

# The State of Michigan transforms its online digital service experience for 10 million citizens



“The standard images we’ve created are the icing on the cake that we get with TrueSight Automation for Servers.”

Director of Technical Services | Michigan Department of Technology, Management, and Budget



**30x**

faster server provisioning



**99%**

faster server audits



**Streamlined**  
compliance

## Business Challenge

The Michigan Department of Technology, Management, and Budget (DTMB), an agency of the state government of Michigan, is well along in its digital transformation of IT—particularly in the area of citizen services. DTMB delivers centralized IT services to 18 state agencies and supports 300 online services for the state’s 10 million citizens. To further this path to digital success, DTMB needed a next-generation infrastructure to enable faster response to service requests, enhanced operational and regulatory compliance, strengthened security, and streamlined audits across its complex, highly diverse IT infrastructure.

## BMC Solution

As a central component of its digital transformation strategy, DTMB implemented TrueSight Automation for Servers to automate the management, control, and enforcement of server configuration changes in the data center. With the solution, DTMB is accelerating server provisioning to speed fulfillment and ensuring operational consistency to create a more stable and secure environment.

## Business Impact

TrueSight Automation for Servers brings standardization and consistency to DTMB’s operational environment, freeing technical teams to focus on projects that deliver value to state agencies. These agencies rely on IT services to drive state economic growth, provide important services to citizens, and perform many other critical tasks.

- A single solution **supports configuration management across disparate platforms.**
- An **automated service request process provisions new servers in days**, not months.
- Detailed reporting identifies servers that need security patches, enabling **more robust security and continuous compliance** with regulatory and industry requirements.
- The staff can scan servers and produce **audit reports in 15 minutes**—a task that previously took up to 32 hours.
- TrueSight automatically **alerts administrators to server drift** so they can take action to bring servers back into compliance.

“ We face a steady stream of audits for the systems we manage, and we need a fast, efficient way to respond. With TrueSight Automation for Servers, we’re able to conduct server baselining to get visibility into configurations and to build a configuration database on the servers. ”

Director of Technical Services | Michigan Department of Technology,  
Management, and Budget

**Learn more:**

 Visit the TrueSight Automation for Servers web page