

U.S. FEDERAL GOVERNMENT AGENCY

ENABLING IT-AS-A-SERVICES BUSINESS; MEASURABLE IMPROVEMENTS IN 3 MONTHS

Challenges

- Transform IT into a service-based organization to improve agility, quality & efficiency
- Previous attempts with leading consulting firms stalled
- Workforce apathy & resistance; strict union rules & job descriptions

Solution

IT Transformation (Phase 1)

- **Service Catalog:** Define services & service levels; Integrate service request workflow in portal
- **Service Management Organization & Operations:** New organization responsible for end-to-end service management; Standard Operating Procedure (SOP) & Work Instructions (WI) for Service Requests, Service Levels, Relationships, Incident & Problem Resolution, Change & Release
- **Mentoring:** Side-by-side training on new processes
- **Enterprise Architecture & Solutions Architecture:** Define & stand up processes
- **Metrics & Scorecards:** Measuring progress to goals

Results

Foundation to operate as a Service Business complete

- IT services defined
- New logical, service-based organizational structure in place
- End-to-end service management in operation
- Within 3 months: Incidents reduced by 30%; Average time-to-resolve decreased from 2 months to 1 hour