



## ▶ Translation Bureau, PWGSC – ITSM Tool Solution

As government relies more heavily on IT to conduct its business, the demands for IT support increase. Budgets to effectively manage these demands do not always increase at the same rate, and organizations are faced with doing more with less. Organizations are forced to look at more efficient tools and process to enable improved IT support.

Translation Bureau is a Special Operating Agency (SOA) within Public Works and Government Services Canada (PWGSC) that provides translation, interpretation and terminological services and products to the Parliament of Canada, the Judiciary, Other Government Departments, federal agencies, other level of government and international organizations.

At Translation Bureau, the inefficiencies of the existing software were offset by the use of additional staff and a complement of expensive consultants. In the previous year the Bureau's helpdesk processed over 15,000 requests and it was expected that these call volumes would increase.

### Challenge:

The Translation Bureau provides IT support to over 1700 employees located at 32 sites in the National Capital Region and 10 regional offices situated across the country. The Translation Bureau maintained a Help Desk that was staffed by a number of employees and consultants. The software to manage this function was developed a number of years ago when the Translation Bureau was much smaller and more centralized. The in-house technology had become obsolete and could no longer respond to management and client requirements such as activity and performance reporting, remote diagnostics, priority escalation, change management tools and real time monitoring.

The Translation Bureau also examined various teleworking scenarios to reduce overall infrastructure costs of its operations. A modern and operational Help Desk able to efficiently record, report, monitor and resolve workstation problems from a remote location was a key element in the success of the initiative.

The objective of this project was to replace the Translation Bureau Technology Operations group's then current (Access based) Help Desk application with a world class Information Technology Infrastructure Library (ITIL) compliant solution.

The expected results of the initiative included; improved client services, a significant reduction in IT support costs, real-time information, better monitoring and reporting and the ability to support a large decentralized staff of professionals and a significant population of teleworkers.

## Solution:

The Translation Bureau selected Emtec (KOAN-IT) to assist them in meeting their business objectives and improving the IT Service Management within the Translation Bureau. Improvements were to be made by implementing an integrated suite of ITSM tools and associated processes that would enable the Translation Bureau to provide an ITIL-compliant service management framework.

Emtec (KOAN-IT) implemented a BMC Remedy solution using Remedy's Help Desk and SLA application to address the Translation Bureau's Help Desk requirements, as well as provide a solution that will easily adapt, scale and grow with future ITSM needs. A Remedy solution was implemented, as it provided Translation Bureau with the best balance between "Out Of the Box" functionality and flexibility, scalability, maintainability and opportunity for growth.

Key resources from Translation Bureau were identified early in the process and were engaged throughout the project by appropriate means, e.g. structured interviews, brainstorming, discussion sessions, to elicit required information and opinion and to foster the collaborative team approach.

As the project team worked through the ITSM solution project, the continuity of the project was maintained by regular communications, e.g. regular status reporting, ad hoc briefing/discussions, planned information gathering, deliverable reviews, etc.

This ITSM Solution project comprised of the following five (5) major steps:

- ⇨ Analysis & Requirements Review
- ⇨ Configuration & Implementation
- ⇨ Testing
- ⇨ Documentation & Training
- ⇨ Roll out

## Results:

A successful on time and on budget put the solution for incident, problem, change, and configuration in production in September 2005. Emtec (KOAN-IT) continues to work with the client to define and implement their requirements for asset discovery and availability management.

- ⇨ 100% on time and on budget deployment
- ⇨ Complete ITIL Compatible COTS implementation
- ⇨ Improved client service capabilities
- ⇨ Improved executive level reporting capabilities

**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.