

# SMART Suite ITIL Help Desk for Government & Public Sector



## Case Study Success Story

### Country / Region

Oman / Middle East .

### Industry

Government.

### Customer Profile

Civil Service Employees Pension Fund (CSEPF) is a governmental organization that provides Retirement Pension Fund for Civil Servants in Oman.

## Business Situation

Civil Service Employees Pension Fund (CSEPF) IT Management needed improvement in following IT Service Management Areas :

- Need to enhance employee service response time for its IT Help Desk.
- Improve accountability and visibility of IT Service and Support.
- Improve Quality of IT Service by reducing repeat Incidents using a pro-active approach.
- Develop Knowledge base based upon problem solving experience.
- Protect Services while making changes - minimize the business risk.
- Align support staff performance with customer satisfaction goals.

## Project Goals

The primary business problems that CSEPF was hoping to address with implementation of IT Service Management Solution included :

### Goal 1

#### Need to establish an Automated IT Service Management System :

CSEPFs previous Help Desk system was excel driven and was to be replaced. They were looking for a Help Desk system that can support implementation of ITIL V3 industry best practices and help resolve the other problems faced by IT. The additional requirement for CSEPF was the need for system to be totally multi-lingual application in English & non Latin languages like Arabic as well, so that the new system can get easily adapted with the growing national workforce.

### Goal 2

#### Centralized view to manage work :

CESEP was not having good visibility for all of the kinds of work coming related to helpdesk. Each support staff used to receive incidents and tracks work separately, which made it nearly impossible to tell exactly, what work is going on in the IT Department by looking in any one single database.

### Goal 3

#### Reduce service downtime

Because CSEPF have not yet implemented a formal change management process, there was no visibility for changes in the environment, which in turn made the problem Troubleshooting difficult. This had increased downtime frequency and duration for incident management.

# Case Study

## Success Story

*"Being ITIL aligned, SMART Suite has enabled us to track a full incident, service request, problem and asset Lifecycles, as well as deliver a significantly more effective change management service. It has provided us with an ideal platform for standardization to meet our future ISO 20000 obligations."*

*Feedback as received from, Civil Service Employees Pension Fund - Oman*

*"Only after few days of use, SMART Suite ITSM is proving to be one of the most easy to use and efficient solutions, I have ever experienced, working in IT Support Services."*

*Project Manager  
CSEPF*



### Goal 4

## Manage IT Assets including configuration and inventory management

CSEPF's hardware and software environments became complex every year after year. They needed to document the inter-dependencies between hardware, software's in order to do a more effective job managing new changes in the environment. They also needed a tool to track user desktop configurations.

### Solution

Using SMART Suite IT Service Management, CSEPF started implementation of ITIL V3 Framework best practices for improving IT operations and quality of service delivery. ITIL® which is accepted and implemented in Europe, USA is the only consistent and comprehensive documentation of best practices for IT Service Management, used by thousands of private & governmental organizations worldwide.

The IT management of CSEPF believed the introduction of an ITIL based Help Desk system will enhance quality of IT services, Improve IT organizational efficiency and reduced cost by leveraging efficiencies to improve productivity of IT staff & infrastructure resources.

## Benefits Realization upon implementation SMART Suite ITSM

- Self Service eliminated redundant work.
- Knowledge Base is helping us to learn from previous experience.
- Improved Service Desk Staff resource utilization resulting in Cost Savings.
- Improved Reliability & Availability of mission critical IT dependent business services.
- Enhanced Alignment of IT services to business requirements by using ITIL best practices.
- Enhanced business perception of IT, improved QOS (Quality Of Service) and professional approach.
- Reduced adverse impact of IT Infrastructure changes on the quality of services and Service Level Agreements (SLAs).



### Software & Services :

- Operating System: Windows 2003 Server R2
- IIS 6.0

### Technologies :

- Active Directory
- .Net 3.0
- AJAX

### Hardware :

- Dual Core Intel® Xeon® X5260, 3.33GHz
- 4GB Memory, 667MHz

### Database :

- SQL Server 2005 Sp2

### More Information :

For more information of SMART Suite IT Service Management, Customer Support Help Desk Products please visit [www.iitsw.com](http://www.iitsw.com) or email to [info@iitsw.com](mailto:info@iitsw.com)