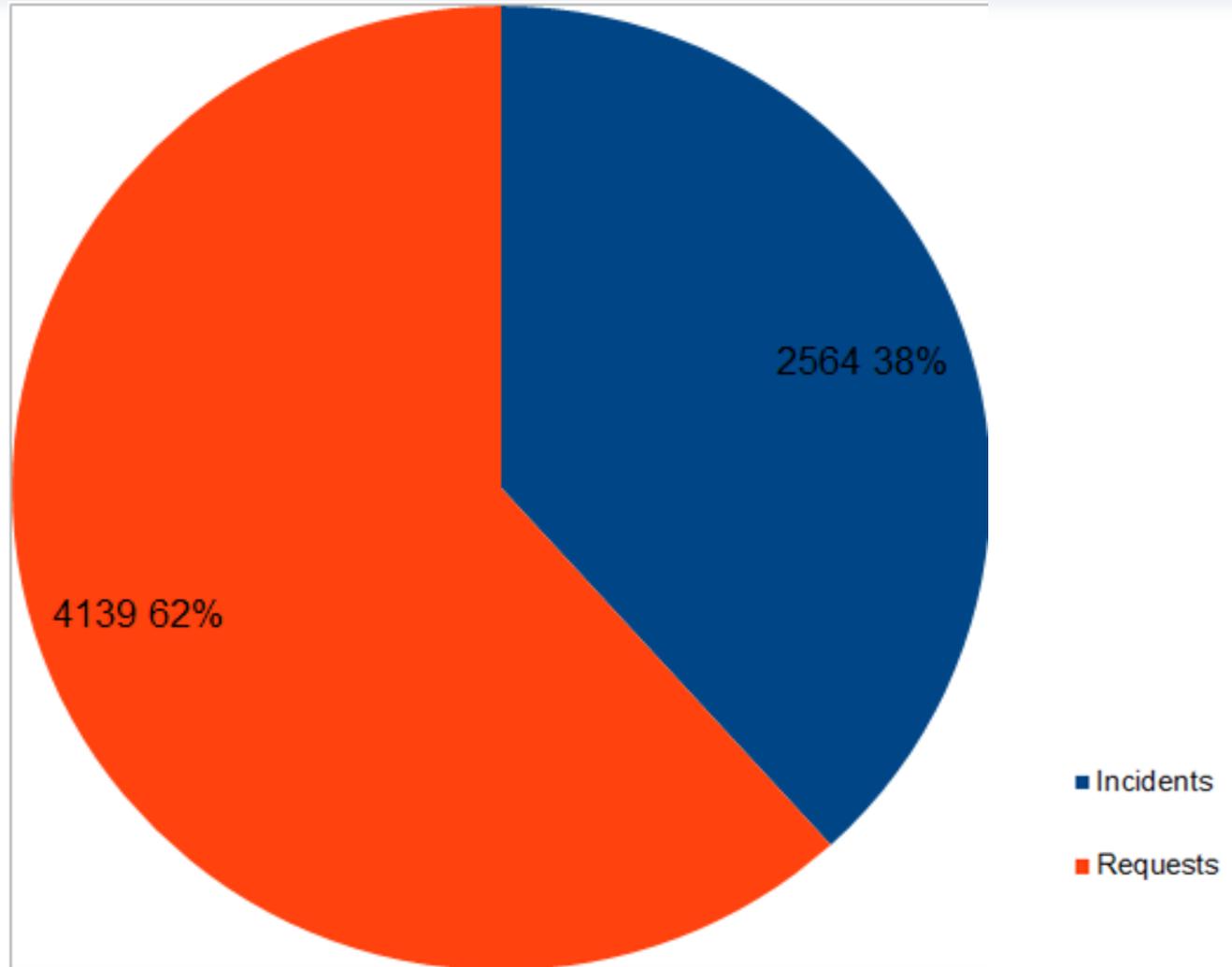
Monthly Ticket Volumes

Without Netcool Auto-Resolves		
Month Volume	Opened	Closed
June	3263	2401
July	3896	3363
August	5765	5045
September	5181	5403
October	5281	5631

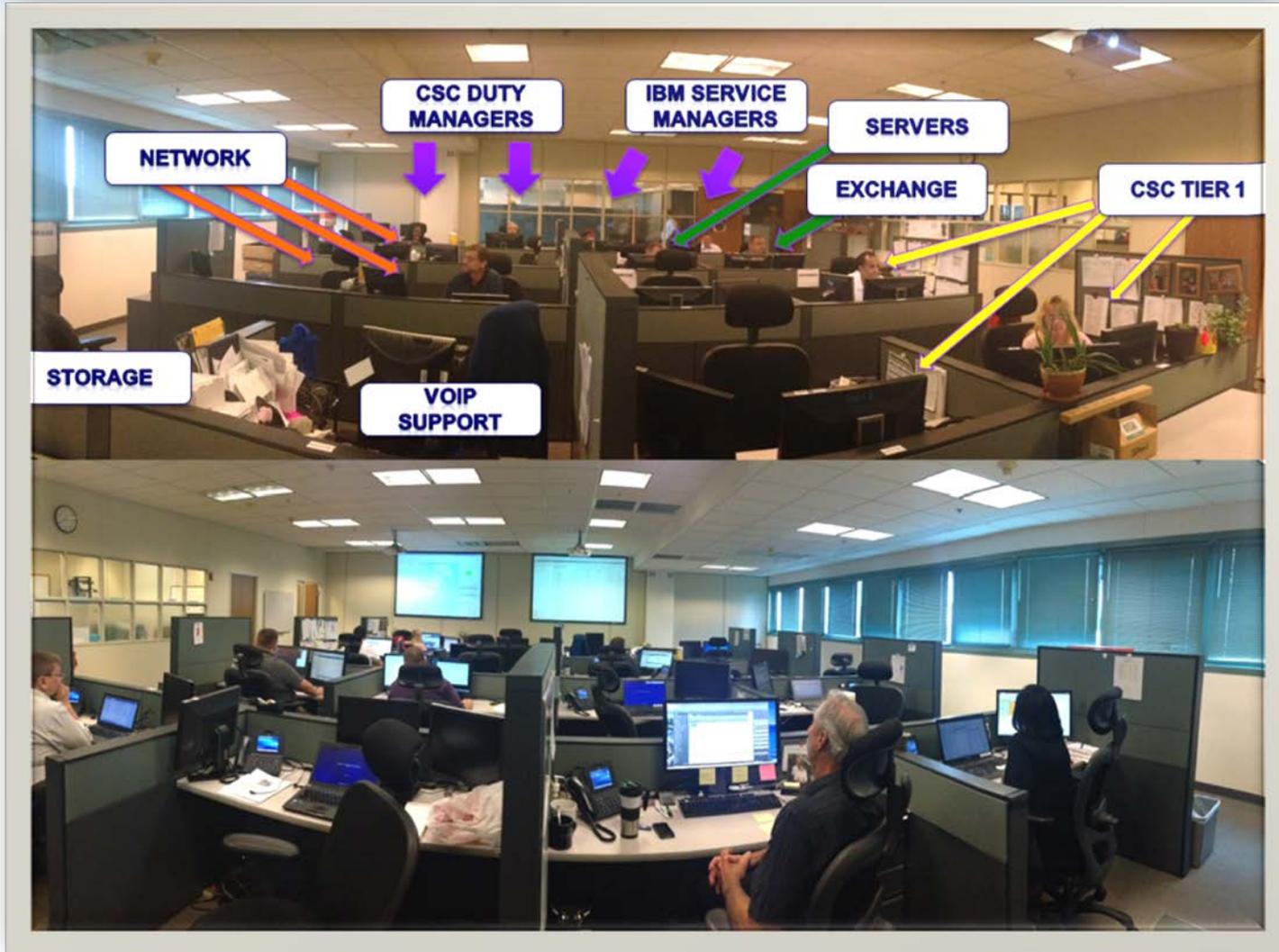
October Metrics – Contact Method



October Metrics - Type

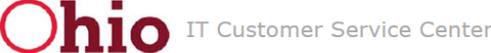


Customer Service Center



ServiceNow is the State of Ohio's Service Desk automation tool that provides a vehicle for interactions between OIT and our agency partners.

Agency partners have the ability to open and track their service requests and incident records throughout the life cycle via the ServiceNow platform.



IT Customer Service Center

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Login

User name:

Password:

Login

Enter your State of Ohio ID and password in the user name and password fields above.

Welcome to The IT Customer Service Center

For assistance please contact the OIT Customer Service Center at:

- csc@ohio.gov
- 614-644-6860
- 877-644-6860

By using (including access and attempts to access) this State of Ohio government system, you acknowledge the following:

1. This system is for authorized use only. Any unauthorized use is strictly prohibited. You will not use the system if you do not have authorization. If you have authorization, you may use this system for authorized purposes only.
2. You have no expectation of privacy in any material placed or viewed on this system. The State of Ohio monitors activities on this system and may record and disclose those activities internally and to law enforcement and other entities to ensure the proper and lawful use of its information and resources. The State of Ohio complies with state and federal law regarding legally protected confidential information but may not treat any other use as private or confidential.
3. Unauthorized or improper use of this system may result in criminal prosecution, civil remedies, administrative and/or disciplinary actions. Use of the system is governed by Ohio law and policies.

DO NOT USE THE SYSTEM IF YOU DO NOT AGREE TO THESE TERMS.

Incidents vs. Requests

An **Incident** is an unplanned interruption or degradation of service to any IT service.

**** Incidents are any deviations from the expected norm.***



Incidents vs. Requests

A **Request** is an order for any product, service, MAC, etc. Typically, Requests do not have any current impact to any part of the business.



Incidents vs. Requests

Incident Management is designed to recover standard service operation as quickly as possible!



Incidents Process & Workflow

Customer or CSC (Open)

Identifies an incident via phone/email/self service portal



CSC or Work Group (Resolve)

- Opens Incident record
- Classifies and Resolves Incident; **OR**
- If resolution is not readily available, incident record is assigned to appropriate work group, and resolved; **OR**
- If major incident required, invoke associated process and workflow



Customer (Close)

- Contact customer with resolution
- Customer receives email with two links to: 1) agree incident is resolved and record can be closed; **OR** 2) disagree incident is resolved and record reopens
- Customer Satisfaction Survey emailed

Major Incidents Process & Workflow

CSC (Open)

- Major incident identified and record created
- Alerts all required parties
- Open bridge call/Email alerts/One-Call alerts
- Communicates activities, resolution and escalations



Work Group (Resolve)

- Point of Contacts receive alerts and updates
- Attend conference calls and provide status
- Apply fixes, Perform testing, and Validate resolution
- Major Incident Resolved



Customers (Close)

- Contact customer with resolution
- Customer receives email with two links to: 1) agree major incident is resolved and record can be closed; **OR** 2) disagree major incident is resolved and record reopens

Service Request Process & Workflow

Customer (Open)

Submits a service request via phone, email or self-service portal



CSC or Work Group (Fulfill)

- Analyzes request for the following :
 - Authorized Requestor
 - Service(s) Availability
- CSC will fulfill Service Request; **OR**
- Assign Service Request to appropriate work group



Customer (Close)

- Contact customer with fulfillment information
- Customer receives email with two links to: 1) agree service request is fulfilled & record can be closed; **OR** 2) disagree service request is fulfilled & record reopens
- Customer Satisfaction Survey emailed

Impact & Urgency = Priority

The priority identifies the relative importance of any incident:

- **Impact** indicates the affect of an Incident on the business.
- **Urgency** measures how long it will be before the needed Incident has a significant impact on the business, or how long the business can tolerate the Incident.

Impact & Urgency = Priority

- **Priority** is used to determine the relative order in which Incidents should be addressed. Where multiple Incidents have the same priority, the urgency must be used to identify the work sequence to be performed.

Use this matrix to calculate the priority of an Incident

		Impact		
		One User	One Site	Multiple Sites
Urgency	Minimal or No Business Impact	4	4	4
	Workaround Exists	3	3	1
	Partial Functionality	3	2	1
	Total Work Stoppage	2	1	1

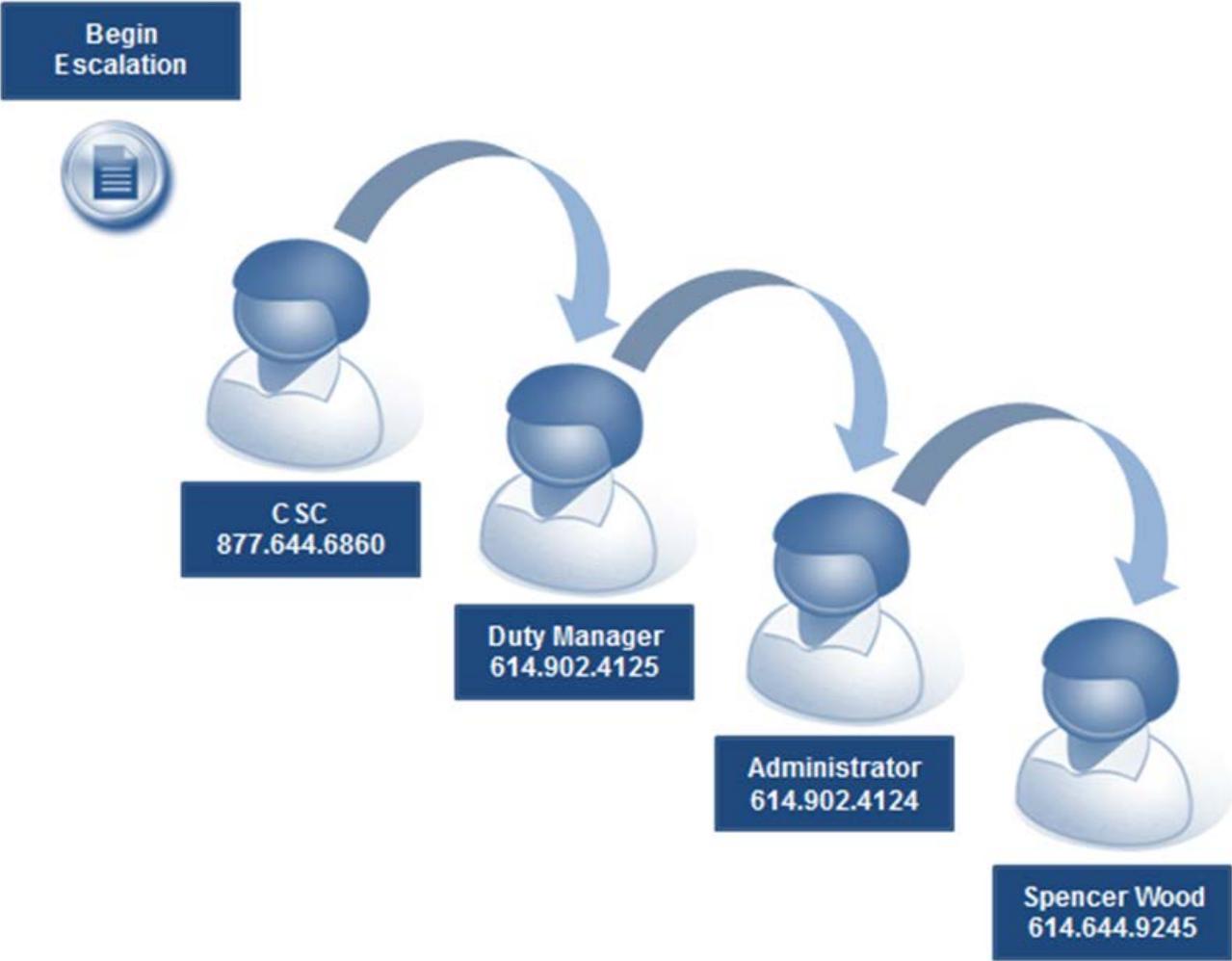
Incident Priority Characteristics

Priority	Characteristics	Service Resolution Target
1 Severe Business Impact	<ul style="list-style-type: none"> ➤ Critical system, network or key application outage (or imminent outage) with critical impact on service delivery ➤ Total loss of production service to entire State ➤ Impacts one or more service level commitments ➤ Revenue or delivery schedule impact 	4 Hours
2 Major Business Impact	<ul style="list-style-type: none"> ➤ Key component, application, critical State machine or network is down, degraded or unusable ➤ Potential critical impact on service delivery ➤ Service performance degradation; service delivery impacted ➤ Partial State set affected 	24 Hours
3 Minor Business Impact	<ul style="list-style-type: none"> ➤ A component, minor application or procedure is down, unusable or difficult to use ➤ Some operational impact, but no immediate impact on service delivery ➤ Service outage but alternative workaround available ➤ Incidents that degrade service but do not prevent delivery of service ➤ Potential exposure to ability to deliver service or State users affected 	3 Days
4 Minimal or No Business Impact	<ul style="list-style-type: none"> ➤ A component or procedure, not critical to the State, is unusable ➤ Alternative is available; deferred maintenance is acceptable ➤ No impact to service ➤ No production affected ➤ Individual State user affected 	7 Days
Note: Incident response time is 15 minutes to communicate with the customer.		

Escalation Process

Timeframe	Customer	OIT
Within 15 minutes of receipt of Incident notification	Report an Incident to the OIT CSC via email or phone call	<ul style="list-style-type: none"> ➤ Create Incident record ➤ Identify Incident Priority ➤ Route Incident record to service owner(s) ➤ Notify Customer of Incident record and reference number
Prior to the resolution SLA breach the Incident record will be automatically escalated to the service manager	The customer will receive an update communication from the OIT CSC	<ul style="list-style-type: none"> ➤ The OIT service manager will be notified that the SLA is about to be breached. Incident record updates are required or escalation will continue ➤ The OIT CSC will provide the customer an update of resolution activities
After the resolution SLA breach, the Incident record will be automatically escalated to OIT leadership	The customer will receive an update communication from the OIT CSC	<ul style="list-style-type: none"> ➤ The OIT CSC escalates the Incident to OIT leadership advising that the SLA has been breached ➤ The OIT CSC will provide the customer an update of the resolution activities

Escalation Process



Customer Service Center

Customer Service Center is a 24x7 operations center

csc@ohio.gov

614.644.6860 or 877.644.6860

<http://das.ohio.gov/Divisions/InformationTechnology/CustomerService.aspx>

- CSC will have access to agency contact list
 - OIT will be contacting Agency Partners to validate list
 - Agencies will have the ability to regularly update their contact list
- Customer Service Center will notify agencies of planned and unplanned outages

Introducing the new
Customer Service Center

Through the Customer Service Center, the Ohio Office of Information Technology utilizes best practices to record, route, and manage the timely response to all technical support service requests.

QUICK GUIDE

E-mail	csc@ohio.gov
Toll Free	(877) 644-6860
Local	(614) 644-6860

What The Customer Service Center Provides

On a daily basis, the Customer Service Center provides assistance with:

- Request fulfillment
- Incident management
- Information requests
- Token resets
- Service notifications and alerts

What To Do

When contacting the Customer Service Center be prepared to provide required information:

- Necessary contact information
- Service affected
- Detailed description of the issue
- Urgency (i.e. service degradation, partial functionality or total work stoppage)
- Impact (i.e. one user, one site, or multiple sites)

Benefits

The Customer Service Center:

- Offers customers a central point of contact for OIT communications.
- Allows for two-way communication between OIT and customers.
- Provides progress documentation during incident resolution.
- Offers automated escalation for issues that are not resolved timely.



CSC Roadmap

- Additional CSC Managers & Support Staff to provide live customer service 7x24x365
- Specialized Service Engineers available to provide live customer service 7x24x365



CSC Roadmap

- Move, Expand, and Update CSC technology infrastructure (i.e. monitoring tools, monitors, phones, etc.) for additional CSC staff, and service monitoring to provide quality customer support
- Incorporate ServiceNow and SLA reporting into the continuous service improvement lifecycle



Questions or Suggestions?

