



Help Desk Implementation Overview

IT Infrastructure Partnership Team

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NORTHROP GRUMMAN

Incident Management System Introduction

Project Description

The Partnership is responsible for providing a single-point-of-contact (SPOC) Help Desk which provides end-to-end ownership (e.g., logging, tracking, resolution and reporting) of Help Desk Trouble Tickets and Service Requests.

Requests for information, Help Desk Trouble Tickets and Service Requests shall be resolved by Help Desk staff or may need to be referred and/or escalated to more specialized entities for resolution such as On-Site Support and Operations Services staff, Enterprise Engineering and Technical Support Services, a vendor or other designated third parties.

Each of these groups will manage all incidents and service requests using our Enterprise Incident Management System, which is Peregrine. Peregrine provides a full suite of system and service management tools.

Incident Management System Process

Transformation Project Objective

To refresh the Commonwealth's Incident Management System, while minimizing disruptions to your agency

PRE-MIGRATION

Agency

- Identify Support Personnel
- If applicable, stakeholder pre-migration signoff

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- Conduct Agency Transformation Kick-Off
- Confirm and communicate Migration Dates
- Gather Agency or Branch Helpdesk information
- Schedule and administer training (CBT, onsite)
- Validate reporting requirements
- Perform LoadRunner performance testing, analyze results, evaluate firewall and proxy server options
- Update and validate Peregrine Configuration Tables
- Perform testing of Peregrine at the Agency or Branch site

DURING MIGRATION

Agency

- Communicate Migration Dates
- Execute Agency or Branch sign off document
- Begin using Peregrine for Incident Management

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- Provide Quick Reference Guide, FAQ Sheet, and Transition Recommendations
- Confirm Agency or Branch sign off and acceptance
- Available onsite if needed for questions, training and issue resolution
- **Staffing Analysis**

POST MIGRATION

Agency

- Monitor Support Staff is using Peregrine for Incident Management
- Complete Post-Migration Survey

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- **Re-Allocate / Re-Train Staff**
- Evaluate feedback and results of survey
- Document Lessons Learned

Incident Management System Benefits

What is in it for you?

- Improve end-to-end tracking, resolution management, and performance reporting
- Improve the Commonwealth of Virginia's efficiency and effectiveness by adopting vendor leveraged knowledge databases and best practices in the areas of customer reporting, logging, tracking, resolving of IT problems and Service Requests
- 24 X 7 X 365 support available
- Single point of contact
- Knowledge Management system available
- Web based portal for end user with self help content
- Can be used to track agency applications request management

Agency Migration Responsibilities

Agency POC Responsibilities

- Verify **AITR / Service Delivery** have received 30-day communications
- Assist SLD and Transformation POC with gathering Agency information to complete Helpdesk Survey
- Work with Peregrine Trainer to ensure appropriate training is discussed and arranged (CBT, Onsite, Brown Bags, etc). Monitor training progress.
- Request staff to take CBTs and obtain User IDs and Passwords
- Receive and distribute **30-day** communication, 10-day communication, 1-day communication
- Provide signoff on Peregrine Acceptance Document that agency is ready for migration and accepts responsibility for tasks
- Monitor and ensure Agency Support Staff are logging incidents in the Peregrine System
- Complete Post-Migration Survey, providing feedback
- Submit any questions to Transformation POC identified

Incident Management Detailed Activities

| Task | Description |
|---|--|
| Agency Transformation Kickoff | Introductions, review kickoff presentation |
| Communicate to Agencies - General Comms - Training (CBT) - Specific migration/cutover schedule | Initial communications to AITRS, RSDs and others regarding Peregrine planned agency activities for transformation and training schedule |
| Gather Agency or Branch Helpdesk information for pre-migration survey | Checklist of required data needed for each Agency, distributed to SLDs. SLDs collect Agency specific information. AITR or Agency POC will assist with data collection from each Agency. Peregrine Functional Administrators will validate data information collected |
| Training (CBT, Onsite) | Evaluate training requirements, names of personnel to be trained, determine if onsite instructor led training is needed. |
| Collection / Validation of Support Personnel Roles & Responsibilities | Peregrine Functional Administrators collect and validate Agency support personnel roles and responsibilities |
| Understand Agency reporting requirements | Agency reporting requirements understood and documented |
| Document Agency Requirements for Historical Incident records (Not for Agencies that don't have an internal Help Desk today) | Document Historical Incident record requirements for Agencies that currently have an internal Helpdesk |
| Additional Communications for Migration and Cutover | Communications to Stakeholders about migration and cutover schedule |

Incident Management Detailed Activities (cont.)

| Task | Description |
|--|---|
| LoadRunner Performance Testing at Agency | Perform LoadRunner performance testing, analyze results, evaluate firewall/ proxy server options |
| Update / Validate Peregrine Configuration Tables | Functional Administrators update/validate Peregrine Config tables |
| Agency Support Personnel Accounts | Update Agency support personnel information in Peregrine |
| Agency Locations | Update Agency site locations in Peregrine |
| Agency Users (Including contractor personnel) | Update Agency user information in Peregrine |
| Agency Assignment Groups | Enter/validate Agency assignment groups in Peregrine |
| Develop Agency Specific Reports | Agency specific reports available |
| Train Support Personnel on Peregrine via CBT | CBT available for Agency support personnel |
| Testing Peregrine at Agency | Access Peregrine from Agency; verify Helpdesk Support Personnel have UserIDs, Passwords. Obtained signed Acceptance Document. |
| Cutover Agency Helpdesk to Peregrine | Notify Agency Support Personnel to begin using Peregrine |
| Transformation Complete | Agency transformation complete |
| Post-Migration Survey | Link to Survey included in Post-Migration Communication |
| Lessons Learned Documented | Results of Post-Migration Survey; posted to Sharepoint |