

# Indian Health Service

## IT Service Management

Leveraging Best Practices to Advance IHS IT Delivery

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# Presentation Objectives and Agenda

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## Objective:

- The objective of this presentation is to provide an overview of the IHS Enterprise use and continual service improvement of ServiceNow. In addition to the new technologies which have been introduced in 2023.
  - Standardized the workflow for Incidents, Service Catalog Requests, Change Management throughout IHS.
  - Implemented the use of the Service Catalog for use with the new Identity Access Management Application, SailPoint.
  - Implemented Microsoft Teams for online collaboration as a replacement for Skype for Business.
  - Continuous Support & Improvements:
    - Onboarding of the HR Application, <Name of Application> for use by the Equal Employment Opportunity Department at HQ.
    - Currently working on the Change Management Data Base application to .....

# Presentation Objectives and Agenda

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## Today's Topics:

- Why is standardization important in our ITSM tool at IHS? (Definition /Best practices)
- How is IHS leveraging ITSM best practices and advancing capabilities? (EEO, SailPoint, CMDB, metrics for charge backs, justification for additional staff)
- Implementation Status of Microsoft Teams (Why is this better? What are the current capabilities that we did not have before?)
- Continual Service Improvements through the Service Catalog (New catalog items, streamline process like Mobile Device, auto provision with SailPoint,etc)
- Statistics
- Next Steps (Agile Development, Release Management....)

# Agenda

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- What is IT Service Management (ITSM) and why is it important?
- What are practical ways to improve IT delivery?
- How is IHS leveraging ITSM best practices and advancing capabilities?
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# What Is IT Service Management?

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## **What is IT Service Management?**

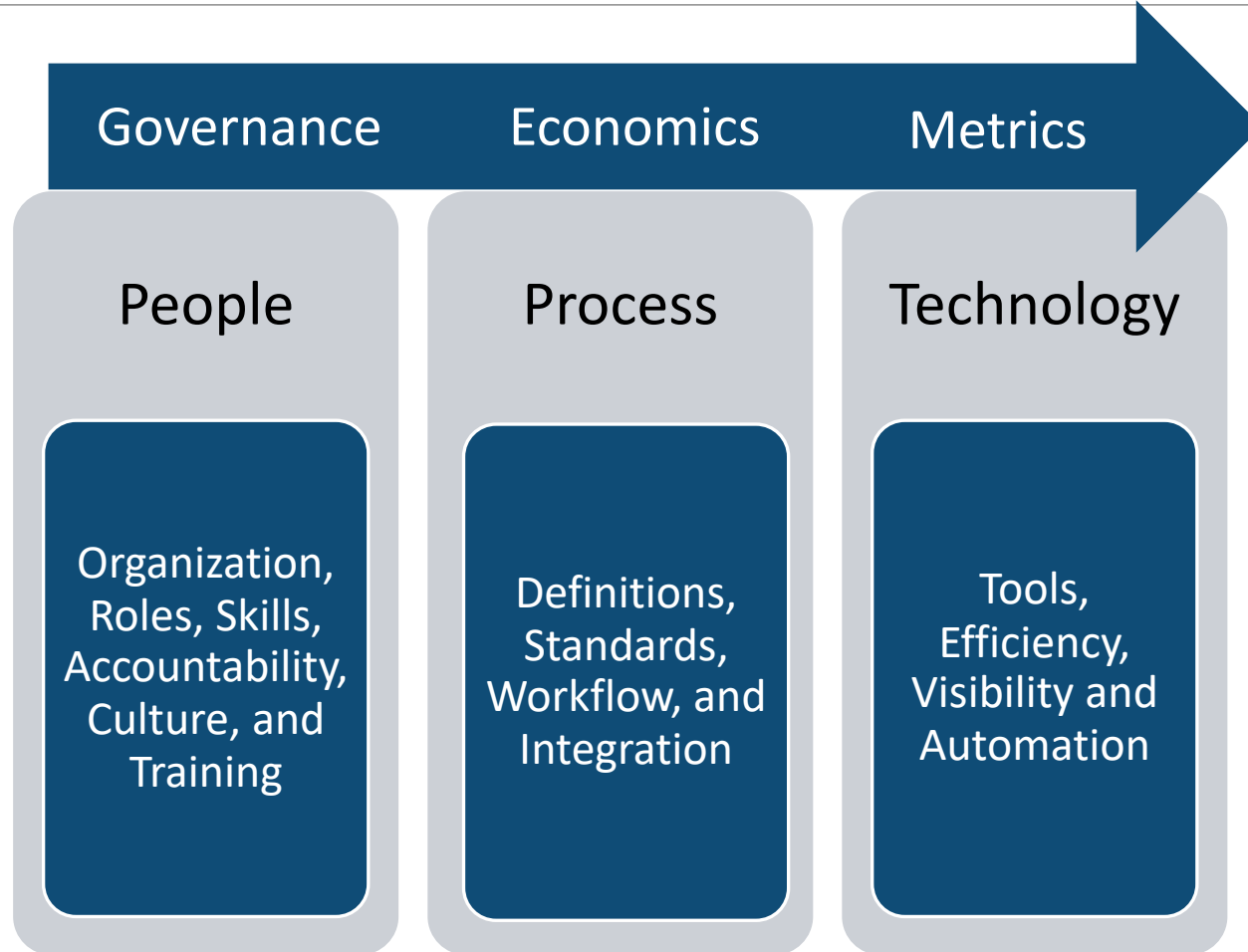
- ITSM encompasses holistic set of disciplines an IT provider uses to ensure that it offers the right services at the right price, quality levels and timeliness to meet business expectations

## **What Value Does ITSM Offer Organizations?**

- ITSM provides accountability for end-to-end coordination and visibility across the delivery of IT services, through measured tracking of improvement for quality of service, cost optimization and risk reduction

# Three key pillars drive ITSM capabilities

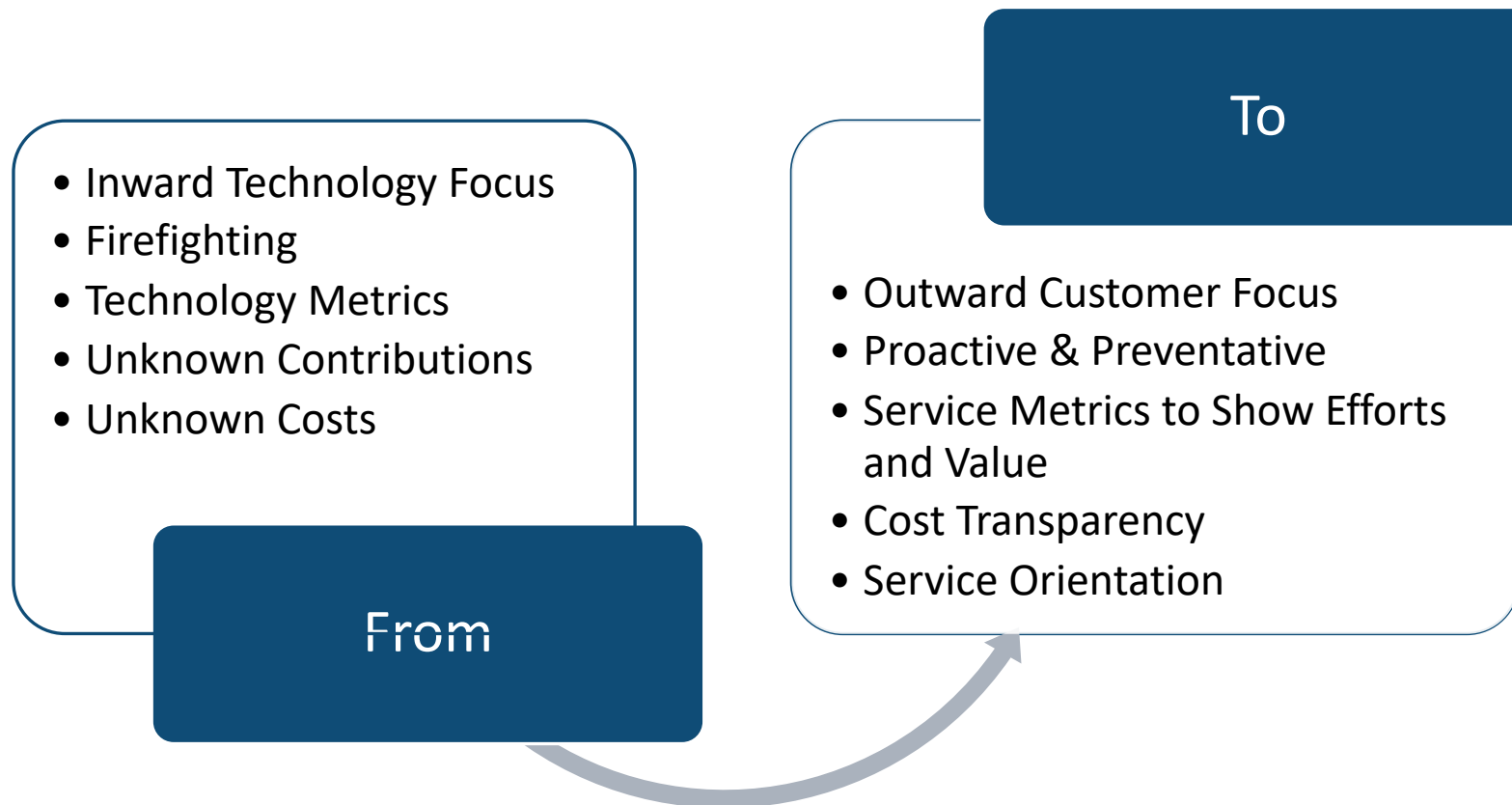
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# Why is ITSM Important?

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Increased IT customer expectations require evolution to a service orientation



# Agenda

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# Examples of ITSM Benefits

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## Quality of Service (impact visible to IT customers)

- Faster time to acknowledge and resolve Incidents
- Faster cycle time for Service Request fulfillment
- Improved metrics and data to demonstrate support efforts and show value of services
- Simple and fast capture of support needs through self-service, predefined models and templates for tickets

## Operational Efficiency (impact visible to internal IT teams)

- Visibility to status for reported issues across entire support and escalation chain
- Access to knowledge to help with faster resolution of issues
- Less burden to implement, configure and maintain separate service desk / ticketing systems

## Risk Reduction (impact visible to business leadership)

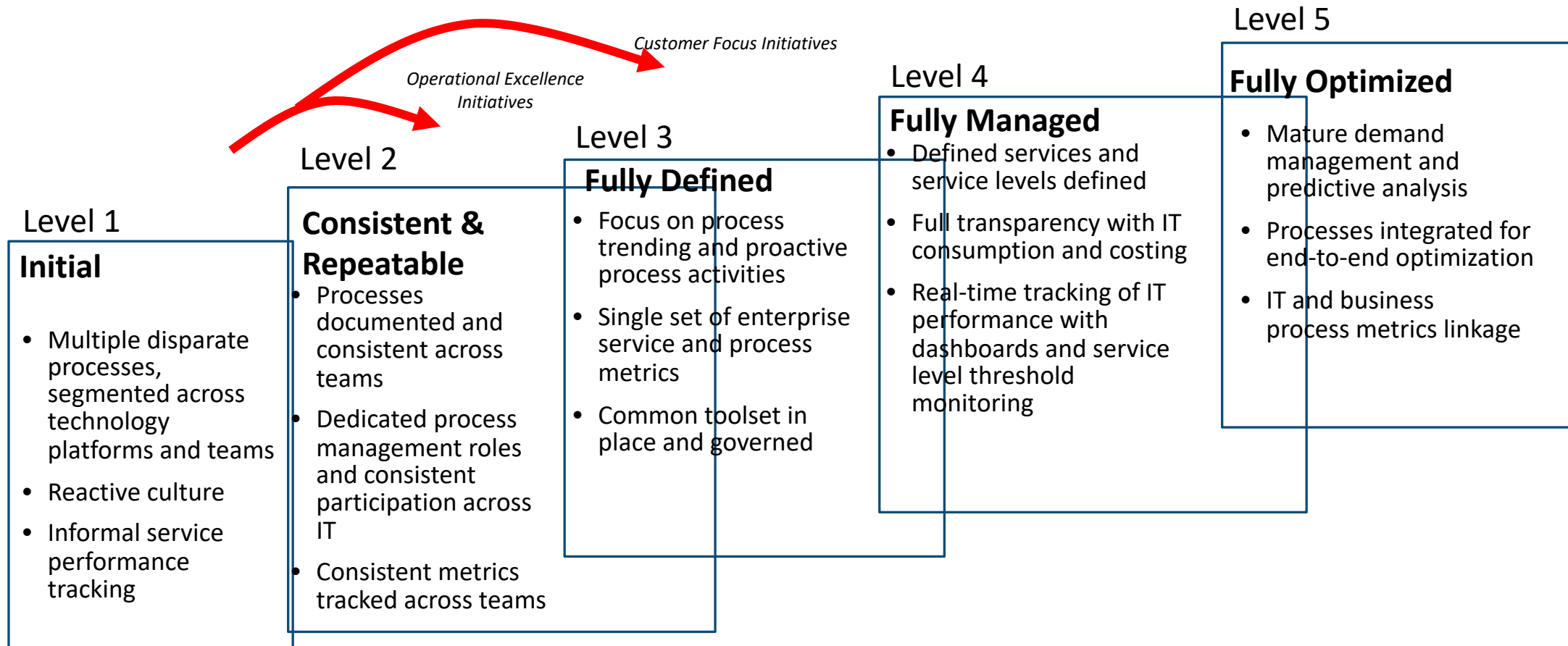
- Reduced number of change collisions and incidents caused by changes
- Reduced number of emergency and unplanned changes
- Clarity on responsibilities and points of contact for different needs

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# ITSM Evolution is a Journey



# IHS Adoption of ITSM Best Practices

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- IHS has prioritized its commitment to be the partner of choice for health IT services through best-in-class customer service and customer/stakeholder engagement.
- In 2019, IHS initiated an enterprise ITSM initiative to leverage best practice for improving IT service delivery capabilities and implementation of ServiceNow as a tool in support of ITSM.

## **Goals of EITSM Program:**

- Improvement of IT service delivery consistency, quality and responsiveness across IHS
- Improvement of visibility and collaboration across IT support tiers
- Improvement of IT reporting and analytics and the ability quantify the value of support efforts provided
- Access to a central knowledge repository of IT information
- A central source for IT customers to request IT Services and communicate issues

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# Key Outcomes and Value for IHS from ITSM Efforts

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- Phase One - Completed

Phase One	
<b>Onboarding Capabilities</b>	<ul style="list-style-type: none"><li>• Service Portal</li><li>• Incident Management</li><li>• Change Management</li><li>• Knowledge Management</li><li>• System Accreditation</li></ul>
<b>Onboarding Waves</b>	<ul style="list-style-type: none"><li>• HQ IT Support Functions<ul style="list-style-type: none"><li>• DIT – HQ Support Tier 3 (i.e. RPMS, NIPRs, CSMT)</li><li>• DITO – HQ Tiers 1 &amp; 2, Tier 3 (i.e. CES, ADC, WEB, NOSC, NSD)</li></ul></li><li>• Area IT Support Functions<ul style="list-style-type: none"><li>• Phoenix Area Office<ul style="list-style-type: none"><li>• PIMC</li><li>• White River</li></ul></li><li>• Albuquerque Area Office<ul style="list-style-type: none"><li>• AIH</li><li>• Santa Fe</li></ul></li></ul></li></ul>

# Key Outcomes and Value for IHS from ITSM Efforts

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- Phase Two - Completed

Phase Two	
<b>Onboarding Capabilities</b>	<ul style="list-style-type: none"><li>• <b>New</b><ul style="list-style-type: none"><li>• <b>Request/Catalog Management (Access Requests) – Self Service</b></li><li>• <b>Problem Management</b></li><li>• <b>Sustainment Support</b></li></ul></li><li>• <b>Existing</b><ul style="list-style-type: none"><li>• <b>Service Portal</b></li><li>• <b>Incident Management</b></li><li>• <b>Change Management</b></li><li>• <b>Knowledge Management</b></li><li>• <b>System Accreditation</b></li></ul></li></ul>
<b>Onboarding Waves</b>	<ul style="list-style-type: none"><li>• <b>Area IT Support Functions</b><ul style="list-style-type: none"><li>• <b>Phoenix Area</b></li><li>• <b>Albuquerque Area</b></li><li>• <b>Great Plains Area</b></li></ul></li></ul>

# Key Outcomes and Value for IHS from ITSM Efforts

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- Phase Three - Completed

Phase Three	
<b>Onboarding Capabilities</b>	<ul style="list-style-type: none"><li>• <b>New</b><ul style="list-style-type: none"><li>• ITAC Integration</li><li>• Mobile Device Management</li></ul></li><li>• <b>Existing</b><ul style="list-style-type: none"><li>• Service Portal</li><li>• Incident Management</li><li>• Change Management</li><li>• Knowledge Management</li><li>• System Accreditation</li></ul></li></ul>
<b>Onboarding Waves</b>	<ul style="list-style-type: none"><li>• <b>Area IT Support Functions</b><ul style="list-style-type: none"><li>• California Area</li><li>• Oklahoma Area</li><li>• Navajo Area</li><li>• Portland Area</li><li>• Billings Area</li></ul></li></ul>



# Key Outcomes and Value for IHS from ITSM Efforts

- Phase Four – Complete

Phase Four	
<b>Onboarding Capabilities</b>	<ul style="list-style-type: none"><li>• <b>New</b><ul style="list-style-type: none"><li>• Enterprise Procurement - Postponed</li><li>• Sustainment, Enhancements, and Governance</li></ul></li><li>• <b>Existing</b><ul style="list-style-type: none"><li>• Service Portal</li><li>• Incident Management</li><li>• Change Management</li><li>• Knowledge Management</li><li>• System Accreditation</li></ul></li></ul>
<b>Onboarding Waves</b>	<ul style="list-style-type: none"><li>• <b>Area IT Support Functions</b><ul style="list-style-type: none"><li>• Tucson Area</li><li>• Nashville Area</li><li>• Alaska Area</li><li>• Bemidji Area</li></ul></li><li>• <b>Division of Information Security</b></li><li>• <b>HQ Property and Facilities</b></li><li>• <b>Integration of Identity Access Management Application</b></li></ul>

# Key Outcomes and Value for IHS from ITSM Efforts

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- Phase Four & Beyond - Underway

Phase One	
<b>Onboarding Capabilities</b>	<ul style="list-style-type: none"><li>• <b>New</b><ul style="list-style-type: none"><li>• <b>CMDB</b></li><li>• <b>Discovery</b></li></ul></li><li>• <b>Existing</b><ul style="list-style-type: none"><li>• <b>Sustainment, Enhancements, and Governance</b></li></ul></li></ul>
<b>Onboarding Waves</b>	<ul style="list-style-type: none"><li>• <b>IHS</b></li></ul>

# Agenda

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# Example of Improved ITSM Processes and Tools

## Past Challenges

- IT phone calls from customers requesting help captured in email or spreadsheets
- No view of status or progress
- No easy way to track metrics for volume of support provided



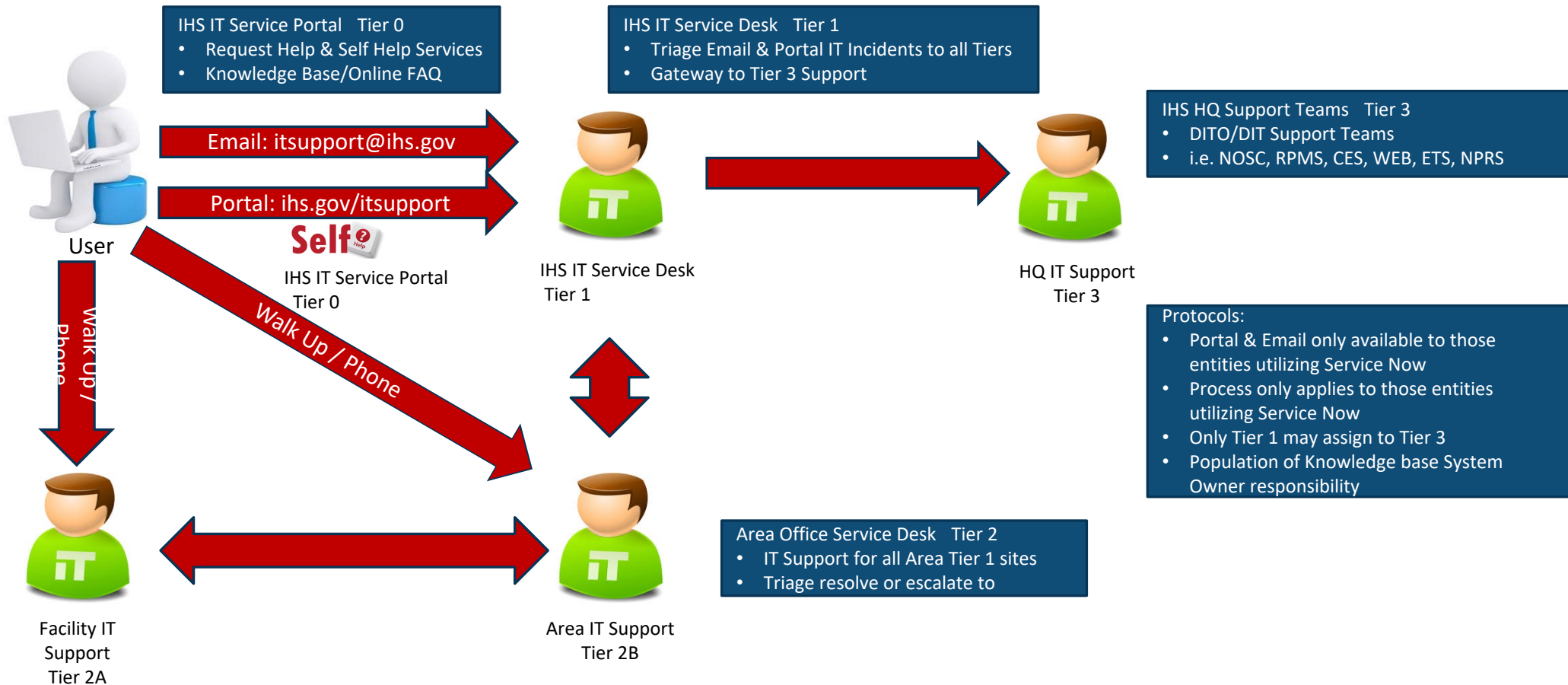
## Current State

- Self-service options for finding Knowledge Articles or submitting requests
- Access to status and automated updates
- Analytics and reporting for service delivery performance and value



**STANARDIZATION**

# IT Support Workflow



# Self Service Portal

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- What is it – the Service Portal is a central location where all users can go as an entry point into IT Support and processes. They can submit an incident, eventually submit a request, find information about outages and downtimes, approve items that have been submitted to managers, and access knowledge that they can use to help resolve their issues.
- Who can access it – the customer portal is available to anyone at IHS that has a D1 login, on or off the network.

**IHS.GOV/ITSUPPORT**

# Self Service Portal

Knowledge Incidents/Requests Cory Parker

## Hello Cory, Welcome to IHS IT Support

Search Support

**Report an Issue**  
Submit an incident record for assistance with IT related issues

**Request Something**  
Submit an IT request from the Service Catalog

**Knowledge Base**  
Browse and search for articles, rate or submit feedback

**OEHE CMMS**  
Submit a Service Request for OEHE Facilities or Clinical Engineering

**Submit Announcement**

**Top Rated Articles**

- [How to Create a Skype Meeting in Outlook](#)  
★★★★★
- [IHS User Guide for the Virtual Private Network FS \(VPN\) v4.0](#)  
★★★★★
- [IHS - How to Configure a System to Send Email Using the IHS Simple Message Transfer Protocol](#)  
★★★★★
- [How to Clear Cache and Cookies in Google Chrome](#)  
★★★★★

**Announcements**

No information available

**My Approvals**

You have no pending approvals

**My Open Incidents**

No records found

**My Assessments**

No records found

**My Service Requests**

No records found

# Incident Management

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- Incident – an unplanned interruption to an IT Service or reduction in the quality of an IT Service or a failure of a configuration item that has not yet impacted a Service or Customer. The first goal of incident management is to restore a service to normal operation as quickly as possible.
  - Examples of an incident are:
    - A network device is not responding
    - A Server is not rebooting properly
    - An application or service not being available
    - A user's computer is blue screening on login
    - The EMR system is crashing on load



# Incident Management

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- Get users back up and running as quickly as possible!
- Ensure that standard methods and procedures are used for efficient and prompt incident response, analysis, documentation, ongoing management, and reporting.
- Increase visibility and communication of incidents to business and support staff.
- Enhance business perception of IT through use of a professional approach in quickly resolving and communicating incidents when they occur.
- Align incident management activities and priorities with those of the business.
- Maintain user satisfaction with the quality of IT services.
  
- Minimize business impact!

# Request Management

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- Request Fulfillment deals with handling requests from users
- The Request Fulfillment process is an integral part of Service Operation
- Service Requests are requests for approved changes that are low risk and occur frequently
- Requests are grouped into sets of activities (or tasks) that need to be performed
  
- The notable difference between Requests and incidents is that you cannot plan an Incident while you can and should plan for a Service Request

# Request Management

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- A service request is the mechanism by which a user formally requests one of the many standard services or Catalog items that the IT organization provides
- The request fulfillment process manages the life cycle of all service requests from the users, even if those services do not currently exist.

# Request Management

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- Value of Request Management
  - Provides quick access to standard Services
  - Enhances productivity
  - Improves quality of business services and products
  - Reduces bureaucracy involved in requesting and receiving access to existing or new Services
  - Reduces the cost of providing Services
  - Centralizes Request Fulfillment
  - Increases the level of control over Services

# ITSM Support

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- Marketing Material
- Recorded Trainings
- Posters
- Support Office Hours
- Enhancement Requests
- Governance Board

# Statistics

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# Statistics

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- Increased Enterprise Standardization with Service Now to include the integration of the Identity Access Management (IAM) System: SailPoint Identity IQ.
- Close to 600 Knowledge Articles have been Published since initial launch.
- Processed more than 300,000 incidents since initial launch.
- Of those incidents, more than 85,000 incidents have been received via the Self Service Portal.
- More than 103,000 Service Catalog Requests have been received since launching the Service Catalog.

# Next Steps

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# CMDB & Discovery

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- Obtain CMDB/Discovery Licenses
- Research Agile Development for use by Development Teams
- Research Release Management for use by Health IT for patching.
  
- Enable tasks, workflows, and approvals in support of effort
- Economies of Scale
- Standardization and Improvement of Security Posture

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Questions?



# Contact Information

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IHS Office of Information Technology