




Service Management


How can we help?

How can we help?

 **Request Something**
Browse the catalog for services and items you need

 **Get Help**
Contact support to make a request, or report a problem

 **My Tickets**
Click here to view the Tickets you have submitted



2,694
Avg Incidents Resolved/Week

71%
First Call Resolution

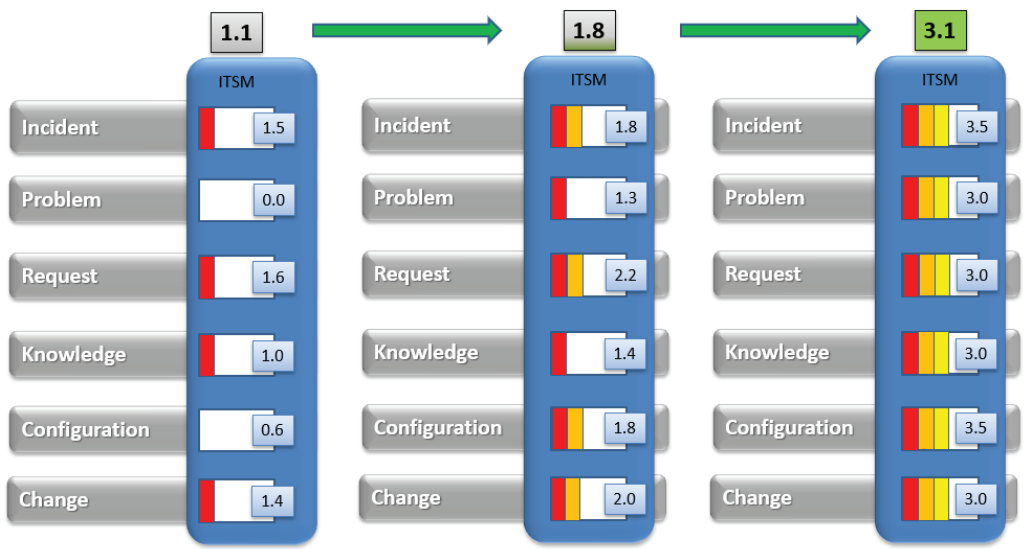
0.12 Day
First Call Resolution Time

1.4 Day
Avg Resolution Time

96.2%
Satisfaction

96.1%
Recommend NDIT

Service Management



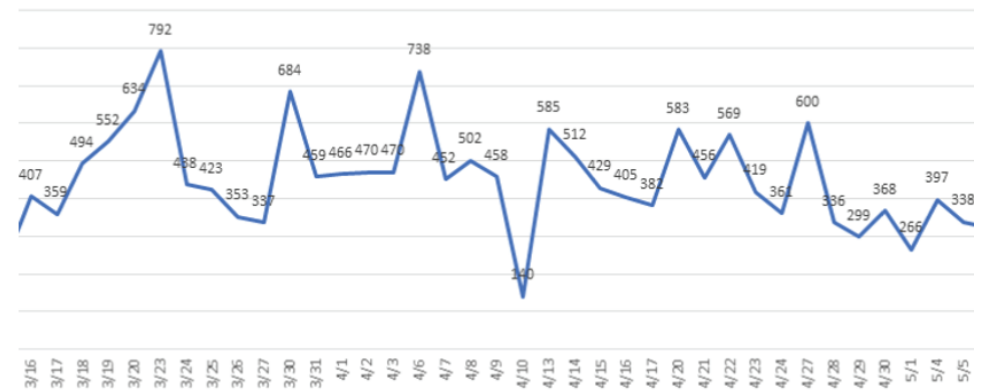
Legend: (1) Ad-Hoc (2) Repeatable (3) Defined (4) Optimized (5) Innovating

2.3
Target EOY 21

3.1
Target EOY 22

NDIT Call Center Volume

Sum Of Total Calls Per Day
150% weekly average - 300% volume at peak



- **Ad-Hoc** – Unpredictable and reactive
- **Repeatable** – Processes are managed but not standardized
- **Defined** – Processes are standardized across the organization
- **Optimized** – Visibility, predictability across organization
- **Innovating** – Strong governance for all process and functions

5G

5G

Fifth generation technology standard for broadband cellular networks and the successor to what is now known as 4G

What to expect:

- Speed - incremental to massive improvements
 - Bandwidth
 - Latency
- Coverage

Not All 5G is created equal:

- Low Band
 - Slightly better than 4G
- Mid Band – (Sub 6)
 - 100Mbps – 400Mbps
- High Band – (mmWave)
 - Theory – 20Gbps
 - Likely – 2-3 Gbps

4G

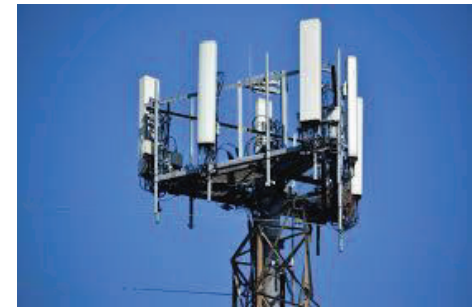
- Theory – 100Mbps
 - Reality – 35Mbps
- Footnote: 1 Gbps – 1000 Mbps*

Impacts:

- In much the same way 4G transformed industries, 5G will as well
 - Uber/Lift as one example

McKinsey Report:

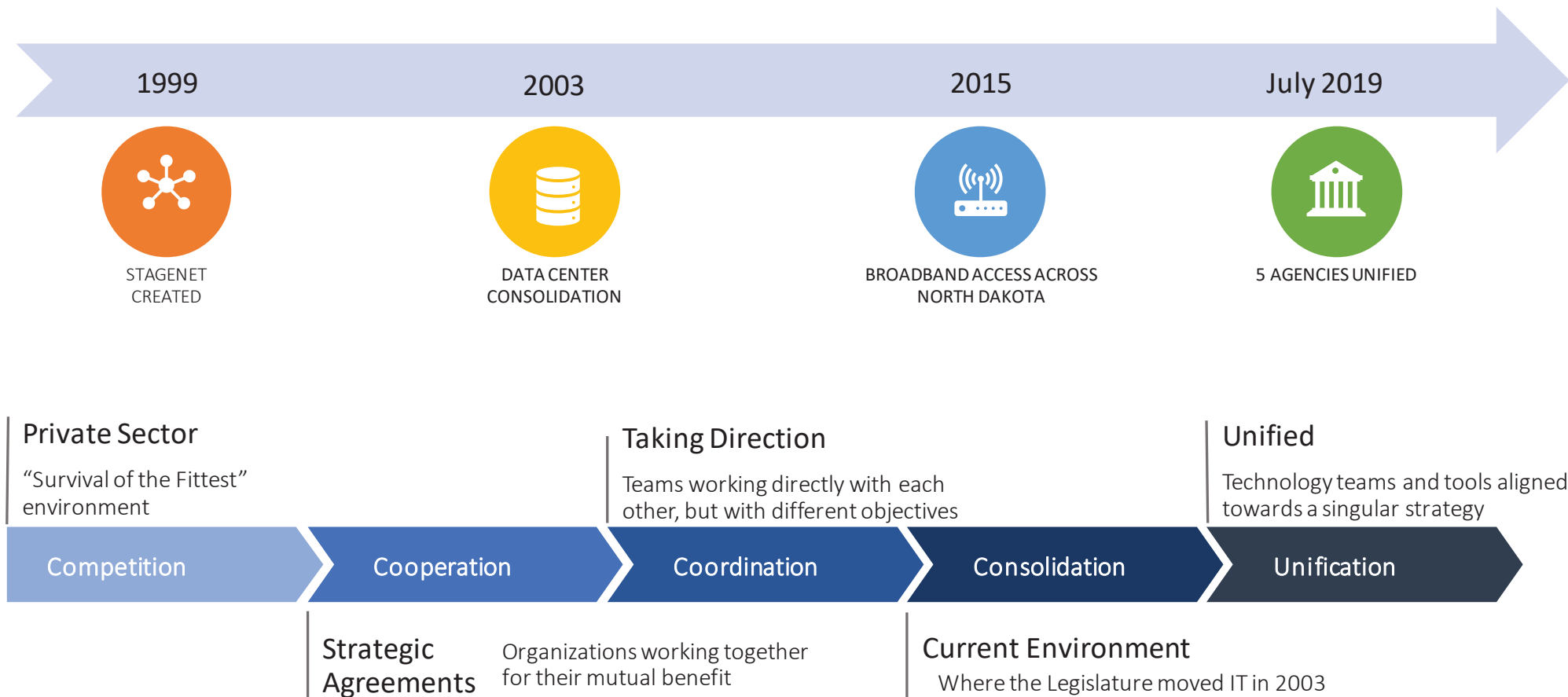
- Mobility
- Healthcare
- Manufacturers
- Retailers
- 1.2 – 2 Trillion impact on GDP by 2030
 - Implies significantly higher GDP across all industries



North Dakota Information Technology Unification



Evolving to Unification over the years



IT Unification – What it IS and what it is NOT

What Unification IS:

- A strategic, defined, and methodical 4-year, zero new dollar, project with specific end goals in mind to deliver better technology outcomes
- Only taking place in the Executive Branch
- An alignment of people, process, and technology to enable the most effective government services
- Significantly increasing the maturity of IT capabilities across government (Service Management, Development, Risk Management, Customer Experience, Data Management, Intelligence Services, others)
- The best long-term initiative to give complete transparency to executive branch wide costs

What Unification is NOT:

- Removing agency inputs into technology decisions
- Moving all IT staff to one building
- Making all agencies use the same software for everything
- Forcing agencies to use software that doesn't work for their business
- Just putting all IT in one organization
- Simply realigning problems into bigger teams in an ad hoc way (castle building)

IT Unification – Early Wins

Efficiency

- \$4.7M in IT savings for DHS
- \$1.2M in savings across multiple agencies
- Enabled significant automation capabilities (over \$8M in DOH)
- ~\$200,000 avoided for agencies using HP laptops/PCs
- Identified that 48.7% help desk calls can be eliminated for DOT – significant operations savings
- DOT patching servers eliminated
- 0.4 FTE gained in DHS by consolidating purchasing processes
- Reduction in DHS device wait time from order to receive of ~5 weeks
- Consolidated Cyber training for DOCR

Empowerment

- All agencies in scope using new tools for collaboration, enhanced email mailboxes, document sharing
- Dept of Financial Institutions complaint processing moved from 3 days to real-time and loan application moved from 5 days to real-time
- Trust Lands able to process 610 claims in August compared to 368 in ALL of 2018
- Access and visualization to state data and analytics platforms for agencies
- Mobile application for citizens (example: renew driver's licenses)

IT Unification – Long Term

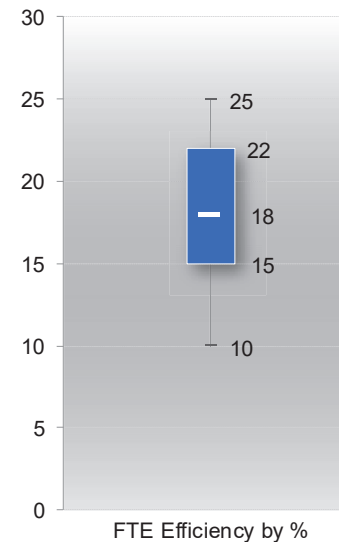
Unification will create an opportunity to reallocate FTE as processes are redesigned

Reallocating FTE is essential to managing the skyrocketing demand:

- Record Large Project Numbers (LPO Oversight)
- Record Medium-small projects
- Increase of incidents/tickets of 18% annually

Planned Process Changes across a unified workforce will create significant efficiency

Moving the IT Team from a 1.5 to a 3.x maturity will do the same work with **53-77** fewer FTEs. FTEs can then be reassigned to other work



15-22 %

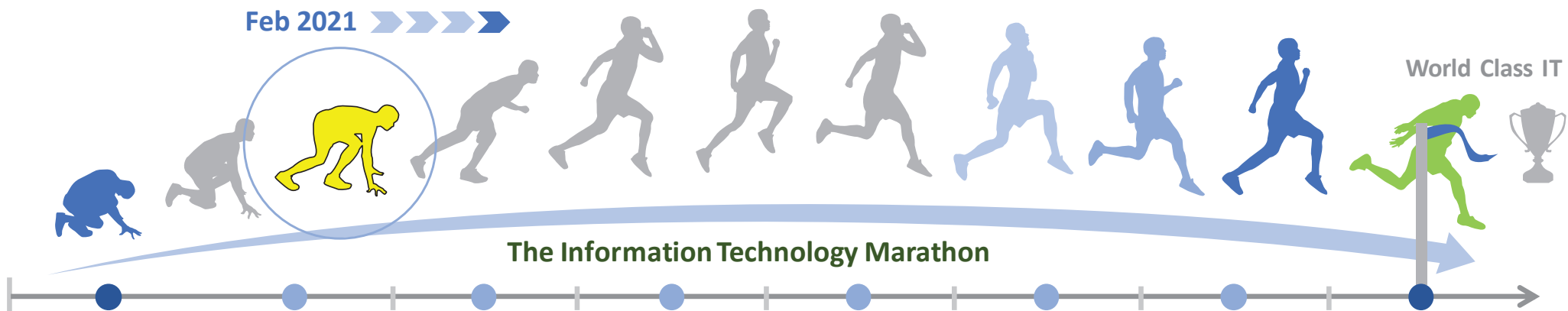
Efficiency gains in FTE within the Information Technology areas expected 4 years post unification

- Strategic Realignment (primary method)
- Deferred rehires (attrition or retirements)
- Enables Run / Grow / Transform

Examples already exist: open IT Director and Senior Manager in DHS that would not need to be refilled

IT Unification - Summary

IT Unification is still in early stages, especially considering the unplanned work in 2020, however, we have a great potential to continue to improve the resources available (both in FTE and capital dollars)



Appendix Materials

NORTH Dakota

Be Legendary.™



Empower People | Improve Lives | Inspire Success



Why Unify?

• Opportunities

- Empower economies of scale for procurement, data hosting/storage and data archiving;
- Reduce and eliminate redundancies that have occurred within executive branch agencies;
- Ensure singular strategies and tactics are undertaken across the state to improve mission execution and team member productivity;
- Leverage Lean/six sigma methodologies to project manage large scale transformations to decrease enterprise risk and improve IT investment success;
- Maximize cyber defense by ensuring a singular approach to training and systems/data protection;

- Maximize utilization of IT resources as a shared service (e.g. desktop support/help desk, etc.) and enterprise resource thus enabling agencies to focus on their core missions;
- Maximize resource delivery of grow and transform activities (as opposed to day-to-day run activities dominating workload);
- Improve the citizen experience across state government through common systems and interfaces;
- Improve team member productivity through establishment of common systems and processes for communication and collaboration.
- Provide access to robust data analytics tools, reporting platforms and other requisite infrastructure requirements



15-22 %

Efficiency gains in FTE within the Information Technology areas expected 4 years post unification

- Strategic Realignment (primary method)
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Examples already exist: open IT Director and Senior Manager in DHS that would not need to be refilled

Agencies can focus on core business

Focus resources to the core missions instead of trying to manage IT systems

Efficiencies in IT translate directly to decreased FTE costs across the state

Efficient technology decreases the need for operational staff through automation and workflow / process improvements

Examples

Service Management Systems

Unified **1**
Today **7+**

% of State Gov under single Cyber approach

Unified **78%**
Today **22%**

Application Development Models

Unified **1**
Today **4+**

% of staff time spent in "run" activities

Unified **50%**
Today **91%**

STRATEGY & GOVERNANCE

IT Management & Governance Framework

45 Macro Disciplines within Enterprise Information Technology

APPS DATA & BI

EDM01
IT Governance

APO02
IT Strategy

APO01
IT Management and Policies

MEA01
Performance Measurement

APO04
Innovation

PEOPLE & RESOURCES

APO07
Human Resources Management

EDM02
Business Value

APO08 EDM05
Stakeholder Relations

ITRG01
IT Organizational Design

APO03
Enterprise Architecture

BAI04
Availability and Capacity Management

BAI06
Change Management

EDM03 APO12
Risk Management

MEA03
External Compliance

BAI07
Application Development Quality

APO05
Portfolio Management

APO06
Cost and Budget Management

BAI08
Knowledge Management

ITRG02
Leadership, Culture and Values

APO09
Service Management

BAI09
Asset Management

BAI10
Configuration Management

BAI07
Release Management

DSS04
Business Continuity

ITRG05
Application Maintenance

BAI01
Project Management

APO10
Vendor Management

EDM04
Cost Optimization

ITRG03
Manage Service Catalogs

APO11
Quality Management

DSS01
Operations Management

DSS02
Service Desk

DSS03
Incident and Problem Management

DSS04
Disaster Recovery Planning

BAI05
Organizational Change Management

BAI02
Requirements Gathering

INFRASTRUCTURE & OPERATIONS

SECURITY & RISK

APO13
Security Strategy

DSS05
Security Management

DSS06 MEA02
Business Process Controls and Internal Audit

BAI03
Enterprise Application Selection & Implementation

BAI03
Application Development Throughput

ITRG07
Data Architecture

ITRG08
Data Quality

FINANCIAL MANAGEMENT

SERVICE PLANNING & ARCHITECTURE

PPM & PROJECTS

ITRG04
Application Portfolio Management

ITRG06
Business Intelligence and Reporting

Service Management Data

Feedback Methodology

Approach: As part of the overall maturity of the service management program all processes and approaches are being evaluated. In addition, the toolsets used to manage the program has been replaced to ensure we have both quality processes and toolsets.

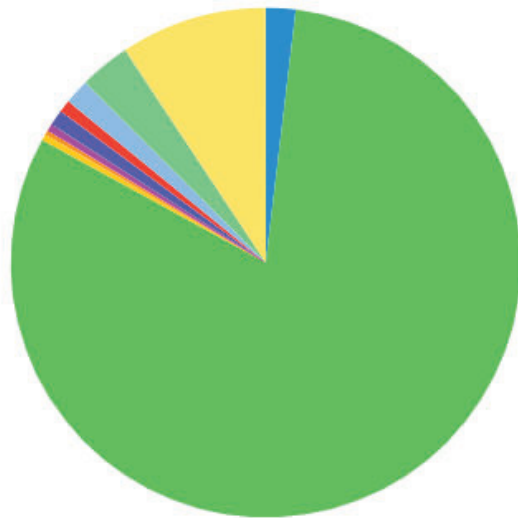
Current Approach: The new toolset went live July 2020. As such, the feedback approach was changed at that time. The current approach is a shorter survey and a request for feedback is not included with every incident. The best practice approach is to use a random sampling which currently equates to a 1 in 4 chance of being requested to complete a survey. This approach continues to be evaluated and has resulted in a higher percentage of surveys completed. Response rate is now 379 per month which is a 24% increase.

Prior Approach: The prior toolset and approach equated to a survey request for each and every incident. This approach included 5 questions which are on the slides below and resulted in an average of 304 responses.

Customer Feedback

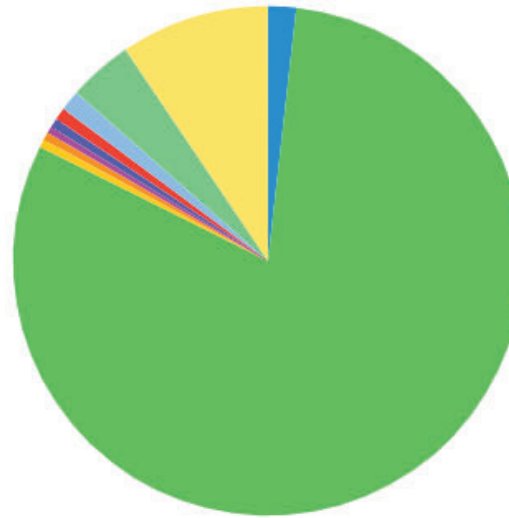
Customer feedback from July 2020-Jan 2021

How likely would you recommend to friend or colleague?



1 = 41 (1.89%)	10 = 1,764 (81.1%)	2 = 9 (0.41%)
3 = 6 (0.28%)	4 = 10 (0.46%)	5 = 22 (1.01%)
6 = 17 (0.78%)	7 = 34 (1.56%)	8 = 70 (3.22%)
9 = 202 (9.29%)		

How would you rate your overall satisfaction with the service you received?



1 = 39 (1.79%)	10 = 1,753 (80.6%)	2 = 11 (0.51%)
3 = 11 (0.51%)	4 = 9 (0.41%)	5 = 13 (0.6%)
6 = 17 (0.78%)	7 = 28 (1.29%)	8 = 89 (4.09%)
9 = 205 (9.43%)		

Would you like us to contact you?

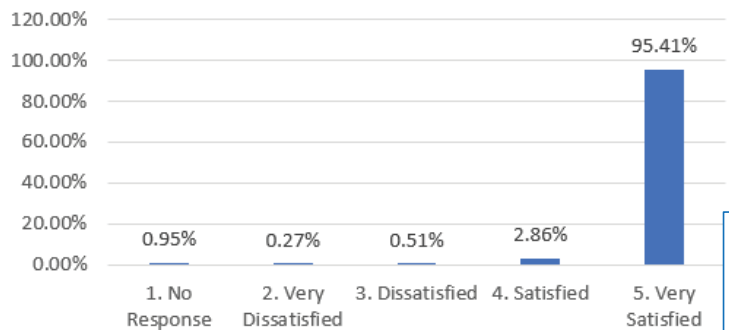


No = 2,074 (95.36%)	Yes = 101 (4.64%)
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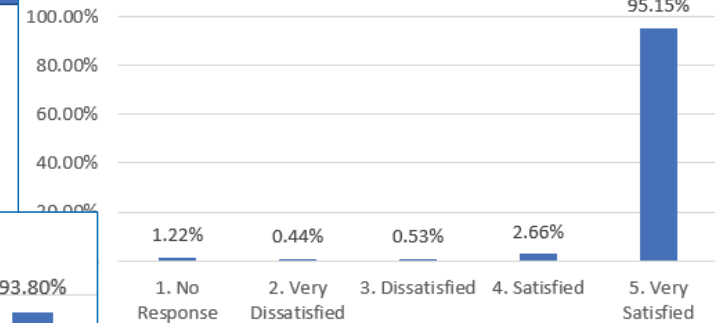
Customer Feedback

Customer feedback from Jan 2019 – June 2020

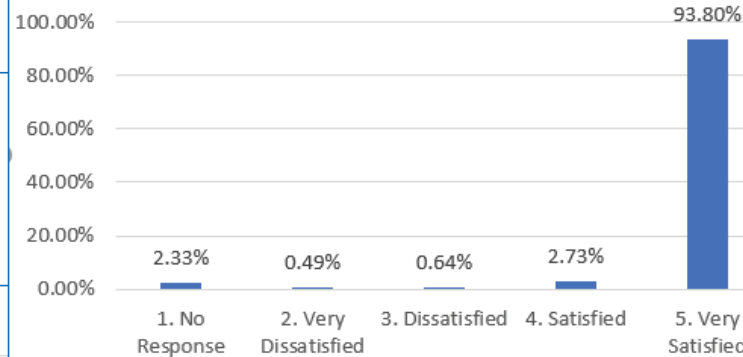
Skills and Knowledge



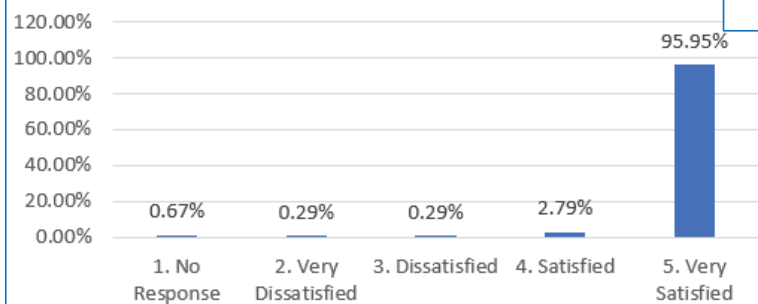
Quality



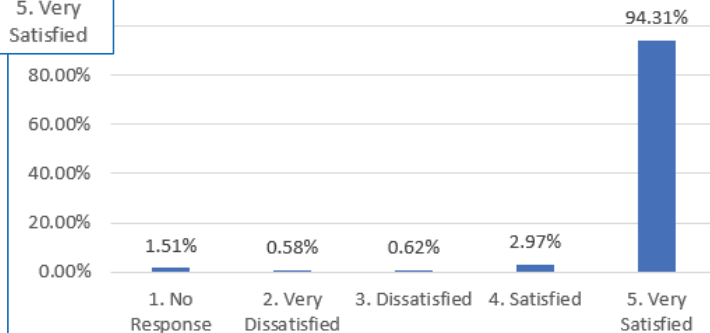
Experience Overall



Professionalism



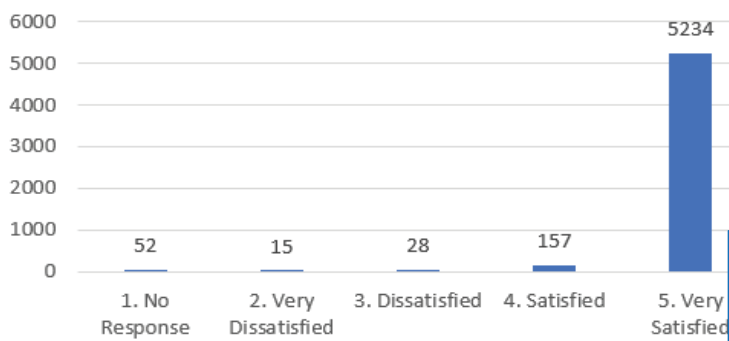
Timeliness



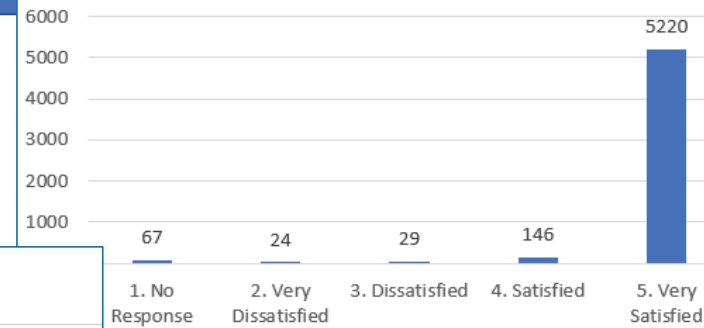
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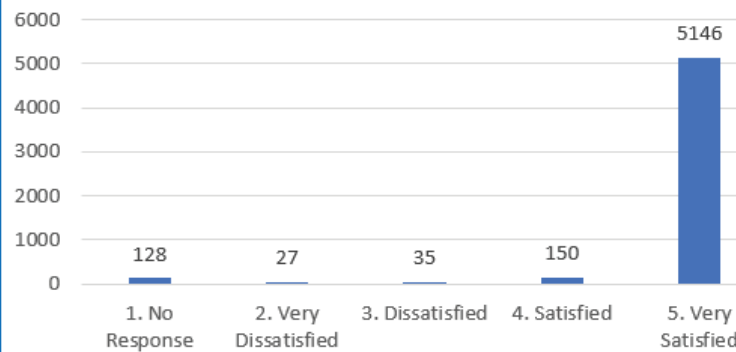
Skills and Knowledge



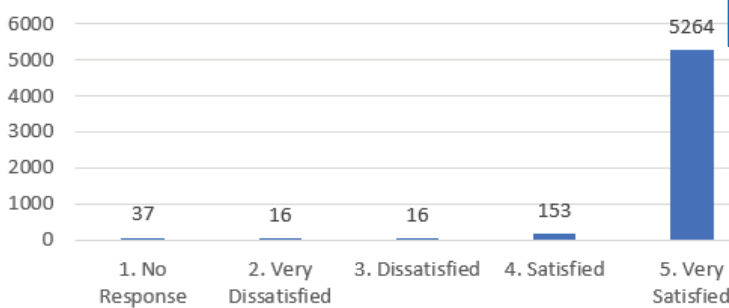
Quality



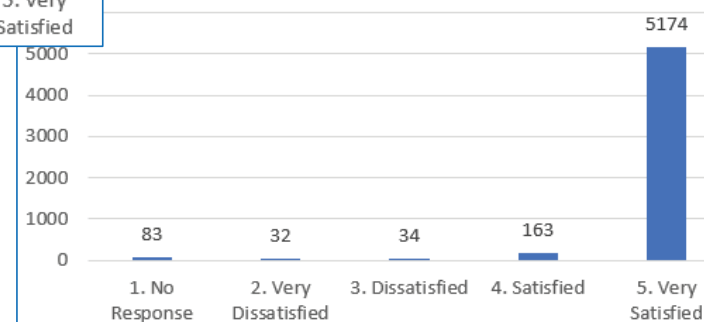
Experience Overall



Professionalism



Timeliness



Industry Benchmarks

How do we compare to other government organizations?

IT Service Management

Summary: November 2020 | Your Industry: Government

ALL

INCIDENT

PROBLEM

CHANGE

SERVICE CATALOG

27.85
Percentile

0.7%

% of high priority incidents

1.1%

Benchmark



View trend

55.9
Percentile

73.2%

% of incidents resolved on first assignment

67.4%

Benchmark



View trend

44.95
Percentile

1.4%

% of reopened incidents

2.6%

Benchmark



View trend

66.46
Percentile

3 hours

Average time to resolve a high priority incident

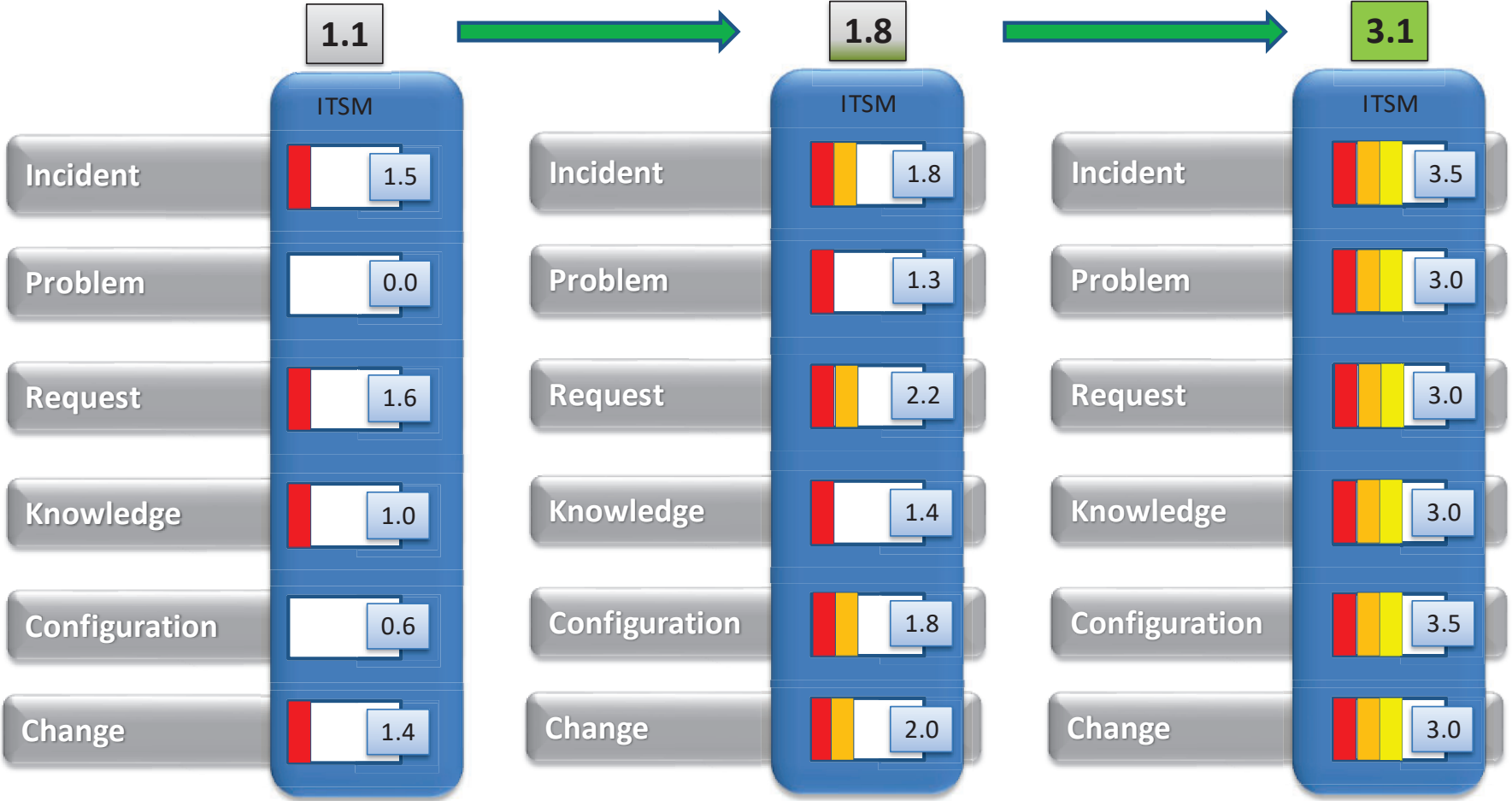
21d 20h

Benchmark



View trend

Service Management Maturity Assessment



Incidents – 7 Day Sum

Number of Tickets per Week

Overview Compare

Show Records

Number of new incidents

July 8, 2020 - January 8 7d running SUM

January 8 ◀ ◆ ▶

3,074 ▲ 385 (14.3%)

185	498k	1,181	62%	2,694	1,879	4,008	⋮
No. of scores	Sum	Change	Change %	Average	Minimum	Maximum	

☰ Q Search breakdowns and elements

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Incidents – Mean Time to Resolve

When is an incident resolved?

- When the customer acknowledges resolution
- When confidence is high the incident is resolved but the customer is non-responsive

Overall

Overview

Average resolution time of resolved incidents

January 8 ◀ ◆ ▶

1.44 days
Average

0.01 days
Minimum

2.31 days
Maximum

Incidents created by calling the service desk

Overview

Average resolution time of resolved incidents > Contact Type = Phone

January 8 ◀ ◆ ▶

0.26 days
Average

0.00 days
Minimum

0.76 days
Maximum

First Call Resolution – Mean Time to Resolve

Overview

Average resolution time of resolved incidents > Assignment Group:

January 8 ◀ ◆ ▶

0.12 days
Average

0.00 days
Minimum

0.23 days
Maximum

Incidents created by emailing the service desk

Overview

Average resolution time of resolved incidents > Contact Type = Email

January 8 ◀ ◆ ▶

1.73 days
Average

0.03 days
Minimum

3.33 days
Maximum

** Resolution times increase when waiting on electronic confirmation from customers*

Incidents – Resolved by Priority

Priority: Tickets are given a priority number 1-5 based on impact and urgency

