

## **NASCIO State IT Recognition Awards Submission**

STATE: State of Kansas

AGENCY: Office of Information Technology Services

AWARD CATEGORY: Business Process Innovations

PROJECT TITLE: Kansas Follows the Yellow Brick Road and Reboots the State's Digital Evolution

PROJECT DATES: 2017 – February 2021

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## Idea

Imagine having state-side agencies' IT staff with access to a system capable of managing all operational IT processes, but only using it for capturing incidents. At the State of Kansas, ServiceNow offered a lot of value but was greatly underutilized. This is how the idea to reimagine and relaunch ServiceNow came into fruition.

Carolyn Bogan, the Chief Operating Officer for the Office of Information Technology Services (OITS), made it her mission to envision the path forward for the state's enterprise services, and use the ServiceNow platform to its fullest – unlocking the value she already knew was there.

This meant reimaging how to use the platform for both internal processes and for the state's constituents.

## Implementation and Impact

OITS is the central IT services office for the State of Kansas executive branch agencies. It is a fee-based service provider with approximately 114 IT professionals providing technology services from security, telecom, and network to data center as a service, desktop as a service, executives services, and more.

The journey to reimagine how to use ServiceNow started with rethinking Customer Service Management and viewing it through a "CIO as a Broker" lens. The focus of OITS is to provide state agencies throughout Kansas with a firm foundation for data separation, security, and an enhanced citizen experience. In addition, we needed to unlock those information technology infrastructure library (ITIL) processes Carolyn knew were available, but not fully implemented.

As of February 11, that vision is now a reality as OITS relaunched the State of Kansas enterprise ServiceNow platform. Within a period of 6 months, OITS laid the foundation and provided new capabilities and benefits for the state's IT workforce. A few of those include:

- Separated IT incidents from requests
- ITIL workers can now create, update, reassign, and/or resolve a case for IT support
- Lower costs driven by more consistent, standardized service offerings
- Service categories to identify the type of support received
- Group auto assignment based on service category
- Enhanced security - data separation by agency
- Workflow capabilities are enabled
- Enhanced Reports/Metrics
- Customer Service Satisfaction Survey
- Service Level Targets

- Introduce Employee Self-Service Portal
- Introduce Change Management
- Introduce Asset Management/CMDB
- Introduce Demand Management, Project & Portfolio Management
- Introduce Resource Management

This course of action is the beginning of building a platform for the future, to resolve consumer issues faster through connecting teams, systems, and processes on a single, secure cloud-based platform.