

Outsourcing Transition Status

IT Sourcing Update

- Department-specific move schedule
- New asset management and financial model
- New service model and evolving relationship between IT and departments

IT Sourcing Changes

- Switching outsourcing suppliers: Unisys to OneNeck
- Insourcing
 - ✓ Deskside support team fully staffed
 - ✓ 24x7 Service Desk 85% staffed
 - ✓ *ServiceNow* software 70% configured
 - Amazon-like ordering experience
 - Self-service search of knowledge base
 - Multi-channel contact: chat, web form, call
 - News feed of what's going on
 - Easy access to your stuff – requests, tickets
- Go-live planned for November 30th

Data Center Move Strategy

Applications and infrastructure move schedules determined based on system and integration services dependencies:

1. About one month before go-live, server copied from Unisys to OneNeck
2. Transition and support teams copy databases, configure network changes and test applications
3. Production go-lives scheduled for Sundays
4. City staff seamlessly transition to production on Mondays

Application Move Schedule

Aug 7	IT infrastructure systems
Aug 30	Lenel, dTools
Sep 1	COMET, FirstWatch
Sep 27	GIS, Web Applications, WFD, Kiva, Q-matic, Starlims, Practice Manager, Govern, MINS, FireHouse, FlowLink, Cry Wolf, Asset Trax, Cartograph, iBase, MPD APS, Chameleon, 311, CAPRS
Oct 18	SWIS, Milestone, L3 In-squad Video, Munease, Cognos Planning Databases, Winscribe, Bentley (10/25)
Nov	Enquesta, City Website & Enterprise Content Management, CAD911, NetMotion, Maximo, M5, Move user data on M: and H: drives
Dec	Clean up, issue resolution and steady state

Financial / Asset Management

- PCs will continue as allocation count
- Add-on fees will be eliminated
 - ✓ IMAC
 - ✓ Tier 4 Support
 - ✓ Computer lease charges
 - ✓ Computer “managed services” charges
- Storage will be managed as an enterprise asset
 - ✓ Tracking and billing by department eliminated
- Improved asset management for computers, equipment and software

Computer Asset Management

- IT will maintain and allocate computers from an enterprise inventory
 - ✓ Computers will be assigned to departments using allocation count
 - ✓ IT will recover computers when users depart
 - Reimage for security and performance
 - Assess for refresh/replacement status
 - Place in inventory for reallocation
 - ✓ Departments won't pay PC purchase cost directly
 - ✓ PC replacement costs will be allocated through the allocation model

Software Asset Management

- IT will maintain and allocate from an enterprise inventory of software
 - ✓ Licenses will be allocated to departments based on computer asset where installed
 - ✓ Software from recovered computers will be put back in inventory
 - Unused licenses remain reserved for department for 6 months
 - After 6 months, can be allocated to any department
 - ✓ Departments won't pay if they have a license in reserve
 - ✓ Departments will pay if new or not in reserve

We're IT!

No longer tied to outsourcer's business model

- **Low Effort**
 - ✓ Design a low-effort organization, one that reduces client effort to resolve issues
 - ✓ New process design based on input from IT liaisons
 - Surveys
 - Customer journey mapping
- **Productivity Through Technology**
 - ✓ Proactive, collaborative concept
 - ✓ proactively promote productivity by enabling employee self-sufficiency
 - ✓ Understand business processes and challenges, proactively leverage existing IT capabilities to improve business capabilities

Service Model – Getting Help

- New ways to interact and get help
 - ✓ Multiple channels for working with the service desk:
 - Call
 - Chat
 - Email
 - Submit a Form
 - ✓ Better incident communication and ticket tracking
 - ✓ Broader range of in-house technical expertise
 - ✓ Expanded user-help reference resources
 - More responsive knowledge management process
 - Better search capabilities
 - Crowdsourced review and rating feedback

Service Model – Getting Services

- New ways to discover and request services
 - ✓ Improved and expanded service catalog
 - ✓ Amazon-like order and fulfillment experience
 - Item in stock indication
 - Price of item
 - Estimated delivery date
 - ✓ Shorter turn-around times and better status tracking
 - ✓ New approach to technology change and innovation
 - Major IT projects
 - New end-user software applications
 - New computers and equipment

Training Schedule

What	Who	When
IT Portal <ul style="list-style-type: none"> • Self-service search • Product / service requests • Issue submission / status 	All city staff	November: 2 – 3 minute videos on CityTalk and IT Portal
Request Approvals	Department liaisons, approvers	November: Short video and corresponding documentation on CityTalk and IT Portal
ServiceNow Overview	Department resolvers who will be working in ServiceNow	Early October: 5-10 minute video
Incident management		Mid-October: instructor-led & recorded
Change management		Mid-October: recorded sessions
Request fulfillment		November: recorded sessions

Closing out Unisys Relationship

- Under contract and obligated to perform to the agreement until December 31, 2015
- Gradually taking over services, retaining Unisys resources for assistance
- City will take ownership of all computer and equipment assets per terms of the agreement
- ***Unisys will return, wipe or otherwise destroy media containing City data per terms of the agreement***

CITY OF MINNEAPOLIS

Thank You

Minneapolis IT Department