



# CUSTOMER RELATIONSHIP MANAGERS ROLE CHANGE

SITSD has recently moved its Customer Relationship Managers to a new role within SITSD under the technical Bureau Chiefs. As of April 4, 2016 the Customer Relations Managers (CRMs), now referred to as Business Analysts, began reporting directly to the technology service providers (SITSD Bureau Chiefs).

The SITSD Bureau Chiefs will individually and collectively be taking a direct and formal role in communicating with our customers as they design and develop solutions that meet the needs of our customers. The Business Analysts will support that effort under the direction of the Bureau Chiefs.

*The following are the roles and responsibilities of these positions:*

- Maintain a high level knowledge of all SITSD enterprise services
- Maintain an in depth knowledge of the services for the bureau assigned
- Review and understand assigned bureau budget, projects, etc
- Work with agencies on bureau services as directed by the assigned Bureau Chief
- Provide service price quotes and other service related information to customers as directed by the Bureau Chief
- Maintain the Service Catalog items for the assigned bureau
- Assist with the ITPR process
- Coordinate multiple bureau requests and/or incidents as directed by the Bureau Chief

## **Other points of information involving this change:**

- Periodic meetings will be held with customers on Thursday mornings to provide the opportunity for direct communication with SITSD Bureau Chiefs, business analysts and technical staff
- Pete Wiseman will be an available contact for SITSD customers if needed. Ron and Lynne are also available to address any major projects or concerns
- Agencies are encouraged to appoint one or more persons to be incident and service coordinators for communications with SITSD
- Agencies will submit requests for information, incidents, etc. via the Service Desk and the Service Desk will assign the case to the bureau for response
- Monthly budget/actual reports that are currently sent to the CRMs will be posted to the service portal with the invoices for viewing
- Requests, projects, or incidents that involve multiple bureaus will have one bureau taking the lead and the Business Analyst for that bureau will coordinate as directed by the Bureau Chief



# SITSD Bureau Breakdown

## **Network Technology Services Bureau (NTSB) – Voice, Video, Data, Security Solutions**

**Acting Bureau Chief: Jody Troupe** 406.444.2666 jtroupe@mt.gov

*Section Supervisors:*

Chris Hope – Solutions Architect/Engineering Supervisor 406.444.6448 chope@mt.gov

Barry Wall – Technology Availability Management Supervisor 406.444.2820 bwall@mt.gov

## **Application Technology Services Bureau (ATSB) – Application/Database Development and Hosting, Enterprise Content Management**

**Bureau Chief: Audrey Hinman** 406.444.1635 ahinman@mt.gov

*Section Supervisors:*

Kenny Kyler – Database Technology Services Supervisor 406.444.0298 kkyler@mt.gov

Denise Adamson - .NET Development Supervisor 406.444.2781 dadamson@mt.gov

Barry Fox – Java and Oracle Development Supervisor 406.444.5895 bfox@mt.gov

Beth Stephenson – Application Development Operations Sup 406.444.2905 bstephenson@mt.gov

Karin Ohlin – Application Hosting Supervisor 406.444.0279 kohlin@mt.gov

## **Enterprise Technology Services Bureau (ETSB) – Enterprise Infrastructure/Services, Mainframe**

**Bureau Chief: Jerry Marks** 406.444.2576 jmarks@mt.gov

*Section Supervisors:*

Randy Haefka – Enterprise Systems Support Supervisor 406.444.0107 randyhaefka@mt.gov

Matt Van Syckle – Enterprise Infrastructure Services Supervisor 406.444.2633 mvansyckle@mt.gov

Dave Johnson – Enterprise Application Services Supervisor 406.444.3211 dave.johnson@mt.gov

## **Financial Management Services Bureau (FMSB) – Financial Operations, Vendor Contract Management**

**Bureau Chief: James Schneider** 406.444.9814 jschneider2@mt.gov

*Section Supervisors:*

Chad Hultin – Accounting Supervisor 406.444.2588 chultin@mt.gov

Linda Kirkland – Contract and Vendor Management Supervisor 406.444.1354 lkirkland@mt.gov

## **Information Security Bureau (ISB) – Digital Forensics, Incident Response, DR/Continuity of Operations, Risk Management, Compliance**

**Bureau Chief: Sean Rivera** 406.444.9835 srivera@mt.gov

*Section Supervisor:*

James Zito – Security Operations Supervisor 406.444.3298 jzito@mt.gov

### **Enterprise Security Program**

Enterprise Security Manager: Joe Frohlich 406.444.3119 jfrohlich@mt.gov

## **Enterprise Support Bureau (ESB) – Data Center Facilities, Desktop Services, Service Desk**

**Bureau Chief: Irv Vavruska** 406.444.6870 ivavruska@mt.gov

*Section Supervisors:*

Ed Sivils – Data Center Facilities Supervisor 406.444.9949 esivils@mt.gov

Zachary Day – NOSC Supervisor 406.444.1392 zday@mt.gov

Rawlin Richardson – Service Desk Supervisor 406.444.4638 rrichardson@mt.gov

Anne Kane – Desktop Services Supervisor 406.444.0154 akane@mt.gov

## **Public Safety Communications Bureau – 9-1-1 Program**

**Bureau Chief: Quinn Ness** 406.444.6134 qness@mt.gov

## **Information Technology Services Section – PMO, Policy and IT Planning, CIO Support**

*Section Supervisors:*

Pete Wiseman – ITSM Supervisor 406.444.9665 pwiseman@mt.gov

