

## SUCCESS STORY | ITSM Operational Improvement

### OPPORTUNITY

One of the largest providers of energy infrastructure in North America was looking to streamline IT operational processes for improved efficiencies and enhanced reporting. The team received work from multiple sources and utilized several systems to submit and track IT-related work requests resulting in non-standardized, redundant processes that were difficult to prioritize and measure.

The overall goals of the project were to:

- Create and implement consistent, repeatable processes
- Support the transition to the ITIL framework with the roll-out of a standardized ITIL tool
- Provide formalized training and materials to facilitate ITIL process and tool adoption

### ENGAGEMENT SCOPE

Innovar reviewed and documented the current state processes to identify challenges and opportunities for improvement that would simplify processes and provide easy insight into workload volumes. Using Innovar's Business Process Management (BPM) approach, a small, experienced team performed a moderate level assessment in an expedited timeframe and categorized the pain points for translation into opportunities.

With the transition to a new ITIL-based tool fast approaching, the Innovar team leveraged the current state process findings and focused their support to create standardized processes and training materials.

Through this project, Innovar was able to:

- Examine key current state processes in the IT work request and issue-reporting processes
- Identify over 60 challenges for process refinement
- Create standardized processes and training materials to support the ITIL tool roll-out
- Perform process-based test scenarios for UAT to identify tool issues and devise the best approach for training material creation
- Execute training and provide post-launch support to facilitate quick adoption of the processes and tool

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### RESULT

By partnering key client resources with Innovar's experienced professionals, the team achieved their targeted success factors in an accelerated 4 month timeframe:

- Implemented new tool to support ITIL foundation
- Standardized processes implemented, trained and supported to expedite usage and comprehension
- Consolidated tool usage to one tool to drive consistent use, workload assessment and metrics

### INNOVAR DIFFERENTIATOR

**LASTING IMPROVEMENTS THAT MAKE A DIFFERENCE:** A consulting firm may save a partner money and increase efficiency over the short term, but Innovar develops plans and techniques that deliver lasting improvements that create value for both the short and long term.

**EXPERIENCE:** Innovar's team brings a wealth of practical experience and provides real world solutions that can be implemented within realistic timeline and budget guidelines. Innovar team members average 15 years of operational experience in their areas of expertise.

**COST EFFECTIVE:** Innovar provides business consulting services for less than the competition while offering a superior quality of work and a highly experienced team of professionals.