

Management
Board
Secretariat

Secrétariat
du Conseil
de gestion



November 1, 1999

Mr. Len Hendershott
Business Solutions Consultant
Ministry of the Solicitor General
17th Floor, 18 King Street East
Toronto, ON M5C 2X1

Dear Len,

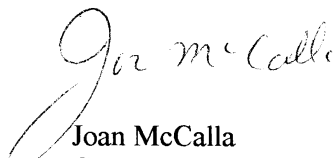
Four ITIL-based IT Services Management (ITSM) processes - incident management, change management, configuration management and problem management - have been developed under the leadership of the Justice Cluster, with the participation of IT staff from every other cluster in the OPS. These processes are being implemented in the Justice and Transportation Clusters.

You brought your cluster/ministry perspectives and business requirements to the process of developing and customizing these best practices for OPS use. Your contribution has helped define the policy and processes that will allow our organization, the Ontario Public Service, to create a paradigm shift in service delivery, moving IT services management to new levels.


Our approach at the Help Desk/ITSM Project is to collaborate across ministries and clusters and involve as many employees as possible. We continue to need your expertise and knowledge of ministry planning and customer requirements in order to deliver services in the new IT services management environment.

In addition to effective customer service, we're also committed to creating effective and satisfying ways to work in the OPS and to identify opportunities for staff to deliver the new ITSM environment. We're looking to you to help us drive the transition strategies for people, processes and technology that will create the future ITSM organization. Once fully implemented, we hope we will be the recognized benchmark in information technology services management in public service in Canada.

Thank you for advancing the OPS as the benchmark ITSM organization in public service in Canada.



Joan McCalla
Corporate Chief Strategist



Chris Renaud
Manager, Help Desk/ITSM Project

cc: Mr. Mike Campigotto, Team Leader, Business Solutions Consultants
Mr. Michael Jordan, Chief Information Officer, Justice Cluster
Mr. D. Scott Campbell, Corporate Chief Information Officer