



## ▶ Atlantic Lottery Corporation – Aligning IT to the Business

The challenges associated with developing integrated, predictable, scalable and business aligned, IT service management are common challenges that are now being actively addressed by the IT user and vendor community. The emergence of industry best practices such as the IT Infrastructure Library (ITIL) and corresponding vendor support of its key concepts and capabilities are evidence of a maturation of the discipline of IT service management.

Like many organizations today, the Atlantic Lottery Corporation (ALC) was striving to achieve its own levels of success through the implementation of best-practice processes in line with IT Service Management at an enterprise scale. ALC is a Crown Corporation with reporting relationships to the four Atlantic Provinces. As the primary organization authorized to develop and market gaming products throughout Atlantic Canada, it is ALC's mission to provide sustainable financial growth through responsible, regulated adult gaming entertainment products for the benefit of Atlantic Canadians.

### Challenge:

As an integral part of an ITIL based Service Management initiative, ALC wanted to explore opportunities for technical infrastructure management and service management through the implementation of Enterprise-wide Systems Management solutions. Key objectives included enterprise wide monitoring, reporting, event correlation and alerting, and flexible service defined views. The over all solution was designed to enable and evolve ALC's ITIL service management objectives in the areas of Configuration, Change, Problem and Incident Management.

As a guiding principle ALC wanted to preserve the value of their existing investment in tools and processes, where it made sense and where it did not compromise the following key objectives.

1. Integrated systems and network management and monitoring capability;
2. Implementation of integrated and improved Configuration, Change, Problem and Incident management; and
3. The ability to present and manage the processes and infrastructures by business service.

The challenge for ALC was to embrace these advances at a level, and in a manner, that would yield concrete, practical results within a realistic time frame. The solution proposed, and ultimately accepted, offered just such an approach to ALC. The proposal was developed based on Emtec's (KOAN-IT's) exposure to similar challenges with other customers, familiarity at a design and development level with the product set being recommended and practical experience rolling out ITIL based service management initiatives.

### Solution:

Fundamental to the solution was the deployment and configuration of an integrated product suite from BMC that is aligned under BMC's industry leading Business Service Management Architecture. This architecture provided a consistent framework for addressing ALC's immediate and long-term needs. The product set included the Remedy and BMC Atrium suite of products as key building blocks for service operations and service delivery. The approach embraced the existing investment in tools already in place at ALC and overlaid a consistent, enterprise wide view of the underlying infrastructure at a business and service level, with full integration of essential aspects of incident, problem, change and configuration management.

The implementation approach proceeded in two parallel streams: one addressing infrastructure management, monitoring, integration and correlation and another addressing the work flow and process aspects of integrated Incident, Problem and Change management. Both streams came together in a final integration phase that yielded a fully functional system.

The implementation was scheduled over two, 6-month phase during which several key milestones were planned. The milestones were designed such that increasing levels of functionality were demonstrated, starting with quick-win implementations, while effectively moving the project forward towards full implementation.

The first major milestone achieved was the implementation of the new monitoring tools, then PATROL Central and PATROL Express, into the environment with a limited and controlled scope of coverage. The key success factor of this milestone was the unified and consistent deployment of monitoring tools and processes within the ALC environment. Based upon the knowledge learned at this stage, risks were easier to plan for and mitigate in future milestones.

A second key milestone was the implementation of an interim integration between the newly implemented monitoring tools and the existing Remedy Service Desk. Under this interim integration, IT staff are presented with a 'queue' of all events that had been captured by the monitoring tools. From this queue, staff could choose to manually create incident tickets into Remedy. This visibility was an important learning tool that helped ease the transition to the final implementation, wherein infrastructure events are automatically correlated, root-cause established and "smart tickets" created in Remedy.

The third major milestone addressed upgrading the Remedy ITSM suite to the latest version, including deployment of the BMC Atrium CMDB. Under this milestone change, problem and incident management processes were refined and improved with tailored workflow in Remedy. As well, a service portal that gave end-users visibility into their incidents, changes and service levels was created and deployed.

The final milestone saw the two monitoring technologies, then PATROL Express and PATROL Central fully integrated and deployed, along with other in-place monitoring tools to the Remedy Service Desk and with Business Service views held in the CMDB that were created using BMC's Service Impact Manager. In this scenario, BMC Impact Manager (BIM) forms the heart of the centralized enterprise management system where all existing and future management and monitoring products send alarm and event information. BIM manages alarms and events by consolidating them into a central location where Emtec (KOAN-IT) developed algorithmic topology and system based root-cause analysis forwards appropriate events on to the service model, to show business impact, and also into Remedy to dispatch operations staff to address the underlying issue.

In the second phase of the work the entire system was upgraded to the latest releases of the Remedy ITSM 7.0 suite and BMC Topology Discovery was implemented to automatically populate the CMDB. Further, a number of usability improvements were effected yielding a robust fully integrated BSM solution spanning several BSM routes to value.

As with most organizations that attempt enterprise level monitoring, ALC found itself having to manage maintenance related blackout periods that affected multiple in-service systems. These systems were monitored through different technologies each with different approaches to blackouts. As well, it was important to find a way to suppress events during the blackout period that were related to the maintenance, while, at the same time, capture and delineate events not related to the maintenance, that should not be lost once the systems were back in-service. The delivered solution implemented an approach to managing the blackout periods in a consistent and centralized manner. Maintenance related events are suppressed, however, important events not related to the maintenance that occur during the blackout period are not lost – They are forwarded on for business impact assessment and the creation of "smart tickets" once the blackout period is over.

#### Results:

- ◆ 100%integrated systems monitoring for production services
- ◆ Event correlation & root-cause analysis places the right person at the right time to solve the underlying issue
- ◆ Root-cause engine automatically suppresses sympathetic events generated by monitoring tools
- ◆ Blackout periods are centrally managed eliminating false positives or missed events
- ◆ Sound basis for integrated change, problem and incident management
- ◆ Business based views and prioritization of infrastructure issues. Improved customer support through proactive infrastructure monitoring and end user access to incident and change request status

#### Customer's Final Words:

*"The implemented solution has provided staff much needed visibility into the business impact of operational systems and it will greatly improve the value IT delivers to the organization."*

**About Emtec:** Established in 1964, Emtec, Inc. is a systems integrator that provides IT services and products to the federal, state, local, education and commercial markets. Our market leading value-based management methods, coupled with best-in-class IT technology, consulting and development services, address a wide range of specific client needs, as well as support broader IT transformation initiatives. Emtec's service capabilities span the United States, Canada and countries around the globe.