

Service Management System

FY2021 Request: \$1,000,000

Reference No: AMD 62848

AP/AL: Appropriation

Project Type: Information Technology / Systems / Communication

Category: General Government

Location: Statewide

House District: Statewide (HD 1-40)

Impact House District: Statewide (HD 1-40)

Contact: Brad Ewing

Estimated Project Dates: 07/01/2020 - 06/30/2025

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Brief Summary and Statement of Need:

Identify and begin implementation of a Service Management System (SMS) that supports work flows across functional areas to provide more efficient and effective customer service and improved reporting capabilities. Replace the current uniform ticketing system to provide better customer service, as well as improved reporting capabilities. Provide work flow management, tracking and reporting for a wide variety of divisions. This amendment expands the scope of the Uniform Ticketing System project included in the FY2021 Governor's December Budget.

Funding:	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	Total
1004 Gen Fund	\$1,000,000						\$1,000,000
Total:	\$1,000,000	\$0	\$0	\$0	\$0	\$0	\$1,000,000

<input type="checkbox"/> State Match Required	<input checked="" type="checkbox"/> One-Time Project	<input type="checkbox"/> Phased - new	<input type="checkbox"/> Phased - underway	<input type="checkbox"/> Ongoing
0% = Minimum State Match % Required		<input checked="" type="checkbox"/> Amendment	<input type="checkbox"/> Mental Health Bill	

Operating & Maintenance Costs:

	<u>Amount</u>	<u>Staff</u>
Project Development:	0	0
Ongoing Operating:	0	0
One-Time Startup:	0	0
Totals:	0	0

Prior Funding History / Additional Information:

Project Description/Justification:

The State's existing uniform ticketing system is limited in capabilities and not able to support the business needs of the State. A new system that provides increased SMS functions will lead to improved efficiencies, tracking, and transparency for IT service management as well as many other work flows for agencies throughout the State. A statewide SMS will help with role clarity, quality, timeliness and tracking processes across a wide variety of functional areas. SMS platforms encourage standardized process flows for critical business functions. Enhanced tracking will lead to improved management decisions and outcomes to optimize staff and technologies.