

# VSM Workshop Charter

## Consolidated Technology Services (CTS) Incident Notification

**Sponsors:** Rob St. John and Christy Ridout

**Workshop Leaders:** Gary Duffield

**Project Manager:** Larry Dell

### **Background:**

CTS provides Technology-based Services to many State and Local government entities. Part of the on-going support of these services includes keeping customers informed about any unplanned outages, performance degradation, or other issues (incidents) that arise.

Some CTS customers have reported that our incident notification process is not consistent across the services they purchase, both what is reported and how it is reported. They also mention that timeliness of notification is an issue and that they are concerned about the number of times that they seem to know about a problem or incident before we do. In general our customers feel we are under reporting, or notifying.

### **Mission Statement:**

The overall goal of this project is to improve our incident notifications to our customers. This will include establishing a baseline for the existing incident notification process. It is our objective to identify and implement improvements such that:

- 90% of all service-affecting incidents are communicated to the customer within 30 minutes of incident determination
- Our customers receive consistent notifications for the variety of technology services that they purchase from CTS
- Any lack of clarity is eliminated, both in the process and in the notifications

### **Deliverables:**

- A 'current state' value stream map
- A 'future state' value stream map
- A project plan to implement the improvements

### **Scope:**

The Service Desk receives information about incidents from several sources. They may get an e-mail from someone within CTS, they may get an alert from a monitoring system, or they may get a call from a customer. The scope of this workshop is the communication process from the time the Service desk knows of the incident to the time the customer is notified that the incident is resolved.

**In:** The incident notification process for all CTS services – from when a service-affecting incident is known, through the time it is resolved.

**Out:** Problem management, Root Cause Analysis of incident.

**Supplier:** CTS employee, monitoring tool alert, or customer

**Input:** Error condition

**Process:** Determine if condition qualifies as a service-affecting incident and notify customers.

**Output:** Notification to affected customers, resolution follow up

**Customer:** Service users

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## Consolidated Technology Services (CTS) Incident Notification

### Problem Statement:

- Incident notification is inconsistent, incomplete, not timely, or missing.
- Customers expend resources to diagnose a problem that is already known.
- The status of service is not always transparent.
- Customers are not always sure when and how an incident was resolved.

### Date/Time/Location:

TBD

### Team Members:

| Name           | Role/Function        |
|----------------|----------------------|
| Rob St. John   | Sponsor              |
| Christy Ridout | Sponsor              |
| Gary Duffield  | Facilitator          |
| Larry Dell     | Project Manager      |
| Kim Schmanke   | Communications       |
| Larry Dell     | SME                  |
| Robert Myrick  | Service Desk SME     |
| Jeff Meyer     | Service Desk SME     |
| Lance Calisch  | Computer Service SME |
| David Morris   | Security Service SME |
|                | Customer             |
|                | Customer             |