



ICTU

ICTU Launches BMC Service Desk Express Suite in Just Six Weeks

Geography

The Netherlands

Industry

Public Sector

Business Need

In striving to help the Dutch government achieve better results with Information and Computer Technology (ICT), the ICTU needed to improve service desk performance, manageability, and organizational alignment. However, it wanted to do so by focusing on service delivery to the 700 staff; not on the processes surrounding the service management solution.

Solution

ICTU deployed BMC Service Desk Express Suite using the BMC Alignability for Service Desk Express solution in support of IT Infrastructure Library® (ITIL®) best-practice methodologies.

Results

- > Reduced the time needed to deploy BMC Service Desk Express Suite from years to weeks
- > Halved the training time required per person
- > Allowed ICTU to take control of its IT processes and reduce the cost of managing and supporting IT services
- > Implemented the necessary IT service management processes to underpin the solution
- > Provided practical and detailed guidance on how to deliver and support services
- > Closed the gap between ITIL theory and the supporting service management application

ICTU in the Netherlands deployed BMC Service Desk Express Suite in just six weeks using the BMC Alignability for Service Desk Express solution. Traditional process modelling would have potentially delayed the project by years. What's more, by using the BMC solution, this Dutch government organization is also capitalizing on best-practice IT Infrastructure Library® (ITIL®) frameworks, reducing implementation risk, and accelerating user training.

ACHIEVING BETTER RESULTS WITH I.T.

With a mission to 'help government achieve better results with Information and Computer Technology (ICT),' the ICTU was launched in 2001 by The Dutch Ministry of Economic and Internal Affairs. Drawing on its knowledge and experience of government IT, this public sector organization carries out various programs on behalf of government organizations in the Netherlands. Multiple government organizations are on the board of the ICTU, including the state government, provinces, local communities, and district water boards.

There are currently more than 40 IT projects in development with the ICTU — ranging from service registries to identity management — and about one third of these programs use a development and test infrastructure. Although there are more than 700 staff working for the ICTU, resources are constrained and budgets are tight.

In fact, Martijn Hazelzet, senior policy advisor for the ICTU, faces these constraints almost every day; so, when the time came to improve service desk performance, manageability, and organizational alignment, he was concerned about the time and resources it would take to deploy a new solution. "We wanted to focus on our service delivery for our 700 staff; not on the processes surrounding the service management solution," he explains. "The decision about which service management solution to choose was easier than the decision about how to deliver and support our services. BMC Service Desk Express Suite was ideal: Web-based, this fully integrated service management solution supports ITIL best practices and helps ICTU automate our service management processes to reduce costs and incident call volume. At the time, there was nothing else like it on the market."

Once the team selected BMC Service Desk Express Suite, there was the question of implementing the solution quickly and effectively. InfraVision, a BMC partner, managed the implementation and — under Hazelzet's guidance and recommendation — used the BMC Alignability for Service Desk Express solution to implement the necessary IT service management processes and ensure that the service desk application was configured for optimal support of these processes. BMC Alignability for Service Desk Express acts as the 'glue' between ITIL and the BMC Service Desk Express Suite, providing Hazelzet and his team with practical and detailed guidance on how to deliver and support services. By helping the ICTU make certain its processes are supported by BMC Service Desk Express Suite, this unique solution closes the gap between ITIL theory and the supporting service management application suite.

SIX WEEKS TO DEPLOY BMC SERVICE DESK EXPRESS SUITE

As the media continually informs us, government IT projects are notorious for going over budget or not meeting their deadlines. Not so at the ICTU — this was an IT project that went beyond everyone's expectations. Using BMC Alignability for Service Desk Express, Hazelzet and his colleagues have been able to deploy BMC Service Desk Express Suite in a fraction of the time it would take using traditional methods of process development. "It took us only six weeks to deploy BMC Service Desk Express Suite using the BMC Alignability for Service Desk Express solution," he says. "We estimate that it would have taken several years if we had taken the time to define all the processes ourselves. We would have started from scratch: hiring consultants, reviewing processes, testing them, approving them, implementing them. With the BMC Alignability for Service Desk Express model, we have ten years of best-practice processes and experience ready to go out of the box!"

BMC Alignability for Service Desk Express is divided between two modules: the Service Support Module and the Service Delivery Model. The former module is nearing implementation at the ICTU, and spans all six service support processes: incident management, problem management, change management, configuration management, alarm management, and release management. The more advanced Service Delivery Model will follow, providing such processes as capacity management and continuity management.

ICTU partner, Fujitsu Siemens Computers, was charged with the training aspect, and that passed almost as smoothly as the implementation. "InfraVision had already populated the database, so users were able to learn using real configuration items — once trained they use the same data on their screens as they saw in the tutorials. That made a big difference in accelerating their learning curve," he adds. "Plus, of course, the users can click on detailed instructions any time they want. Overall, we halved the training time per person using the solution."

With all the excitement surrounding the speed and quality of the BMC Alignability for Service Desk Express solution, it's easy to ignore the value derived from the BMC Service Desk Express Suite itself. It's currently in pilot with six users, but Hazelzet and his team are already beginning to see how the process automation and integration — together with the ITIL processes — are helping the ICTU take control of its IT processes and reduce the cost of managing and supporting the IT systems.

"Over time, I've become a good friend of the senior product manager at BMC who devised the BMC Alignability for Service Desk Express solution. It really is a remarkable tool for reducing the time it takes to deploy BMC Service Desk Express Suite, while helping us adhere to best practice ITIL frameworks, and reducing risk," Hazelzet concludes.

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— Martijn Hazelzet
Senior Policy Advisor
ICTU

Key Products Used:

- > BMC Service Desk Express Suite
- > BMC Alignability for Service Desk Express

About ICTU

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About BMC Software

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the midsized business. Founded in 1980, BMC has offices worldwide and fiscal 2007 revenues of \$1.58 billion. Activate your business with the power of IT. www.bmc.com.



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