



Anonymous – Defense Organization

» IT service management solution set to spearhead adoption of ITIL® best practices

BEFORE

- » Loose processes in place
- » No dedicated support team to maintain highly customized older version of BMC Remedy
- » No self-service capabilities
- » Lack of knowledge management

AFTER

- » Gap analysis identified ITIL v2 as best fit
- » BMC Remedy ITSM suite v7 chosen and implemented
- » BMC Remedy Service Request Manager will allow self-service and reduce 80 percent of help desk ticket volume
- » BMC Remedy Knowledge Management will pull in third-party knowledge bases and allow authoring of articles

INDUSTRY

Public Sector

SOLUTIONS

BMC Remedy IT Service Management Suite:

BMC Remedy Service Desk

BMC Remedy Change Management

BMC Remedy Service Request Manager

BMC Remedy Knowledge Management

BMC Atrium CMDB

Mission-critical IT takes new significance when variable performance puts lives at risk. A national security monitoring and intelligence arm of a large national government organization comfortably navigates this brutal reality. In safeguarding national security, this defense organization is reshaping a complex IT environment, following the Information Technology Infrastructure Library® (ITIL®) framework to institute a best-practice approach to stay on top of organizational growth and evolving threats. The BMC Remedy IT Service Management Suite gives them the tools to get there, by closing the gaps between business needs and IT's response.

THE BUSINESS OF THREAT MANAGEMENT

Safeguarding national security is a booming business. The defense organization is rising to the challenge, with a growing staff of 1,700 collecting and analyzing foreign signals and securing computing networks. The endeavor has spawned a complex blend of IT systems, much of which attaches to a super computing infrastructure managing business communications, IT workflow, and covert communications monitoring and analysis. A project manager at the defense organization has witnessed the rapid digitization of threat monitoring and management, which places IT at the organization's epicenter. He says the organization's intelligence directly supports military operations in both country and internationally. "It can be a matter of life and death," the project manager says.

To the outsider, the organization's IT structure is almost overwhelming in scope. There are more than 250,000 configurable items. Unix and Windows operating systems support numerous unnamed commercial systems, and the bespoke applications of a large and prolific development organization. Adding "watching" and "listening" capabilities to normal business workflow – much of which is air-gapped, or physically divorced from all other systems and external networks – adds a certain obliqueness not found in conventional IT environments.

DEDICATED CHANGE

A team of eight oversees the organization's core applications, infrastructure, and service desk systems. The implementation of the BMC Remedy IT Service Management Suite is a key focus, with BMC Remedy Service Desk and BMC Remedy Change Management spearheading the organization's IT service management overhaul.

Five years ago, the defense organization took stock of its position and committed to the ITIL best practice framework. An earlier deployment of BMC Remedy had evolved without a dedicated support team, resulting in heavy customization and loose processes. "BMC Remedy grew more through osmosis than anything else. In the end it became so highly customized that we couldn't upgrade," the project manager says.

Using an independent consultancy to perform a gap analysis program, the organization committed to ITIL V2. Once they drafted configuration, change, and incident processes – as well as a service desk model – the focus turned to the right toolset, and BMC Remedy Service Desk and BMC Remedy Change Management were implemented.

"One of our roles as part of intelligence is providing direct support to military operations in the field, in areas where we have both national and allied troops. It is a matter of life and death. So, we have to make sure that when we do make changes, they are not going to impact the operational activities we may be supporting. That's of the highest priority for us – threat to life is one of the primary concerns that we have."

DEFENSE ORGANIZATION PROJECT MANAGER

AN EYE TO SELF SERVICE

Managing approximately 3,000 incidents a month and 10 change requests weekly, the organization follows a first-level support model. The team of six service desk specialists sits between the users and a call center. However, significant infrastructure complexity precludes the service desk from providing first-level support for many applications. Instead, the majority of tasks involve account provisioning, password resets, and data management, such as file transfers between networks and systems.

The organization has spotted the opportunity for self-service and is rolling out BMC Remedy Service Request Manager to offer auto account provisioning and automated password reset. The module will also auto-route other tickets to second- and third-line teams, reducing the volume of service desk tickets by up to 80 percent. The project manager says, "Support teams will

look after networks, applications support, and Windows, etc., repositioning service desk as a second-line support team, with tickets routed to them according task specialization.”

A service catalogue is set to replace Requester Console – a simplified interface for users to submit change requests and incidents from a single console, without having to directly access the change management or incident management consoles. Rather than access a service Web page, which funnels job tickets to service desk, users will log into the BMC Remedy system and create their own job tickets. “In a complex environment like ours, we must have tickets routed to the right teams, without going through decision-tree processes,” the project manager says.

HARNESSING KNOWLEDGE

Instituting organizational learning underpins the ongoing IT service management refresh. The organization is using BMC Remedy Knowledge Management to aggregate third-party knowledge articles and self-service knowledge bases from other applications. Service-desk agents and second- and third-line support staff will augment these volumes with self-authored articles, which can be assigned to systems and applications.

CENTRALIZING A CONFIGURATION PROCESS MODEL

Any notion of centralized configuration hinges on open access. Users and the software tools they work with have to be able to read and write to a configuration management database (CMDB). The project manager says that while mapping IT dependencies is currently done manually, the organization has what he describes as “fair visibility.” He says, “So, it’s pretty rare that something is taken down that will affect something else, but it still happens on the odd occasion.” He added that BMC Atrium CMDB will provide more confidence.

The organization concedes that configuration management has been piecemeal, with different groups – including hardware, software, licensing, and networks – managing it in isolation. Both infrastructure complexity and the sheer number of configurable interfaces haven’t helped.

Pinpointing a problem scenario, the project manager says changes made by an application support team sometimes failed to consider dependent hardware and software. “When a box outage was made a day later, we could encounter incidents thought unrelated, but which were in fact a direct consequence of the change. So, one of the other things we’ll be looking for is the relationships, or dependencies, of all of these things.”

The organization is planning a CMDB pilot, once the service catalogue is available through BMC Remedy Service Request Manager. They will select one service for piloting and re-develop it to create a working CMDB model.

Pointing to the criticality of IT services to tactical missions and threat to life, the project manager is rightly concerned about misaligned IT changes. “One of our roles as part of intelligence is providing direct support to military operations in the field, in areas where we have both national and allied troops. It is a matter of life and death. So, we have to make sure that when we do make changes, they are not going to impact the operational activities we may be supporting. That’s of the highest priority for us – threat to life is one of the primary concerns that we have.”

FUTURE EFFICIENCY

With the current environment of economic uncertainty and cost cutting, the project manager is looking to bring greater efficiency to the directorates IT service management. "At a senior management level, there's a lot of operational scrutiny. We're still in a transitional phase, but there has been disparity between projects and deficient accountability," he says. "One of the main things my branch head is looking for is reporting ability, so she can actually report to her director the differences between what we have been doing and the efficiencies we've got now."

He says feedback so far has been very positive. "The change process is working very, very well – changes are happening faster and more accurately."

BUSINESS RUNS ON IT. IT RUNS ON BMC SOFTWARE.

Business thrives when IT runs smarter, faster and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both mainframe and distributed environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. For the four fiscal quarters ended Dec. 31, 2008, BMC revenue was approximately \$1.88 billion. Visit www.bmc.com for more information.

