



IT Service Management

U.S. Department of State

Past Performance

G2SF provided Information Technology Infrastructure Library (ITIL) consulting support to the Office of the Senior Executive Secretariat Information Resource Management (S/ES IRM) at the United States Department of State. The Office of Information Resources Management (S/ES-IRM) provides exclusive information technology support and services to meet the unique needs of the Secretary, the Executive Secretariat, and other offices under the administrative umbrella of S/ES.

S/ES IRM's goal is to deliver seamless, reliable, and responsive enterprise solutions while improving existing services resulting in a stable and secure enterprise IT network that meets the functionality and capabilities requirements of the user community in the most cost effective and efficient manner. In an ongoing effort to continually improve the quality of IT services, S/ES IRM requested that an IT Service Management assessment be conducted to establish an enterprise level baseline of the relative maturity of existing infrastructure management processes and procedures. G2SF conducted this assessment. The assessment was based on the ISO/IEC 20000 IT Service Management standard in combination with industry best practices as reflected in ITIL. G2SF provided a CMMI based maturity ranking for each of the core ITIL processes and identified both short- and long-term opportunities for improvement that would have a measurable and lasting positive effect on the organization. The final assessment comprehensive report and presentation included CMMI based process/lifecycle maturity ratings/rankings, key observations, gaps between current operations and industry best practices, consequences of inaction, recommendations for improvement, benefits, requirements, and a high-level implementation plan or roadmap to meet requirements.

G2SF was awarded a subsequent contract to support the implementation of the roadmap. S/ES IRM began implementation of phase one of the roadmap which focused on two core process areas: Incident Management and Service Catalog Management. G2SF conducted a series of workshops with the S/ES IRM leadership team to collect information to create the S/ES IRM Incident Management Process Guide (IMPG). This guide contains the policies, processes and ultimately the procedures specific to S/ES IRM used to establish, implement and manage the incident management process. It contains the customized models and associated policies, processes and procedures that enable the service desk to track, categorize, prioritize, escalate, and assign customer incidents and service requests to facilitate the timely restoration of service. G2SF also provided suggestions, input and recommendations on the most optimal service desk support structure that allowed for the effective and efficient execution of the incident and problem management process based on S/ES IRM's specific needs for both the unclassified and classified networks. G2SF used the same approach to develop the Service Catalog Management Process Guide (SCMPG). The SCMPG provided the guidance, policies, processes and procedures necessary to develop and maintain an operational Service Catalog specific to the S/ES IRM organization.

S/ES IRM also executed Phase 2 of the roadmap that consisted of the addition of two new processes, Change Management and Request Fulfillment, as well the operational implementation of Incident Management and Service Catalog Management. G2SF facilitated the development of the S/ES IRM Service Catalog to identify all current IT services and their associated service owners. As an integrated team, G2SF actively worked with the S/ES IRM service owners and the Service Catalog Manager to define each service and populate a web-based service catalog template that was developed as part of the

initial workshops. In meeting with each service owner to define the specific service, the team also captured the most common incidents associated with each service. This information was then used to support the government Incident Manager in expanding the taxonomy within the incident management tool and to further define the workflows of the most common incidents by service. This activity helped to restore service disruptions more quickly and provided meaningful metrics and reports regarding specific services.