


# OIT IT Service Management (ITSM) Program Overview

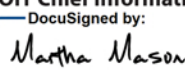
**We, the CITO Executive Leadership,** commit to this initiative and agree to allocate sufficient resources to meet this timeline. We recognize the ITSM program as a top priority within OIT and will provide ITIL foundations-trained team members for 1-3 hours a week per project.

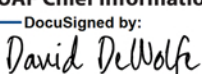
### Team Outcome

Based on recommendations from the PinkScan assessment, the process implementation team will collaboratively develop standard processes for use across all OIT departments. Team tasks may include:

- Defining and documenting processes and procedures
- Documenting roles and responsibilities within each process
- Defining critical success factors (CSFs) and key performance indicators (KPIs) for each process
- Defining and recommending a continual service improvement (CSI) approach for each process
- Striving for an ITSM maturity level 3 or higher for future assessments

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Karl Kowalski  
OIT Chief Information Technology Officer

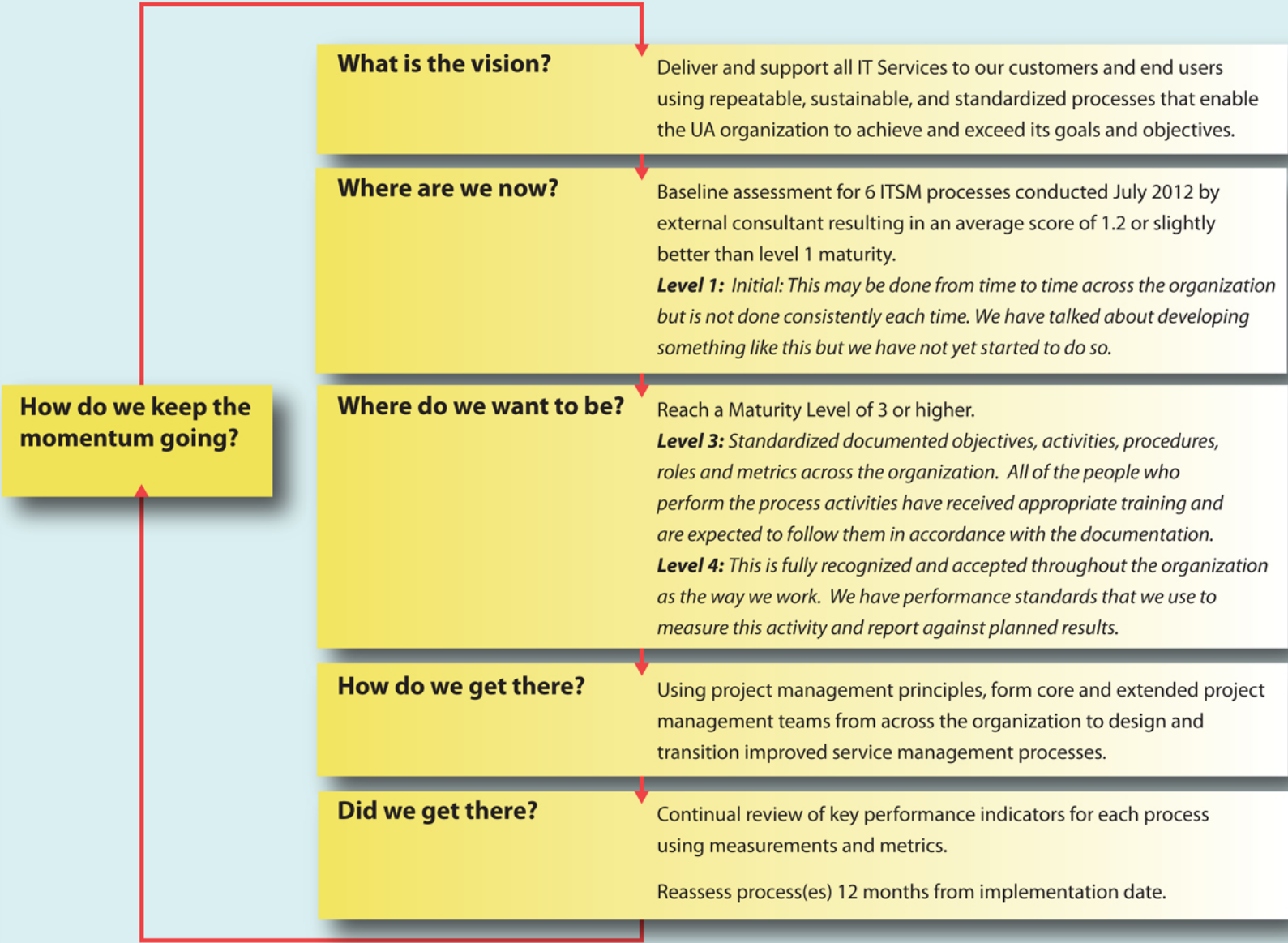
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## OIT ITSM Process Improvement Approach



## Major Milestones

