

To: ITDC Members and DET Staff

Re: Cherwell Support and Operations

Over the past two years we have been successful at migrating many agencies to our Cherwell IT Service Management offering. We currently have DNR, DOR, DOA, DHS, DWD and DCF in production and will soon be adding DOT. Chris Lechner has done an outstanding job providing technical leadership to onboard and support these agencies. Thank you Chris!!!

We now are in a position to move Cherwell from agency implementation to a production operation. support and operation phase. We are treating Cherwell as a critical production system and making organizational, process and responsibility changes necessary to provide increased 24 \* 7 support. With these changes DET is focused on:

- Governance or Decision Council Structure
- Workload Prioritization and Management
- Applications Development Management Rigor
- Release Management
- Quality Assurance Processes
- Metrics Management
- Delegated Administration Roles and Responsibilities
- Systems Management Support including 24\*7

Effective February 7<sup>th</sup> we have asked Kathy Skiera, Director of Application Support, to take on Application Management responsibilities over the Cherwell application. Chris Lechner will report directly to Kathy and the Cherwell resources will report to Chris for direction. Over the next several weeks Kathy and Chris will start the execution of our top 10 processes which will start our journey to optimize Cherwell support.

Please contact me with any specific questions or concerns.

Thanks

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