

2003 NASCIO Recognition Awards

NOMINATION FORM

Title of Nomination: Enterprise Technology Service Desk

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Category for judging: 5 - Digital Government: Government to Government (G to G)

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ONE-PAGE EXECUTIVE SUMMARY

The State of Florida's State Technology Office (STO) identified challenges experienced universally across governmental agencies in the management of technology.

Virtually every state employee and a rapidly expanding number of citizens have become dependent upon Florida government IT systems. The STO created an Enterprise Technology Services Desk (ETSD) that shares data and trouble tickets across multiple agencies, thereby maximizing customer service productivity in a cost effective manner

The Enterprise Technology Services Desk serves as the foundation for the Enterprise architecture structure, anchoring the data center, network services, and security into an integrated monitoring Command Center, that takes advantage of data centers throughout the State in an integrated virtual data center environment. The ETSD provides case management, password management, knowledge management, IT asset management, reporting, and capacity management capabilities on an enterprise-wide basis. Other benefits include

- Exchange of trouble tickets between agencies
- Monitoring for common systems/networks, network security, intrusion and attack detection and abatement interfaces for automatic notification systems
- Password management and web-based synchronization tools allowing for secure, centralized password control
- Reporting of system/network changes that affect other IT systems
- Web interface that allows users to report and route problems, identify known problems and solutions, and receive automated messages updating users of the status of their problem
- Metrics gathering and reporting tools providing the enterprise with a holistic view of IT assets, problems, and performance
- Flexible business process to allow for maintaining focus on customer needs

Significant Aspects

From law enforcement to child welfare, transportation to environmental protection, each agency within the government has special technical needs that must be met. The ETSD allows agencies integrating into the service great flexibility in how the tool can be customized to meet the special needs of each agency. Designed by the agencies for the agencies, every agency within the state had the opportunity to be involved in the modeling and selection of the tools to meet the goals of the agencies.

The ETSD is also designed to meet citizen needs by providing research conducted by the Department of State's Library Science division, information on call centers and information sites throughout the State, and knowledge articles that support citizens in solving their problems.

Developed with services to all customers in mind, 508 compliance and 711 support services were built into the ETSD from its inception to assure full service availability.

Written Justification

a) Description of project, including length of time in operation.

The Enterprise Technology Services Desk (ETSD), with teams comprised of representatives from state government agencies and representatives of county, city and other governmental agencies, developed an operational model for enterprise based consolidated service desk support. The model incorporated needs for sharing of information, security and reporting efficiencies, as well as asset coordination and effective use of state resources. The ETSD Team selected an integrated service tool product in May 2002. The ETSD launched on February 28, 2003, now serves 4 pilot agencies, with a new pilot agency fully trained and integrating approximately every 45 days thereafter.

The remaining Governor's agencies will join this initiative during the next fiscal year, with 5 joining from July 1 through December 31, 2003, and the remaining agencies January 1 through June 30, 2004. The ETSD will include other governmental agencies into the program on an ongoing basis.

b) Significance to the improvement of the operation of government.

- Bringing best practices and effective training to a consolidated service desk environment
- Integrating security and disaster recovery cross-agency support into a Command Center environment serving within a virtual data center concept.
- Providing significant savings, improved services, and information sharing among governmental entities.
- Effectively integrating with other enterprise initiatives within the state to provide a cohesive, balanced, integrated suite of enterprise services, minimizing redundancies and simplifying customer experience by creating a common look and feel, a simple approach, and effective information management and reporting capability.

c) Benefits realized by service recipients, taxpayers, agency or state.

Cost Effective: The ETSD Solution is designed to recover costs and generate ROI by Year 3, while significantly reducing costs to Agencies in their current help desks

1. Actively working with Agencies to develop cost recovery strategy that every Agency can work within

Convenient: The ETSD Solution is designed to be highly flexible, and is focused on meeting agency-specific needs, while providing Enterprise-level metrics, reporting and security information across all agencies.

2. Each Agency has control over key areas of the Solution's customization and security impacts for that Agency

Collaborative: The ETSD Solution was selected, and active oversight continues through, a committee open to participation by all of the Governor's Agencies, and significant contribution is made by many agencies, their Agency Heads, CIOs and Help Desk Staff.

Citizen and Customer Focused: The ETSD Solution is focused on best practices and enhanced customer experience.

3. Citizens and state customers will have the advantages of self-help portals, as well as one, central contact number for all IT services

d) Return on investment, short-term/long-term payback (include summary calculations).

Projects must exhibit measurable operational benefit.

2003 NASCIO Recognition Awards

Benefit	Description	Tangible or Intangible	Who receives benefit?	How is benefit received?
LOWER COSTS	Estimated \$8 - \$14 Million ANNUAL REDUCTION in agency spending for helpdesk support costs	Tangible	State	Business Process improvements Resource savings Staffing efficiencies
NEW CAREER OPPORTUNITIES	New jobs, job re-training	Intangible	Employees	CORE 2000 Certification, an industry standard Opportunities to enhance skills in help desk support services and technical career track
BETTER INFORMATION	Asset management for hardware and software, technology	Tangible	Agencies	Reduces purchasing costs by effectively using existing resources
BETTER INFORMATION	Designed to integrate with other enterprise and state sponsored tools	Tangible	Agencies	Enhancement of Process Centralized information, reducing confusion and duplication Cost savings eliminating need to duplicate information sources
BETTER INFORMATION	A robust reporting component that allows technical staff and managers to find ongoing trouble spots and proactively resolve problems	Intangible	Agencies; Oversight	Operational efficiencies Vendor management
BETTER INFORMATION	This system will also enhance the various processes and systems currently used by State agencies supported by the ETSD	Tangible	Agencies, Oversight, Citizens, Users	Operational efficiencies Reduced Maintenance Costs Reduction in business interruptions Faster response Accurate and timely diagnostics Effective reporting Effective quality control ROI
ENHANCED SERVICES	Replace various processes and systems currently used by state agencies with one technically advanced, collaborative helpdesk system	Tangible	Agencies	Economies of scale in cost of ownership
ENHANCED SERVICES	Security and disaster recovery alert systems, monitoring interface	Intangible	State, Citizens	Faster information to the State's security teams, safety of citizens
ENHANCED SERVICES	Exchange of help desk calls between agencies Eliminates customers calling multiple help desks to resolve problems.	Tangible	Agencies, Users, Citizen Users	Enhancement of Process Staffing efficiencies Prevent confusion and wasted effort among technical staff by sharing of information Provides quicker resolution, faster customer service, less customer frustration
ENHANCED SERVICES	Reporting of system/network changes that affect other IT systems	Intangible	Oversight	Savings thru early detection and resolution of problems
ENHANCED SERVICES	A web interface that allows users to: a. Report and route problems without having to rely upon staff to answer the phone (I.e. saving time and staff resources); b. See a list of existing known problems or changes in various systems; c. Receive automated diagnostics by combining user descriptions of their problems and existing experiential data; d. Get automated e-mail messages updating users of the status of their problem (e.g. notify them when the problem has been resolved)	Tangible	Users, Agencies, Citizen Users	Operational Efficiencies Cost Reductions Savings thru early detection and resolution of problems
ENHANCED SERVICES	A flexible business process that allows for maintaining focus on agency needs and customer service (e.g. centralizes reporting problems and reports, but allows for localized user support)	Intangible	Agencies; Citizens	Staffing efficiencies Enhanced customer service
ENHANCED SERVICES	Alert monitoring for the common systems/networks that automatically shows when devices or components thereof are malfunctioning	Intangible	Agencies; Oversight	Equipment cost containment Vendor cost management

Brief Narrative on Hardware and Software

Hardware

Built on an IBM 345x Server configuration. Cisco network and telephony hardware and services provided Sprint. Supported by EMC backup systems, Tivoli integrator, and SSL Command Center equipment combines Dell desktop and flat LCD monitors, Gateway large screen Plasma Displays for systems monitoring, Centrex Meridian telephone systems.

Software

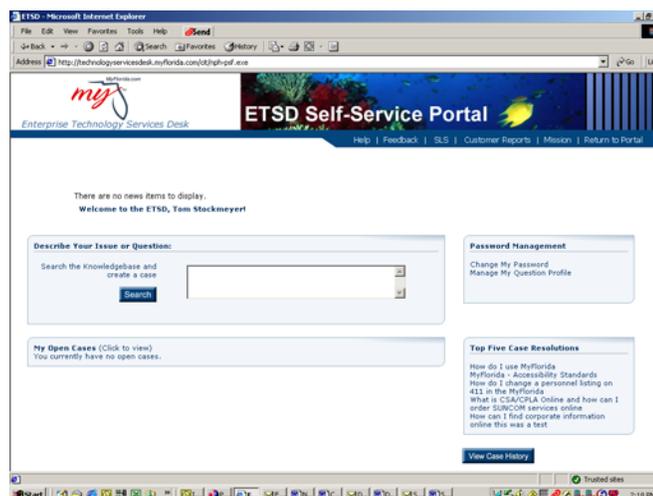
STI Knowledge Center Platform - Integrated Solution

The STI Total Business Solution for Enterprise Support integrates STI's Best Practices, Products and Certifications providing customers with an integrated enterprise support solution that reduces costs, increases customer satisfaction and improves management control. The system has four primary components; A Self-Service Portal, Case Management, Knowledge Management and Password Management.

Self-Service Portal:

The STI Self-Service Portal pictured on the right provides customers with an easy to use channel to solve their own problems. Primary features of the customer portal are:

- 100% browser enabled (Web-based)
- Controls customer authentication for the portal with network logons for internal customers or LDAP directories for external customers
- Controls the authentication and integrations between the other two modules
- Enables password self-reset for network logons or LDAP directories that are used for Portal authentication (customer can self-reset their portal password)
- Simple best practice interface that guides the self-service experience
- Integrated with Knowledge Management to present access to Knowledge Base to support customers
- Integrated with Case management to create case records for self resolved issues



Case Management:

- 100% browser enabled (Web-based)
- Pre-configured STI best-practice workflow—Just add data!
- Fields, Functions and Business Rules that support STI best practices embedded out-of-the-box.
- Integrated (and required) Knowledge Management System Access from inside the Case screens
- Integrated Password Reset for Portal authentication method [typically the NOS for internal customers, LDAP for external customers] from inside the Case screens.
- Data from activity on all three systems captured in the Case Management database for accurate single-source reporting
- Pre-configured STI best practice operational reports

2003 NASCIO Recognition Awards

- Pre-configured STI Balanced Scorecard report for executive management

Other bundled modules:

- Crystal Reports 8.5 Professional bundled with Case Management System
- STI Feedback (proprietary customer survey tool that typically installs and runs on Case Management server)

Knowledge Management:

- 100% browser enabled (Web-based)
- Can index diverse data sources, in multiple data formats
- Search integrated with Case management for Knowledge Center Professionals
- Search integrated with Self-service Portal for customers
- Natural Language Search
- Neural Network pattern matching (more sophisticated/accurate than keyword searches)
- Patterns reinforced as system “learns” through use
- Simple to add/delete/update knowledge

Password Management:

- Increase security through enforceable and strict password policies
- Audit trail capabilities of who and when passwords were changed
- Authentication through personal questions and answers to verify the person changing the password is indeed the owner of the ID and password
- Military standard encryption between client and target system for which password is being changed
- Self-service eliminates passwords from being emailed or communicated between two people

Charts, graphs, samples

Figure 1. ROI conservative cost savings study

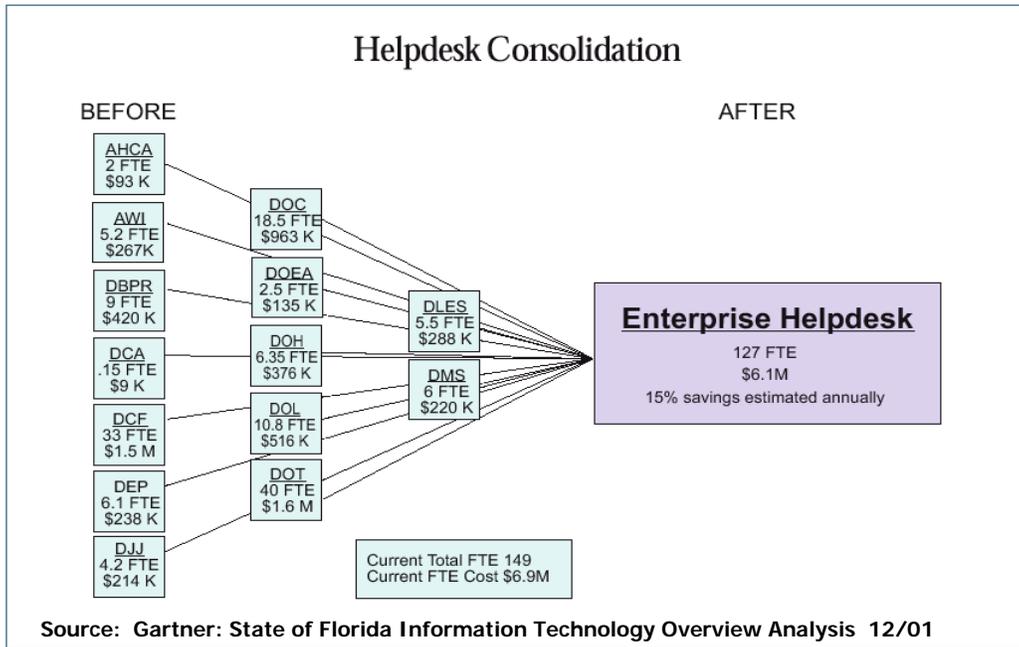


Figure 2. Technical Design of Contact Flow

