

CASE STUDY OF

IT SERVICE MANAGEMENT

One of the India's fastest growing Large Bank

The Client is one of India's fastest growing private sector banks with an expanding presence across the country. The client has earned recognition in various national and international forums such as: CNBC IBLA Most Promising Company of the Year (2018).

Business Challenge

- 👉 The current ITSM tool set is outdated and did not cater to modern ways of IT Service Management.
- 👉 Automation and use of chat bots were completely non-existent in the overall IT service management process.
- 👉 The current IT Processes were not aligned and had become obsolete within the bank leading to inefficient operations.
- 👉 No Data based operations management leading to wrong priorities and mismanagement of outages.
- 👉 In the current state, the client does not have a 24x7x365 Technical Operations (TechOps) team and Technical Operations Specialists to proactive monitor events and manage Incidents.
- 👉 Poor Incident & Problem management routines.
- 👉 The overall asset management dataset was outdated.
- 👉 Configuration Management was very poor.



Technology Backdrop



Windows



Storage



Service first



Patching



Email



Active Directory



Desktop &
Laptop



Networks
include LAN,
WAN, Firewall,
Switching, Routing
and VPN
Services etc

Skillmine Solution

- 👉 Creation of the base ITSM Processes which was based on Industry based practices and ITIL v3, which covers:
 - Event Management
 - Incident / Service Request Management
 - Major Incident Management
 - Change Management
 - Problem Management
 - Asset Management
 - Configuration Management
 - Service Management
 - SLA Management
 - MIS and Reporting
 - Chatbot based Service Request Management
- 👉 Created a Team of skilled Incident Managers, Technical Operations (TechOps) team and Technical Operations Specialists with the required Skillset to start executing best practices as per the Process.
- 👉 Rollout of the entire new Tools systemizing the processes and ensuring adherence of the process by the skilled team.
- 👉 Governance and Metrics reports using the analytics engine to measure performance.
- 👉 Created a visible communication blitz within the entire Client user base about the change of the tools and processes.
- 👉 We organized multiple user awareness training sessions and we created super users within each department.

How did we do?

- Earned the commitment from stakeholders that this is NOT a tool rollout but a Process Rollout Change Program.
- Deployed a Techno Functional able team of Process + Technical Tools team.
- Ensured that the Workflow of the System was designed for being Intuitive and Easy to Operate.
- Held continuous workshops with various teams to train the teams on New processes.
- Worked with Branding & Communications Team to communicate the New system and Processes organization wide.
- Collaborated very closely with the OEM to make some small configurable customizations in the product to adapt some of the Client's specific requirements in the System.
- Executed a phase wise Test & Deploy cycle to implement various processes.
- Stabilized the Deployment with 15 Days Early life cycle support with good documentation of HOW DO I and user handholding.
- Created “Super User Champions” within various units to spread the ownership and adaptability.

Business Benefits

Continuous Improvement around the tools for Monitoring & Alerting, Deploying and adding systems to Monitoring.

1

Administrative & Coordinative assistance to technical towers for Patching, Critical Change migration, Vendor Coordination etc.

2

More than 80% of system alerts fixed and closed as a part of first call resolution.

3

Incident resolutions within SLA with industry standard aging norms. "All Hands on Deck" for Sev 1.

4

Ageing of Problem Management is now less than 30 days (All RCA identified & Permanent Fixes executed).

5

Metrics in place to show reduction in Mean-Time-To-Fix and Mean-Time-Between -Failures.

6

Standardized management and execution of Problem & Change Management.

7

Delivered Optimization, Better refresh cycles etc. to ensure Continuous Improvement Plans.

8

40k+

Employee Hours Saved

70%

Improvement in Average Time to Raise Change

60%

Employees Whose Workday has Improved

70+

Training Sessions

200

Technicians were trained on how to use the tools.

50+

Different matrix charts on analytics to cover the entire IT service management landscape of the bank.

900+

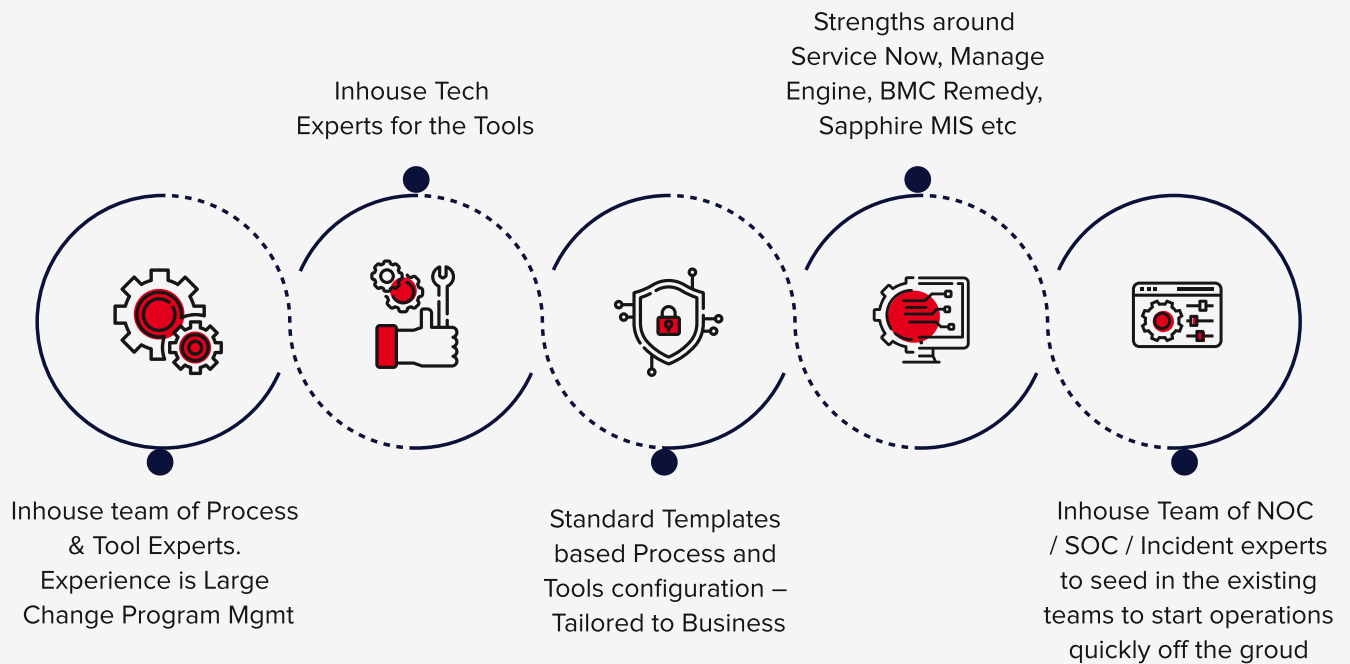
Production in the configuration management data base.

2200+

Test servers in the configuration management data base.

Data Points

Capability & Competency



For more information,
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India | KSA | UK | USA