



UNITED STATES PATENT AND TRADEMARK OFFICE

OFFICE OF THE CHIEF INFORMATION OFFICER

INFORMATION TECHNOLOGY SERVICE MANAGEMENT POLICY OCIO-5010-09

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I. PURPOSE

This document establishes Information Technology Service Management (ITSM) as the United States Patent and Trademark Office (USPTO), Office of the Chief Information Officer's (OCIO) methodology for delivery and support of USPTO information technology (IT) services and systems. ITSM methodology is the USPTO implementation of the Information Technology Infrastructure Library (ITIL) framework. IT Service Management within the OCIO will engender a strategic, enterprise approach to the design, transition, operation, and continual improvement of all systems and services offered to its customers. Through a systematic, enterprise-focused approach to the requirements of IT service management, the OCIO will be better able to:

- Increase IT service quality and customer satisfaction through consistent, repeatable processes
- Reduce overall IT operating costs
- Provide a higher level of service stability, availability, and reliability

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- Improved resolution of IT incidents and problems through improved enterprise process capabilities
- Reduce redundancy of IT services through the establishment of IT service relationships

II. SCOPE

All USPTO management, staff, and contractors responsible for the planning, delivery and support of IT services are governed by this policy.

III. DEFINITIONS

Information Technology Service Management (ITSM) Methodology - The USPTO implementation of the ITIL framework for the enterprise management of IT services designed to facilitate and optimize IT services to better satisfy business requirements and manage the IT infrastructure in a strategic manner.

Information Technology Infrastructure Library (ITIL) - A collection of industry best practice processes based on an enterprise approach to the management of IT systems and services to ensure a high level of reliability, availability, and integrity of the IT infrastructure.

IV. POLICY

All activities within the OCIO shall follow a disciplined approach to planning and execution. Wherever feasible, the OCIO shall employ the Information Technology Service Management (ITSM) methodology to establish and implement the disciplines necessary to plan, deliver, and support all IT services at the USPTO. This means that ITSM shall be favored over any other disciplines and shall provide the framework within which other disciplines are used when needed.

IT Service Management Disciplines

OCIO Managers shall follow the *ITSM Methodology Guide*. The *ITSM Methodology Guide* lists the disciplines native to ITSM, the responsible OCIO organizational unit for each discipline, the key activities for each discipline, and the critical success factors for each discipline. The *ITSM Methodology Guide* further describes the procedures by which the activities are carried out at the USPTO.

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Performance Monitoring

The Office responsible for each of the IT Service Management disciplines shall establish key performance indicators and metrics in support of the critical success factors identified in the *ITSM Methodology Guide*. Each OCIO Office shall monitor and report these metrics to the CIO.

V. RESPONSIBILITIES

Each OCIO Office designated as the lead for an ITSM discipline, as noted in the *ITSM Methodology Guide*, has primary responsibility for implementation of that discipline, and will develop and implement any processes and procedures needed to successfully execute that discipline.

The ***OCIO Executive Managers***

- are responsible for conducting their organization's activities in a disciplined manner in accord with this policy;
- establish procedures for carrying out ITSM and ITIL activities within their organizations;
- revise their organizations functional statements as and when needed to reflect ITSM and ITIL framework and terminology.

The ***Office of Organizational Policy and Governance (OPG)*** (Policy Manager)

- educates USPTO about ITSM and ITIL;
- reports to the CIO on the progress of OCIO in implementing ITSM and ITIL;
- manages and maintains the *ITSM Methodology Guide* document.
- and assists other organizational units in carrying out their responsibilities with respect to ITSM and ITIL as needed.

VI. REFERENCES

- *ITSM Methodology Guide version 1.0*
- *Information Technology Infrastructure Library (ITIL) version 2.0*
- *Information Technology Infrastructure Library (ITIL) version 3.0*

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VII. EFFECT ON OTHER POLICIES

This is a “root” policy that establishes the fundamental character of how the OCIO will conduct its IT business. Over time, all OCIO policies, standards, and procedures will come to reflect the consequences of carrying out this policy.

ISSUED BY:



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OFFICE OF PRIMARY INTEREST: Office of Organizational Policy and Governance