

Policy ID: OIT-23-03

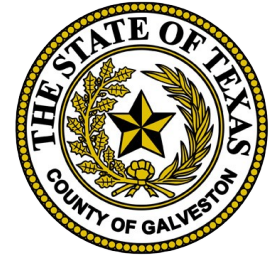
Title: Information Technology Service Management Policy

Affected Agencies: Office of Information Technology with outcomes impacting All County Agencies and Departments

Facilitating Department: Office of Information Technology

Chief Information Officer signature: 

Date signed and effective: 8/18/2023



1. Overview

The Office of Information Technology (OIT) has adopted an Information Technology Service Management (ITSM) approach that focuses on implementing and managing IT services that meet the needs of Galveston County. In order to implement and effectively manage service delivery, an ITSM utilizes the Information Technology Infrastructure Library (ITIL) framework. The ITIL framework provides a range of benefits that may include reducing costs, improving IT services through best practices, improved customer satisfaction, improved productivity and improved use of skills and experience.

ITSM is utilized to promote, achieve and sustain the adoption of principles and practices across Galveston County. ITSM achieves the following:

- A unified service management approach with customer-oriented focus
- Proven processes that enable OIT to function as an organization with common objects and standard practices when it comes to delivering IT-related services
- Creating and driving an ITSM program where all OIT staff adhere to ITSM policies, procedures, standards and processes
- OIT leverages a single service management platform to automate and provide ITSM process for consistency and effectiveness

While the world of Information Technology is constantly evolving, utilizing best practices across the five core ideals of ITIL ensures OIT is properly aligned to deliver and support agreed-upon IT services. Those core ideals are Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement.

2. Purpose

The purpose of this policy is to define standards, procedures, and restrictions for the implementation and management of Information Technology Service Management approach for Galveston County.

3. Scope

At this time, Galveston County OIT has identified six core ITIL processes to implement: Change Management, Incident Management, Service Request Management, Problem Management, Configuration Management and Knowledge Management. These areas will be developed and implemented over time. These processes will be adopted and utilized by OIT staff with the outcomes impacting all county agencies and departments.

4. Policy

All Galveston County Office of Information Technology staff will enter and document all items related to ITSM delivery. OIT has established ServiceDesk Plus as its ITSM software platform. Staff will follow the procedures contained within these policies and procedures in order to provide assistance and services across the entire enterprise.

The OIT Service Desk serves as the primary point of contact for all customers. The Service Desk is operational from 8-5 Monday-Friday, except for holidays. **Emergency** after-hours assistance is available by contacting the Service Desk via phone only.

- Self-service: <https://servicedesk.galvestoncountytexas.gov/>
- Email: tickets@galvestoncountytexas.gov
- Phone: 409-765-2685
- In-person: 722 Moody Ave., 2nd or 6th floor

5. Roles and Responsibilities

All OIT staff are expected to be familiar with and adhere to the contents of this policy and all sub-policies and procedures.

6. Policy Compliance

6.1 Compliance

This policy will be monitored and enforced by the Chief Information Officer (CIO), Deputy Chief Information Officer (DCIO) and department managers. Violations will result in coaching and repeat offenses may result in disciplinary action up to and including termination.

6.2 Exceptions

None.