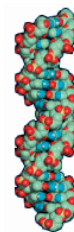




Customer Case Study: IT Standardization

To reduce IT costs, a fortune 500 company initiated a four prong project to standardize their IT environment.



The project goals were to standardize the company's 12,000 workstations, desktop applications, and software delivery systems while also migrating all applications to a standardized development environment.

Configuration Management

Situation

After an initial assessment, it was found that the company was running three different desktop operating systems across their enterprise.

To further complicate the environment, each desktop application was dependent upon varying and inconsistent versions of the operating systems.

The initial assessment uncovered over 1000 different application versions.

itDNA™ Opportunity

Using the information gathered in the assessment, the company decided to begin remediating the inconsistencies by creating standardized workstation images for the three existing operating systems.

From there, the company employed an evaluation initiative to establish corporate standards for business unit applications around the established operating systems.

Result

The assessment, evaluation, and standardization of the operating system images and business unit specific applications had the following impact:

- Support cost for standard desktop support was reduced 30%.
- The number of personnel necessary to support desktop solutions was reduced by 50%.
- Workstation preparation and delivery time to the user was reduced by 20%.
- Enterprise software agreements significantly reduced the overall cost per application.
- Upgrades and fixes were able to be applied electronically through the web 24/7 all but eliminating desk side support visits.

IT Processes, Policies and Procedures

Situation

The organization had few formal processes around testing and delivering applications to the desktop, and the processes in place did not map to any obvious stakeholders or process owners.

itDNA Opportunity

Upon evaluation, the need to extend the standardization initiative to the development environment was clear.

An initiative to reduce inconsistencies in the development environment around revision control, Quality Assurance, Release Management and Project Management was scoped and initiated.

Result

By leveraging common policies and procedures from the itDNA™ knowledgebase, a standardized development and testing environment was implemented to mirror the production environment which resulted in:

- A Dramatic reduction in defects entering the QA process.
- Enforceable Release Management processes that included revision control and standardized software libraries.
- Stronger Program Management

The client found success in developing and maintaining corporate standards and reaped the rewards of a commitment to developing consistent, repeatable processes.