

CASE STUDY

FEDERAL GOVERNMENT

Ensuring seamless and reliable access to ICT services

Project: Sustaining and Enhancing Service Manager System (SMS)



KEY OUTCOME 1

Improved system reliability and uptime



KEY OUTCOME 2

Enhanced end-user trust and satisfaction



KEY OUTCOME 3

Streamlined service delivery and collaboration

BACKGROUND

KJR has supported this large government department for eight years, maintaining their Service Manager System (SMS), and its suite of interconnected applications, which require specialised expertise and protocols.

This system is a bespoke configuration of Service Manager 9, designed to manage and automate ICT processes, workflows, and tasks across the department. As a critical hub in the customer's network, the SMS interconnects numerous applications essential to departmental operations.

CHALLENGE

When KJR began working with the customer, the existing support framework for the SMS was disorganised and inefficient, resulting in poor user experience and a lack of trust in both the system and the support team. The SMS, a bespoke application that had grown over many years, had become increasingly complex and required deep knowledge of its architecture and the various applications it integrates with.

Additionally, the customer needed a reliable partner to maintain service continuity, minimise system disruptions, and enhance trust in the technology and team.

SOLUTION

KJR worked alongside the primary contractor to bring structure, reliability, and cohesion to the SMS support framework. The team provided Level 2 and Level 3 technical support on a 24/7 basis and ensured ongoing sustainment of the applications.

KJR also spearheaded upgrades to the SMS, facilitated enhancements as part of continual service improvement initiatives, and implemented rigorous testing processes. Proactive monitoring and daily health checks ensured system reliability, while direct engagement with end-users improved communication and gathered feedback for future improvements.

DELIVERABLES

- Application Support: Actioning and tracking issues to resolution following an ITIL framework, addressing end-user concerns, and proactively monitoring application health.
- Sustainment and Cohesion: Weekly incident reviews, knowledge-sharing sessions, and maintaining knowledge articles to aid the team and customer staff.
- Development and Testing: Upgraded the SMS multiple times, conducting SIT and UAT, and performing performance testing to ensure system stability and reliability.
- Process Improvement: Reviewed ITSM service desk processes, test strategies, and development environments to align with best practices.
- Automation and Monitoring: Expanded automations and integrated tools to monitor application health and mitigate potential outages.

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KEY OUTCOMES

- Successful upgrades of the SMS, improving functionality and user trust.
- Enhanced system stability and reliability through proactive monitoring and structured processes.
- Improved end-user satisfaction and team cohesion.
- Documented and delivered improvements in testing, development, and CI/CD environment management.
- Reduced system downtime during transitions and upgrades.

VALUE TO CLIENT

KJR's structured approach brought stability and trust to the SMS and its interconnected applications, enabling the customer to rely on the system for critical operations. By improving service desk efficiency, enhancing testing processes, and proactively monitoring system health, KJR ensured the government department community could access ICT services seamlessly and reliably.

KJR's experience as a trusted quality assurance firm made them an invaluable partner, working with stakeholders to improve the application and building trust in the team. This partnership exemplifies KJR's commitment to quality, innovation, and customer satisfaction.

TOOLS & TECHNOLOGIES

Service Manager 9, HP Application Lifecycle manager (ALM) 12, HP Application Lifecycle manager (ALM) 17, OpenText Unified Functional Tester (UFT) One, OpenText Operations Orchestration (OO), OpenText Universal Discovery and CMDB (UCMDB), OpenText Service Management Automation X 4 (SMAX), Dynatrace, Kubernetes, Microsoft Sequel



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