

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

CLIENT PROFILE

This government agency is embracing change by updating hardware and switching over to a cloud computing environment. 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 customer satisfaction.

INDUSTRY

- US Federal Government

KEY INFORMATION

- 1,800 employees
- Maintains ISO9001 Certification
- Operations in 24 States

OwlPoint SERVICES

- IT Strategy
- Roadmap Definitions
- IT Governance

BUSINESS NEEDS ADDRESSED

- Inconsistent customer satisfaction
- Scalability via migration to cloud computing
- Cost savings & containment
- Process Improvement
- Adoption of Industry Best Practices
- Ability to meet Governance Requirements
- Technology Upgrade Maintaining Green IT Standards

OVERVIEW

This 1,800 person Government Agency commissioned an assessment to ensure that its IT operating environment would not stand in the way of the strategic goals set out for the organization.

SOLUTION

OwlPoint assessed the agency's current state by evaluating current processes, tools, and organizational structure. OwlPoint then compared this assessment to proven IT models, such as the IT Information Infrastructure Library (ITIL®) and ISO 20000, the international standard for IT Service Management.

The resulting analysis identified gaps and made specific and achievable recommendations for attaining IT improvements. These were then bundled into eighteen proposed projects within a greater defined ITSM Program structure. These were also graphically represented in a "roadmap" type format which demonstrated the implementation of the eighteen projects over an

eighteen-month timeframe. The roadmap was created by prioritizing all of the projects based on value to the organization, priority, effort, and cost. These recommendations were presented to the executives at the agency so that the risks and benefits were clearly defined.

The process evaluation also included a maturity assessment of nine IT processes as they are currently undertaken within the organization. The maturity assessment was based upon ITIL® best practices, and utilized a maturity assessment scale of 0-5.

BENEFITS

The assessment and roadmap will facilitate the agency's ability to increase overall service levels so they are within accepted industry best practices, as well as increasing operational efficiencies through tools, centralization, and standardization.

The expected results from the implementation of the recommendations:

- 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
- 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

PAYBACK TO THE BUSINESS

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 its success.

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



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