

CIO Management Council – IT Service Management Session

March 26, 2008

approved 04/09/2008

Attendees: Dugan Petty, Ben Berry, John Margaronis, Bret West, Dorothy Oliver, Scott Baker, Bret West, Melody Riley, Troy Rutton, Eric Erkenbeck, Bryan Nealy, Julie Bozzi, Royann Janus, Debra Fery, Shawn Wagoner, Sean McSpaden, Charlene Wood, Heather Crawford and Jonathon Hiatt

BMC: Stephanie Reppert, Chris O'Connell and Andrew Peitsch

IT Service Management Presentation - Stephanie Reppert, Chris O'Connell & Andrew Peitsch

Melody Riley provided the group with the background of the IT Service Management (ITSM) Pilot. The proof of concept was to prove that a Remedy ITSM instance with multiple views will support the common and unique business needs of multiple agencies. The Remedy environment will address asset inventory, configuration management and continuous tracking of the agency assets over time. The Asset Management tool can be used to track non-IT assets, contracts and leases. The program also will track depreciation and capital assets.

The Remedy ITSM suite of tools consists of Asset Management, Help Desk and Change Management modules. The Remedy ITSM has met the technical requirements for these service management areas as well as addressing the IT Infrastructure Library (ITIL) best practices framework.

The suite of tools supports a comprehensive and effective configuration management database. IT asset management includes all hardware, software and peripherals. This program utilizes best practices in project management and systems development. There are currently four agencies that use Remedy.

Dugan would like to meet with the SDC in order to come to an informed decision on the direction of the ITSM. The ITSM will be scheduled at the April 9, 2008, CIO Management Council meeting. Dugan extended an invitation to Julie Bozzi and Bryan Nealy to attend the next CIOMC meeting.

The BMC presentation and video recording of the session (when available) will be posted to the internet.

Link to the ITSM Web site:

<http://egov.oregon.gov/DAS/EISPD/ITSM/index.shtml>

Action: Dugan will schedule a meeting with Julie Bozzi and Brian Nealy the week of April 3, 2008 to discuss the ITSM Pilot.

Action: Send April 9, 2008 CIOMC meeting information to Julie Bozzi and Bryan Nealy.

Action: BMC will provide the presentation to Melody Riley.

Action: ITSM will be added to the April 9, 2008 CIOMC meeting agenda.

Action: The BMC presentation and video recording will be posted to the internet.

Sean McSpaden adjourned the meeting at 12:05 p.m.