GOVERNMENT
OF BERMUDA

Government of Bermuda Propels IT Service Improvement with ITIL-based assyst

Discover how the Information Technology Office adopted ITIL and assyst to improve the consistency and quality of the services provided to a wide range of departments within the Government of Bermuda.

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Industry Sector: Government

Benefits

ITO is using assyst to deliver IT Service Management benefits including:

- Increased Service Desk efficiency resulting in enhanced customer service
- Better Incident and Change Tracking
- Expanded Knowledge Base that helped increase first-call resolution rates
- Superior communications between departments
- Improved control of IT infrastructure

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The Organization

The Government of Bermuda's Information Technology Office (ITO) mission is "to empower Ministries, Departments and Civil Servants to improve productivity and services by providing IT consulting services and core IT infrastructure at reasonable costs."

The ITO is a service organization that develops and maintains the core information technology infrastructure and facilitates the management and planning for Information Technology on a government-wide basis. The four primary responsibilities are:

- Providing consulting services to departments to assist with planning for and managing IT projects and supporting existing IT applications;
- Maintaining and upgrading the IT infrastructure;
- Supporting IT Governance that recommends IT plans and policy; and
- Delivering training on IT.

The Challenge

In 2003 and 2004, a series of natural disasters and virus attacks put great strains on ITO to deliver its service to the Government of Bermuda departments. Having squeaked through these events and realizing that its service levels were not at a level ITO desired, the organization began its journey to adopt the ITIL framework.

ITO Director, Michael Oatley says, "We were looking to re-organize and re-direct our resources to better achieve our mission – providing services to Government departments at a reasonable cost."

In the search for a solution, ITO Service Manager, DeRoy Butterfield, identified ITIL as a set of key processes that could work within the organization.

"The ITIL processes made innate sense; it gave us an industry standard model to work towards and adopt rather than having to create the whole picture ourselves," Oatley says.

Axios™ SYSTEMS

"Other applications could only perform specific ITIL disciplines, whereas assyst is strong in the entire ITIL picture."

Michael Oatley,
ITO Director

The Solution

ITO evaluated its existing application for ITSM and realized that this would not help the organization achieve its goals for IT service. As an example, the Service Desk experienced several pain points with usability. "The previous tool was very cumbersome and hard to use. The functionality may have been there, but it was too complex to actually use," says former Service Desk support officer, Michelle Hollis.

The organization was also using multiple tools and therefore was maintaining separate Configuration Management Databases (CMDBs). ITO wanted to standardize on one tool to update and maintain the CMDB so that the group could perform root cause analysis and improve Problem Management processes. By consolidating to one CMDB, ITO could also track Configuration Items more efficiently and better control Total Cost of Ownership.

ITO developed a detailed requirements list and ranked the importance of having each feature. Among its top requirements were: being aligned to the ITIL framework, configurable in multiple languages for both technicians and end-users, and having multiple integration points for different development, release, and tracking systems.

ITO chose assyst because it demonstrated true integration of all ITIL disciplines. Butterfield says, "assyst is an application that lives the lifecycle with ITIL. It is not an application that was redeveloped to align with the framework."

"Other applications could only perform specific ITIL disciplines, whereas assyst is strong in the entire ITIL picture," Oatley says.

ITO especially liked assyst for its intuitive usability, the functionality of the Web client and the built-in reporting capabilities. assyst also easily interacts with many other applications ITO runs, including monitoring, capacity and e-mail tools. "In assyst, creating an Incident doesn't have to be a manual exercise; it can be done automatically via e-mail or other methods," Butterfield says.

Implementation

Axios Systems' consultants, using a proven pre-defined structure of processes, worked in close partnership with ITO to mold and adapt the assyst solution and surrounding processes to fit ITO's specific needs.

The Axios' consultants have a "Train the Trainer" approach to implementation. The goal of implementation is to educate the customer on assyst as well as the larger concept of Best Practice for IT Service Management.

Butterfield says, "Our assyst consultant was very thorough. After each phase, he never left us without giving us some homework. He wanted us to do some things on our own; he didn't just do it all himself. He not only helped us with the application, he helped us with the culture of moving into a Service Management environment."

"Some consultants just delegate, but our Axios Systems consultant got into the trenches with us," Hollis adds.

ITO, in following its commitment to ITIL, has implemented a number of ITIL disciplines including Incident, Change, Configuration, Service Level Management and IT Service Continuity. In doing so, the organization quickly experienced improvements in IT Service Management provisioning.

Benefits

Improved Incident Tracking & Knowledge Base

Although most IT departments would not want the number of Incidents logged to rise, ITO knew that it was not capturing all events prior to implementing assyst. In the year since go-live, the number of recorded Incidents rose from 4,000 to 10,000 and it is expected to increase this year to 16,000.

"The previous tool was so difficult to use that the Service Desk often did not even bother with documenting," Butterfield says.

Now, contact users are utilizing the Service Desk more and ITO is able to capture all the Incidents. Further, with the additional information captured, ITO has increased the Knowledge Base for the Service Desk and it has improved first-call resolution rates.

ITO's Service Desk also makes considerable use of the Jukebox feature in assyst. The Jukebox is a repository of useful information that can be accessed quickly from the Event Logging Form. Support staff can view key information including escalations, configuration details, relationships, Service Level Agreements and Suggested Actions.

"You can resolve a lot of calls quickly with the Jukebox. It's also helpful for a new person. It really makes life much easier for people on the Service Desk," Hollis says.

Usability and Reduced Time for Processing

Previously, ITO was not able to recall Incidents through user identification or contact identification. Support staff spent considerable amounts of time searching for users as they had to enter the department name and then drill down to the individual level. In assyst, ITO is able to view and search on Incidents based on Reporting User and Affected User. "Having two different methods makes it easier to pull up relevant Incident information. So, when either call in, we can access it better," Butterfield says.

Changing Focus from Cause to Service

Using the Event Monitor in assyst, ITO has been able to identify ways to improve its service and, as a result, re-focus its approach. The group realized its approach was a bit flawed in categorizing Incidents based on the cause rather than on the services impacted. Now, ITO has produced a new more service-oriented Service Catalog and the Service Desk can log Requests and Incidents against Services as opposed to categorizing them by cause.

"We have been most impressed with assyst's extensive Asset Management functionality and easy-to-use, intuitive interface."

PARKVIEW HEALTH

TRUSTED CARE

"Now, because of the workflows in assyst, we are getting better, more detailed information from the client."

"Managing around services will take us to the next level in providing high quality service. We are more proactive than reactive," Oatley says.

Increased Control of Infrastructure

Through solid Change Management processes and recording in assyst, ITO captures better historical information. "assyst has allowed us to control the change in the infrastructure environment whereas before it was ad-hoc," Butterfield says. ITO also employs assystDiscovery to automate tracking of its hardware inventory.

Better Communication

Adopting ITIL has greatly improved communication within the Government of Bermuda. Having a common terminology has been a key factor in improving the communications between sections including field service, systems, networking, infrastructure, and business development. Also, ITO uses assyst to create weekly reports to monitor performance against service levels and report the results to management.

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>
> **DeRoy Butterfield, ITO Service Manager**

The Future

ITO is spreading ITIL adoption across Bermuda. In addition to providing ITIL Foundation training to some of its vendors, ITO has started to extend assyst to other government departments and its primary IT vendors so that they have access to Incidents and can update the status of work assigned to them. Future plans to extend the use of assyst could transform the Service Desk into a universal Service Desk beyond IT. For example, when a new employee starts or leaves, the Human Resources department could log into assystNET, the contact user self-service interface, browse the Service Catalog and select a Service to start a chain of events and tasks.

Support staff currently log into assyst's Web client to access Incidents while in the field on contact users' computers. ITO, however, plans to increase their mobility by implementing assystMobile, an interface to access assyst from mobile devices.

ITO also plans to further automate Incident logging by integrating its telephone system with assyst. If a contact user were to call the Service Desk, the system will create a new Incident with information automatically populated based on the recognized telephone extension number.