



Government Research Laboratory

FRONTRANGE HEAT ITSM PAVES THE WAY FOR ITIL EFFICIENCY AT GOVERNMENT RESEARCH LABORATORY

COMPANY

Name: Government Research Laboratory
Location: Western US
Industry: Government
Internal Customers Supported: 7,000

SOLUTIONS

HEAT ITSM
HEAT Voice

BUSINESS BENEFITS

- Consolidated 90 percent of silo service desks under one centralized system with just six first- and second-level agents
- Call volume jumped by 77 percent, but headcount only increased by 18 percent
- End users embraced self-service processes, reducing inefficient emails by 90 percent

The Organization

Science and national security are brought together at this Government Research Laboratory situated on a vast campus comprised of hundreds of buildings, which house over 7,000 employees utilizing 25,000 desktops, with a mix of Microsoft Windows®, Linux, and Apple® Macintosh® operating systems, plus a large volume of virtual machines. The Laboratory is also home to some of the world's fastest supercomputers. Given this scale and complexity, improving IT efficiency was primary.

The Challenge

From its founding until October 2007, the Laboratory was exclusively managed and operated by a state university, which instilled an academic influence on budget processes and organizational structure.

Because each project required some level of IT support, an independent IT team was formed and funded under the project budget. Consequently, a patchwork of siloed service desks was spawned, with unique - yet redundant - work processes. As a result, a need to maintain multiple service desks proved to be inefficient for IT and baffling for end users.

In 2007, the Laboratory transitioned to new management whose charter was to make the Laboratory more efficient and cost competitive through organizational changes, consolidation of services, and improved work processes. The Laboratory decided to leverage the ITIL® best-practice framework that required an ITSM system.

The Solution

The initial efforts centered around three core ITIL areas: Incident Management, Change Management, and Configuration Management.

Incumbent BMC Remedy Software was not a slam-dunk

Remedy Software was being used across a number of siloed service desks at the Laboratory. "We were using BMC Remedy for Incident Management already and hoped we could upgrade to Remedy's ITIL-compatible solution," said the project director. Upon investigation, the Laboratory discovered that some service desks were so highly customized that a Remedy patch upgrade couldn't be applied. "We realized that we'd need to start from scratch with Remedy, so opened up the evaluation."

“HEAT ITSM is the enterprise-class system we needed to pave the way for ITIL efficiency at the Laboratory. With HEAT ITSM in place, more than 7,000 employees and over 14,000 user accounts across six primary business units are now using ITIL and ITSM best practices. As a result, the laboratory has reduced the volume of incidents, resolved service desk calls with greater efficiency and made the workforce more productive.”

Project Director
Government Research Laboratory

FrontRange HEAT ITSM's flexibility swayed the decision

The Laboratory looked at a variety of solutions and selected FrontRange's HEAT ITSM.

"With our eye toward getting the most for the least amount of taxpayer dollars, the specialized programmers required to customize and maintain the other solution were too expensive to justify," said the project director. "Any good developer can learn how to customize HEAT ITSM in a matter of weeks."

All HEAT ITSM modules share a common architectural platform. This includes a reporting and analytics dashboard, business processing automation, multi-tenant data structure and integration platform. It also provides a next generation customization platform to extend the solution capabilities based on unique business requirements. This common platform approach reduces the complexity of the IT infrastructure and lowers total cost of ownership.

The Results

FrontRange HEAT ITSM Incident Management, Configuration Management, Change Management and HEAT Voice are currently up and running at the Laboratory.

Service desk consolidation

Initial efforts focused on Incident Management and desktop support service desk consolidation since up to 25 different service desks were running across 13 directorates. "We initially consolidated down to three service desks," explained the project director. Today, there is only one service desk for desktop support."

Incident Management efficiency

From an incident management standpoint – and prior to the IT Change Management implementation – the project director had nine people working on the service desk handling roughly 200 calls a day. Today, 12 people at the service desk handle up to 750 calls a day. 70% of all initial service calls are now resolved and closed which is a dramatic improvement over the previous level of 50% call resolution.

A tool that plays a key role in improving incident management is the HEAT ITSM Knowledge Management module, which allows service desk technicians to search directly from within HEAT ITSM for contextually relevant answers to questions. Technicians can continuously refine contextual searches to ensure information remains accurate and up to date.

FrontRange HEAT Voice & Inventory

HEAT Voice is streamlining call handling and allowing users to log requests without waiting on hold to speak with a technician.

It does so by enabling end users to log requests directly into HEAT ITSM to track the progress of their requests and update the journal with new information using the Self-Service web interface. As a result, unproductive emails have dropped by 90 percent. Another contributor to increased productivity and end-user satisfaction is the integrated inventory information within HEAT ITSM. "Our users see the advantages of maintaining detailed information about all of their computing devices because it helps accelerate troubleshooting in this complex, heterogeneous environment," said the project director.

Change Management

Since the integration of the HEAT IT Change Management application, more than 900 changes have been managed to date. In addition, fewer changes have triggered incidents. Historically, more than 100 active changes on average were open. Today, an average of only 19 active changes remains open at any given time. By configuring the HEAT system to manage the IT Change Management application, changes are now completed more quickly, and with fewer errors.

HEAT IT Change Management now handles multiple communications tools for the service desk. 60 discrete security services are also managed through the Change Management application for unclassified computing services including DHCP, DNS, email, patching services, access codes and Active Directory, among others. In addition, HEAT Change Management is now being rolled out to the datacenter and telecom to centrally manage everything from load balancers to servers, SANs and distributed storage. All networking changes are also managed through the HEAT Change Management application.

Cost-effective customization

The ease of FrontRange's CMDB customization has also proven to be a significant advantage for the Laboratory, where an estimated 750,000 to 1 million inventory items must be maintained. "With HEAT ITSM, it was easy to develop the inventory levels and categories that made sense for the Laboratory," said the project director.

"HEAT ITSM is the enterprise-class system we needed to pave the way for ITIL efficiency at the Laboratory," commented the project director. "With HEAT ITSM in place, more than 7,000 employees and over 14,000 user accounts across six primary business units are now using ITIL and ITSM best practices. As a result, the laboratory has reduced the volume of incidents, resolved service desk calls with greater efficiency and made the workforce more productive."

More Information

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