

# Government IT teams save 16,000 hours of travelling per year through ITOM



## The Challenge

As a government body, the organization was under pressure to comply with strict security policies, software licensing and government policy regulations, as well as a general government agenda for the standardization and automating of processes. Under government regulation in the region, the CIO takes direct personal responsibility for compliance, making it a top priority on the leadership agenda.

With over 50 branches, each with different IT systems in place, ensuring compliance was a never-ending, labor-intensive process. Covering an area equal to the size of Nepal, 17 field support teams were spending most of their time driving between the 50 branches, driving thousands of miles every month to manually execute printed work orders.

With an endless list of routine maintenance tasks to be applied manually, the IT department were working hard to keep systems online and compliant. They struggled to find the time to execute on a portfolio of IT projects that would boost IT maturity and add real value to the organization. The skilled technicians that were needed to deliver new IT initiatives were spending most of their time on the road.

## The Solution

As a government institution, price was a major factor in the purchase decision. Several vendors entered bids in an auction-style first purchase stage. Following that, we ran a proof-of-concept trial to demonstrate compliance with over 400 requirements before assyst was formally selected by the customer. It took just 18 months to implement automated IT Management (ITOM) processes as well as establish a self-service portal and nine supporting ITIL® processes to enable improved IT service delivery and support.

Now, at midnight each night, an automated process kicks off to check compliance and fix any issues. Workstations are remotely booted up so that the system can identify and remove any

## About Government Institute

The government institute has 10000 staffs in 50 locations, 17 field support teams with 400 requirements.

unauthorized software before checking that all legitimate software is installed and patched, as well as checking energy management configurations are up to code.

---

Using our technology to automate what was previously a massive manual overhead has allowed our customer to reach a tipping point; a point where they have become more progressive, pro-active and strategic about what IT does for the organization.

Daniel Maia  
assyst Consultant

---

## Success Achieved

Now, instead of regular manual intervention happening onsite, compliance for all 50 sites is automatically monitored and controlled from one central location. The system runs itself applying an intelligent process to verify and ensure compliance on a daily basis, which means the average day for a field service team now looks very different from before. They spend less time driving from site to site and more time applying their technical skills to support continuous improvement and new IT initiatives. Now that they are released from the daily grind of compliance checking, they get to work on the sort of projects they first signed up for. They're happier, more productive, and more engaged with the mission of IT and the organization as a whole.

The automation in place also significantly reduces risk: end-to-end automation eliminates human error from processes. And because the process of checking and ensuring workstation compliance happens overnight, there are no interruptions to end users. As a result, productivity of the organization is higher both inside and outside of the IT department. IT people can get on with higher value tasks with peace of mind that systems are being monitored for compliance, and that any discrepancies will be automatically flagged for attention.

## The Future

Having won the battle against constant firefighting, the IT department have been able to free up sufficient resources to commit to continuous improvement and take the next step in their journey to a more effective, more streamlined IT organization.

Now they are examining the potential for replicating the efficiencies they have realized in IT across other service providers within the business such as HR, Accounts, and Facilities (the Enterprise Service Management model).

## Summary

- Cut costs, reduce manual workload, and release budget and resources to support high value IT projects. Ensure efficient software license compliance across 50+ sites.
- Gain central visibility and control over software deployments. Automate compliance checking and remediation. Automate routine IT Operations Management tasks to create capacity for IT teams.
- 3,000 site visits saved each year through automation. Compliance checking and fixing is fully automated, enforcing security, policy, and license compliance without human intervention.

## Find out more

Further information, e-mail [info@ifs.com](mailto:info@ifs.com), contact your local IFS office or visit our web site, [ifs.com](http://ifs.com)

