



"the consolidated technology services agency -RCW 43.105.006"

ITSM Project - Phase 1 Update

Migrating Infra Users to EasyVista

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Agenda

- Background
- Customer Benefits
- Customer Impacts
- Communication Changes
- Timeline



Background

March 2016, WaTech launched the One-WaTech initiative with the goal of creating a seamless experience for customers.



WaTech Support Center
Washington Technology Solutions

855.WaTech1
or
360.586.1000

Press **1** for **Secure Access Washington (SAW)**
Press **2** for **WebEx or Conference Bridge**
Press **3** for **Application and Desktop Support**
Press **0** for **All Other Requests**

Support@WaTech.wa.gov

Solutions Center

Direct: 360.407.9100
SolutionsCenter@WaTech.wa.gov

Service Desk

Direct: 360.753.2454
ServiceDesk@WaTech.wa.gov



Background

WaTech Expands Use of the Enterprise Solutions Platform (ESP).

- ESP uses a secure (*CAT 3 Certified*), Software-as-a-Service (SaaS) vendor solution from EasyVista.
- EasyVista covers all aspects of IT Service Management (ITSM) to provide a single, integrated and modular solution that is configured to our implementation of ITIL processes.
- Gartner ranks EasyVista among the top providers in the world in digital workplace solutions.



Benefits – Phase 1

Consistent messaging, notifications and service delivery.

- “One WaTech” Full Implementation
 - One Name: WaTech Support Center
 - One eMail: *Support@WaTech.wa.gov*.
 - One ITSM: Single Ticketing System
- Unified Incident & Service Management
- Unified Reporting
- Consolidated Service Catalog



Impacts – Phase 1

Reporting

- Gaps during migration
- Changes to look/feel

Notifications

- Changes to look/feel

Shared Queue

- Learning curve



Auto Reply

Automated replies will look different.

Infra

Sample Notification – Infra automatically notifies customer when new ticket is created

SAMPLE From: servicedesk@watech.wa.gov [mailto:servicedesk@watech.wa.gov]

Sent: [sample date and time – notification sent]

To: [customer name]

Subject: Infra Request #396222 Forwarded to [customer name]

WaTech Customer Service Request

Request Number: 396222

Short Description: Sample Information

Request Manager: [WaTech employee name]

Requestor: [customer name]

Telephone: [customer phone number]

Organization: [customer agency/organization name]

Priority: Normal

Type: Service Request/CSR

Description:

Sample Information.

Thank you,

WaTech Service Desk

Servicedesk@watech.wa.gov

753-2454 or 888-241-7597

ESP

Sample Notification – ESP automatically notifies customer when new ticket is created

SAMPLE From: Support@WaTech.wa.gov [mailto:Support@WaTech.wa.gov]

Sent: [sample date and time - notification sent]

To: [customer name]

Subject: Request Received (SR1607_03277) for General Inquiry

Request Received

This message is to confirm receipt of the request sent to the Solutions Center.

Req Number: SR1607_03277 [sample ticket number]

Date Created: [sample date and time - ticket created]

Recipient: [customer name]

Requestor: [customer name or name of person requesting ticket on behalf of customer]

Application: N/A

Topic: General Inquiry [sample topic]

Description: Sample information [ticket description].

Urgency: Low [ticket urgency – Low, Medium, High, Critical].

Please reply to this email or reference the request number when contacting us for status or information.

Thank you,

WaTech Solutions Center

(360) 407-9100

support@watech.wa.gov



WF-SR-FR

Notifications

Ticket Closure Notification with Survey Will Change

Infra

Sample Notification – Infra automatically notifies customer when ticket is closed

SAMPLE From: servicedesk@watech.wa.gov [mailto:servicedesk@watech.wa.gov]

Sent: [sample date and time – notification sent]

To: [customer name]

Subject: WaTech Request Completed (Infra Req #396222)

[WaTech Customer Service Request Completed](#)

Hello [customer name],

Your Request has been completed. Please reference the Infra Request number below when corresponding with or inquiring about this request.

Infra Request No: 396222

Request Description:

Sample Information

Thank you,

WaTech Service Desk

Servicedesk@watech.wa.gov

753-2454 or 888-241-7597

Infra automatically sends email to customer with survey link when ticket is closed.

SAMPLE From: ATSEMAIL@watech.wa.gov [mailto:ATSEMAIL@watech.wa.gov]

Sent: [sample date and time – notification sent]

To: [customer name]

Subject: Agency Technology Services for Request 396222

Dear [customer name],

Agency Technology Services (ATS) is conducting a satisfaction survey for resolved Infra tickets.

Please help us improve our service by taking a moment to rate the level of service you received for Request 396222 by responding to this short [Survey](#) before [sample date].

The description of your Request is as follows:

Sample Information

Thank you for helping us to improve our customer service.
Agency Technology Services

ESP

Sample Notification – ESP automatically notifies customer when ticket is closed

SAMPLE From: Support@WaTech.wa.gov [mailto:Support@WaTech.wa.gov]

Sent: [sample date and time – notification sent]

To: [customer name]

Subject: Request Fulfilled (SR1607_03277) for General Inquiry

Your Request has been Fulfilled

Were you satisfied with the service you received?

YES NO

If for any reason you are not satisfied with the service you received let us know by reopening your ticket by clicking the button below.

[Reopen](#)

A service technician will contact you to address your outstanding needs.

Req. Number: SR1607_03277

Application:

Solution: [sample solution]

Request Summary: [sample information]

Thank you,
WaTech Solutions Center
(360) 407-9100
support@watech.wa.gov

ESP automatically displays survey after customer selects YES or NO

WaTech
Washington Technology Solutions
Solutions Center

Customer Satisfaction Survey

This survey is intended to collect customer satisfaction feedback on the services you received from the WaTech Solutions Center. Please let us know how we did.

Important: Please do not include any sensitive information (such as your social security number) in your responses.

Ticket Number:
SR1607_03277

Do you have any additional feedback you would like to share with us?



Timeline

- **Iterative project phases** - freezing changes in planned phases will help to stabilize the tool and our processes.
- **Phase 1** - teams are currently planning specific timelines and cutover activities (targeted for end of August 2016).

Phase 1 (Aug 2016)

- Service Catalog
- Incident Management
- Service Management
- Reporting Strategy
- One eMail

Phase 2 (2016-2017)

- Change Management
- Configuration Management Database (CMDB)
- Reporting Solutions

Phase 3 (2017)

- Problem Management
- Action Effort Tracking
- Chat (Instant Message)
- Enhanced User Portal

