

Benefits of Implementing Standards Based Processes

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10/16/2013

“...lot's of folks can pull together a flashy application to make a superficial impression...it's the underlying elegance and reliability of the code and the infrastructure that few folks get right.

And it's not just pulling out some best-practice network design for that infrastructure either. That's the easy part.

You have to not only design it, but document it, implement it, test it, put it into production, and then monitor, maintain and sustain it for a 5-10 year life-cycle with 99.99% or better reliability, and then do it all again.”

Mike Prescher

Network Architect, CISM, CISA, CISSP

KLOIS History

- Early 2000's failed projects resulted in executive oversight – cost & schedule
- Reality was we just reacted to crisis of the moment
- Poor communication both with customers and within team



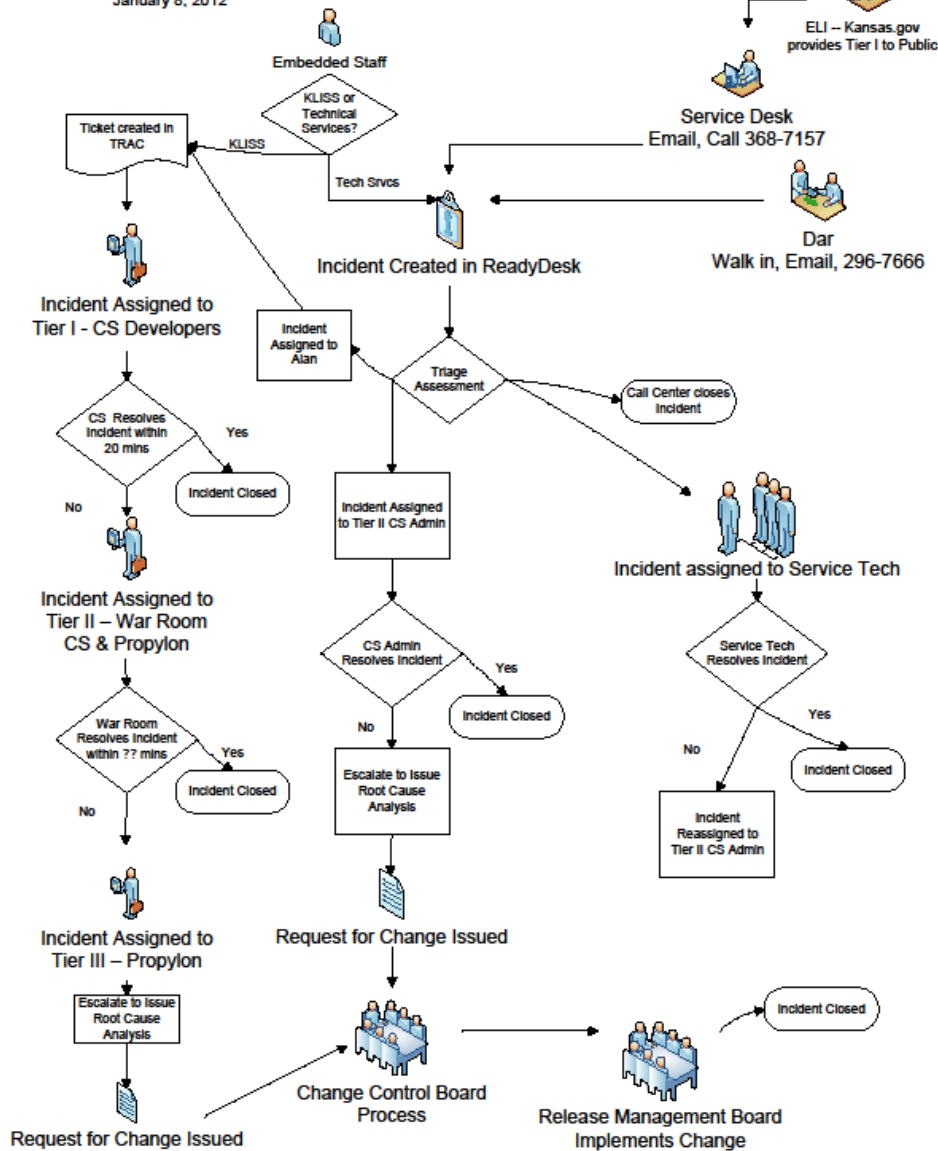
2010 - Time For A Change

- ISO 9000 (International Standards Organization)
- CMMI (Capability Maturity Model Integration)
- **Selected COBIT** (Control Objectives for Information and related Technology)
 - Controls cover broad range I/T functions
 - In general use internationally, most industries
 - I/S audit controls
 - ISACA (previously Information Systems Audit and Control Assn.)
- **Secondary - ITIL** (Information Technology Infrastructure Library)
 - I/T Service Management

Implementing COBIT

- Hired consultant – Mark Thomas, eScoute
 - Training resources, Books available from ISACA.org
- Trained everybody, including business staff and vendor
- Strong resistance to implementation
- Introduced Change Management Process first
- Re-engineered Service Desk process second

Kansas Legislative Computer Services
 Service Desk Support Process
 General Process Flow
 January 8, 2012



Benefits Within the Team

- Learned to communicate “differently”
- Changes in staff less disruptive
- Framework to discuss and implement future process improvements
- Reporting exposed inefficiencies in processes and staff
- Knowledge sharing
reduced “turf wars”
- Respond vs React
System monitoring
puts us in front of
problems



Benefits For User Community

- Formalized training plan reduced help calls
 - 6,022 help tickets in 2012
 - 2,790 help tickets to date in 2013
- Ticket duration reduced
- Time to respond reduced
- Reduced session help desk staff 58% (12 to 5)
 - \$84,000 per year
- Change process empowered users
- Formal testing prevents “break-fix-break” spiral

Next Steps

- Continue developing automated system monitoring, patch management
- Evaluating new Service Desk tools
 - Symantec vs BMC Footprints
- Update Policies
 - I/T Management
 - Security
 - Disaster Recovery/Continuity of Operations (COOP)