

Quality and Productivity Commission
32nd Annual Productivity and Quality Awards Program
"Innovating for Impact"

2018 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):
NAME OF PROJECT: SERVICE MANAGEMENT SYSTEM

DATE OF IMPLEMENTATION/ADOPTION: AUGUST 2015
 (Must have been fully implemented for a minimum of at least one year - on or before July 1, 2017)

PROJECT STATUS: X Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? Yes X No

EXECUTIVE SUMMARY: Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

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 2 The Service Management System (SMS) provides a powerful IT workflow that goes beyond
 3 the traditional incident tracking solution. The system allows IT technical support staff the
 4 ability to document details on IT incidents as well as assign ownership of incidents and
 5 produce measurable reports. The SMS allows the users to submit their own service tickets
 6 without contacting the Department's IT Help Desk. Staff can receive e-mail notifications on
 7 ticket status, changes, and resolution. The system interfaces with Accenture's Service Now
 8 Help Desk and creates a seamless integration allowing DPSS and the vendor to manage
 9 service tickets across both systems effectively. SMS provides a robust reporting capability
 10 with dashboards for effective monitoring and escalation of service requests.
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BENEFITS TO THE COUNTY				
(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE \$ 0	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS \$ 0	(3) ACTUAL/ESTIMATED ANNUAL REVENUE \$ 0	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT \$ 0	SERVICE ENHANCEMENT PROJECT <input checked="" type="checkbox"/>
ANNUAL = 12 MONTHS ONLY				
SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Department of Public Social Services 12860 Crossroads Parkway South City of Industry, CA 91746			TELEPHONE NUMBER (562) 908-8600	
PROGRAM MANAGER'S NAME Christina Nguyen			TELEPHONE NUMBER (562) 908-8327 EMAIL ChristinaNguyen@dpss.lacounty.gov	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE <small>(PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)</small>		DATE 6/28/18	TELEPHONE NUMBER (562) 908-6330 EMAIL MariaRivera@dpss.lacounty.gov	
DEPARTMENT HEAD'S NAME AND SIGNATURE Antonia Jiménez		DATE 6/28/18	TELEPHONE NUMBER (562) 908-8600	

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1st FACT SHEET – LIMITED UP TO 3 PAGES ONLY: Describe the **challenge(s), solution(s), and benefit(s)** of the project to the County. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success and specify assessment time frame. Use Arial 12 point font.

CHALLENGE

DPSS technical staff faced significant challenges in easily creating IT-related incident tickets. As a result, IT did not create the accurate number of tickets and staff were not closing tickets when tasks were completed. The legacy application did not allow requestors to submit their own incident tickets, which required the user to manually fill-out a ticket form to submit to the field IT support staff. Also, requestors did not have the ability to track the status of the incident resulting in multiple e-mails and phone calls to technical staff for status. The legacy application encountered major issues such as challenges with timely closing service tickets, as well as reporting solutions and developing custom reports, as necessary.

SOLUTION

DPSS developed and implemented SMS to provide a powerful IT workflow that goes beyond the traditional incident tracking solution. The solution allows technical support staff the ability to document details of an incident, assign ownership of incidents, and produce measurable reports. The SMS allows the users to submit their own service tickets and receive e-mail notifications on status, changes, and resolution. In addition, SMS provides a robust reporting solution with dashboards for enhanced monitoring and tracking of incident tickets.

BENEFITS

Since its implementation in August 2015, the SMS has drastically reduced the time required to create and close tickets. The application has provided invaluable tools for technical staff and supervisors to actively monitor the tickets to ensure timely resolution and Service Level Agreement (SLA) compliance. The Department has seen a significant increase in the creation and timely closure of incident tickets. The Department has also received very positive feedback from the users regarding the accessibility to create and track their tickets and system-generated notifications. The convenience of the application online enables users to effortlessly submit and monitor the status of the request and download reports as necessary.

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Linkage to the County Strategic Plan – 1 page only. Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12 point font.

This project addresses the following County's Strategic Plan objectives:

III.2.2 Leverage Technology to Increase Visibility of and Access to Services. Ensure that each Department maximizes the use of technology to raise awareness of available programs and services.

III.2.3 Prioritize and Implement Technology Initiatives that Enhance Service Delivery and Increase Efficiency. Support implementation of technological enhancements and acquisitions that increase efficiency (e.g., infrastructures, software, hardware, and applications) including replacement of legacy systems.

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COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY): If you are claiming cost benefits, include a calculation on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12 point font

Cost Avoidance: Costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

Cost Savings: A reduction or lessening of expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

Revenue: Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$ 0	\$ 0	\$ 0	\$ 0	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY