

**L&I, Office of Information Technology Policy ADM-002**

<b>Name:</b>	ITIL Compliance
<b>Effective Date:</b>	February 2017
<b>Category:</b>	Administration
<b>Version:</b>	1.1

**1. Purpose:**

This policy establishes standard practices and plans for the Department of Labor & Industry (L&I) Office of Information Technology (OIT). All IT Infrastructure Library (ITIL) processes must be documented, implemented, and followed by the OIT organization. This policy will enable OIT to improve business processes and reduce risk through the implementation of the ITIL processes and best practices.

**2. Background:**

This policy is published under the general authority of L&I OIT. This policy identifies the key roles and responsibilities regarding the development and implementation of ITIL process plans by L&I.

The ITIL framework is a trusted and proven best practice methodology for changing the way IT services are delivered in order to generate improved customer satisfaction, customer relationships, improve IT service reliability & quality, optimize IT service delivery, and increase change success rates.

OIT has trained staff on the ITIL service delivery framework in anticipation of implementing best practices to improve and standardize L&I's Information Technology Service Management (ITSM) processes. Effective ITSM will enable OIT to continuously improve services by aligning OIT more closely to the needs of the business. Additionally, a reorganization of OIT has been completed ensuring supporting skills and functions are in place for successful implementation of ITSM processes. OIT has begun implementing the processes prescribed within ITIL in order to improve the delivery and efficiency of IT services for customers throughout the agency.

**3. Scope:**

This policy applies to all employees within all bureaus, divisions, boards, commissions, and councils within L&I. This includes any contracted employees in the service of L&I(hereinafter referred to collectively as "L&I Users").

**4. Policy:**

L&I OIT shall document ITSM processes that best fit L&I business functions and review them on an annual basis. Process documents shall be updated and published every three years or following organizational changes that impact services provided or process supported by L&I OIT.

L&I OIT shall establish an ITSM governance board to ensure strategic decision-making in the assessment, development, implementation, and application of ITSM processes, principles, and practices.

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L&I OIT shall appoint process owners for each of the ITSM processes. ITSM process owners are accountable for all facets of a specific ITSM process as implemented by L&I and ensure the process is being performed as documented. Each ITSM process owner shall:

- Identify process managers and practitioners;
- Establish Critical Success Factors (CSF) and Key Performance Indicators (KPI) metrics to evaluate the progress and effectiveness of each documented process;
- Ensure process staff have sufficient formal or informal training to perform the process as documented;
- Evaluate the accuracy and effectiveness of metrics on an annual basis in conjunction with the overall process review;
- Perform periodic process auditing to ensure compliance with documented standards and policies; and
- Address issues with performing the process and identify process improvement opportunities following continual service improvement procedures.

L&I ITSM process owners shall have the following authority:

- Recommend approval of proposed changes to their ITSM process to the ITSM governance board;
- Escalate any process breaches to the ITSM governance board;
- Organize training for OIT staff and identify staff training needs;
- Negotiate with relevant Process Owner(s) if there is a conflict between processes; and
- Direct process staff where process activities are concerned.

L&I ITIL process managers shall have the responsibility for the operation of each ITIL process they manage. Each process manager shall:

- Coordinate all process activities with the process owner;
- Ensure all activities are carried out throughout the service lifecycle;
- Manage resources assigned to the process;
- Work with service owners and other process managers to ensure smooth operation;
- Monitor and report on process performance;
- Identify improvement opportunities for the process;
- Implement documented and approved improvement opportunities; and
- Escalate any issues to the process owner.

### **5. Responsibilities:**

A. L&I User responsibilities:

- Comply with all L&I policies;
- Adhere to this policy and any published procedures regarding ITIL implementation;
- Comply with all security policies, management directives, and laws; and
- Report any violations of policies promptly to [LI, OIT-DLICISO](#).

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B. L&I management responsibilities:

- Comply with all L&I policies and ensure users comply with the policies;
- Ensure L&I user resources are available for process training; and
- Adhere to this policy and any published procedures regarding ITIL implementation.

**6. References:**

[L&I Policy Definitions Document](#)

ITIL Documentation

**7. Version Control:**

<u>Version</u>	<u>Date</u>	<u>Purpose</u>
1.0	02/2009	Base Document
1.1	02/2017	Format and content revision