



Government agency commissions assessment to ensure strategic goals can be met

Case Study  OwlPoint

This Government agency is embracing change by implementing a Cloud Computing environment and undergoing a technology refresh program. By adopting industry best-practices via the ITIL framework and the recommendations for IT Service Management contained within ISO 20000 this government agency hopes to achieve scalability, flexibility and cost containment while improving on Customer Satisfaction levels.

CLIENT PROFILE

Government agency providing shared business and IT services to the greater federal government agencies

Industry

US Federal Government

Key Information

1,800 employees

Maintains ISO9001 Certification

Operations in 24 States

Business Needs Addressed

Improve Customer Satisfaction

Scalability via Cloud Computing model

Cost savings

Overview

This 1,800 person Government Agency commissioned an assessment to ensure its' IT operating environment was able to accommodate the following strategic goals set out for the organization:

- Migration to a Cloud Computing environment
- Customer Satisfaction improvement
- Process improvement and adoption of industry best practices
- Ability to meet ongoing Governance requirements
- Technology refresh while adhering to new Green IT standards
- Cost containment

Solution

OwlPoint executed upon a current state assessment of the agency. The assessment evaluated current processes, tools, and organizational structure against proven models such as the IT Information Library (ITIL®) and IT Service Management (ITSM).

The resulting analysis identified gaps, made specific and achievable recommendations for attaining IT operations improvements, batched these recommendations into eighteen proposed projects within a a greater defined ITSM Program structure, and graphically represented this Program in a Roadmap format which demonstrated the implementation of the eighteen projects over an eighteen month timeframe.

The process evaluation included a maturity assessment of nine processes as they are currently undertaken within the

organization. The maturity assessment was based upon ITIL® best practices, and utilized a Capability Maturity Model Integration (CMMI) 0-5 maturity assessment scale. The Roadmap was created via the prioritization of all projects based on relative value, priority, effort, and cost basis.

The Projects identified in this process were required to achieve the overall vision of the Operations Support strategy. The following considerations influenced the timing and sequencing of Projects within the Roadmap:

- Inter-project dependencies
- Priority to the Business
- Relative Value
- Barriers to Implementation
- Risk of not implementing a project

Once the priorities had been established, these Projects were plotted on the Roadmap based on each Project's defined priority and any identified Project interdependencies.

Benefits

The assessment focused on providing information that will facilitate the agency's ability to increase service levels commensurate with accepted industry best practices as well as increasing operational efficiencies through tools, centralization, and standardization.

The assessment involved a complete evaluation of the Agency's IT management environment focusing on solutions to optimize operations, infrastructure and management platforms.

The expected results from the implementation of the recommendations derived from the assessment are:

- Lower costs
- Improved operational efficiency
- Achievement of service targets and SLAs
- Improved performance and reliability of business-critical applications
- Improved ability to support the migration to a Cloud Computing environment
- Improvement in Customer Satisfaction
- Measurable process improvements
- Adoption of industry standard best-practices

Services Featured

IT Strategy

- IT Organization Assessment, Strategy, and Roadmap
- ITSM/ITIL Maturity Assessment
- Cultural Transformation Assistance
- Service Management Strategy and Roadmap Definition

IT Governance

- IT Policies Definition and Documentation
- Governance Approach and Procedures Definition
- ITIL Framework and Process Design

IT Operations

- Process Management
- Operations Personnel
- Process Implementation
- Network & Systems Management Architecture & Implementation

- Ability to meet ongoing Governance requirements
- Ability to support the CTO technical reference model
- Transformation from a reactive to a proactive operating model
- Support of a technology refresh program and the resolution of end-of-life server issues
- Ability to do more with less and to make sound investment choices

Additional benefits

Reduced Project Implementation Risk - The completion of the assessment phase of the program allowed the business sponsors to significantly mitigate the future risk of project implementation failure. With a clearly defined roadmap and project dependencies and timelines laid out the Agency is well positioned for future success.

Staffing Agility - Leveraging OwlPoint's flexible IT Operations capabilities and staffing models the Agency was able to quickly bring the skill sets to bear that ensured it's success.

Enhanced Strategic Planning and Analysis - By focusing on future goals outlined in the OwlPoint ITSM roadmaps the Agency's IT management team was able to move quickly from reactive, firefighting, mode to a proactive, predictable, organization.

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