



Tech Debt | ServiceHub Telecom Management Project FAQ

This FAQ is a living document and will continue to be updated as more information becomes available. If you have a question that still needs to be answered in this FAQ, please email James Bean at james.bean@state.co.us.

General Information

1. What is the ServiceHub Telecom Management Project?

The ServiceHub Telecom Asset Management project addresses the challenges faced by the State of Colorado in managing and tracking telecom assets across its 1,200 locations. Telecom assets include voice, data and video tools used to connect people and systems. The project's primary goals are to provide a centralized system for asset management, streamline the process from service request to service delivery, improve visibility into asset usage, deploy real-time dashboards, track vendor incidents/requests, and develop robust telecom standards. A cloud-based system within the Service Hub platform will be implemented to achieve centralized asset management, allowing for accurate and up-to-date information on all state-owned telecom assets.

2. What is the benefit of doing this work?

Currently, there is no centralized system and standardized processes, leading to inefficiencies, errors and difficulties in telecom asset management. This work will fill this need by implementing a cloud-based system serving as a centralized hub for telecom asset management. Streamlining processes and improving efficiency will reduce unnecessary expenditures associated with duplicate or unnecessary telecom assets. Additionally, it will facilitate the development of robust telecom management standards through stakeholder collaboration among state agencies.

3. Who is affected?

The customers impacted by this project include various agencies and programs within the State of Colorado. These entities rely on telecom assets to carry out their billing operations efficiently. There is no anticipated impact on telecommunications, including phone systems at state agencies.



4. When will this happen?

The project is slated for completion by July 2024.

5. How will it be completed?

Additional modules will be deployed on ServiceHub to extend centralized asset management, including telecom, allowing for accurate and up-to-date information on all state-owned telecom assets. OIT and a ServiceNow Implementation Partner, Glidefast, will complete the work.

6. Where can I get more information if I have questions?

For more information on Tech Debt Remediation projects, check out the [ReimagineIT website](#). You can also contact your IT Director for more agency-specific information about this project.