

Consolidating Multiple Departments Into an IT Service Management Powerhouse

The Washington State Department of Enterprise Services (DES) was created in 2011 with a mission to implement a world-class, customer-focused organization that provides valued products and services to government and state residents. Created through a consolidation of multiple departments, DES now supports 65,000-plus state employees who operate all functions of government including budget and finance, human resources (HR) and payroll, facilities management, information technology (IT), procurement and contracts.



Excellent customer service is a high priority for DES

DES combines services from the former Department of General Administration and State Printer as well as sections of the former departments of Personnel and Information Services. Several divisions from the Office of Financial Management are also part of DES.

DES is tasked with a diverse set of IT and communications services, and manages contract negotiation and purchasing of software and hardware solutions as well as printing and publication-related services. DES also supports various technology systems across business-critical operations of state government.

Chief Information Officer, Dawn Tatman leads a team of 200-plus analysts and technicians who carry out the agency's responsibility to directly support 2,000 government personnel involved with running HR, payroll and other applications as well as the 65,000 state employees who rely on DES services.

Consolidating five departments and their respective help desks into one centralized resource has streamlined the capabilities of the State of Washington, creating a single place for all state employees to resolve issues.

The Challenge

DES supports nearly 150 enterprise software applications, thus needs an IT service management (ITSM) platform that can be configured to automate workflow processes and equip the analysts and technicians with tools to log and resolve technical inquiries.

"We were working to consolidate five different agencies with five different ways of doing business into one entity," said Nick Fuchs, DES Chief Technology Officer. "Our ITSM solution needed to be flexible, yet customizable and scalable to accommodate the different workflows and needs of our customers."

BENEFITS

"DES is a multi-faceted organization that needs the flexibility to service multiple departments along with the ability to streamline IT service processes."

"From a service perspective, transparency is critical to our mission. We now have the capability to offer employees a central resource to engage with DES and provide status through the resolution process.."

Nick Fuchs, Chief Technology Officer at DES

Customer Success Story

DES also needs to coordinate functions across departments. For example, a new employee requires a desk, phone, computer, network and other services.

Excellent customer service is a high priority for DES. This makes it critical to offer employees a central resource for engaging the help desk and resolving issues. This not only provides a single place to call, email or submit a request via an internet self-service portal, but also provides transparency and status updates throughout the process.

The Solution

Through a Request for Proposals (RFP), DES evaluated eight different vendors and ultimately selected EasyVista, citing the Software as a Service (SaaS) solution's codeless functionality, security, and versatility. The SaaS software delivery method provides access to software and its functions remotely as a web-based service.

As a SaaS-based solution, EasyVista does not require the capital expense of costly IT infrastructure. This is especially attractive in budget-conscious environments. Combined with its concurrent licensing pricing model, DES has the capability to expand the scope of its EasyVista implementation across other business functions to deliver additional value.

EasyVista's codeless IT Service Management platform provides a highly customizable environment to integrate workflow and asset management and create service catalogs that streamline processes. The system is also easy to use for analysts, technicians and employees.

For example, Fuchs and his team automated the process of bringing a new employee on board by configuring EasyVista to coordinate multiple departments and the services they deliver.

"The service catalog enables us to orchestrate IT, facilities management and other departments, making new employees productive on day one," Fuchs said. "What once took days now requires a few hours."

Looking ahead, DES seeks to leverage EasyVista to automate its contracts and purchasing processes as well as other activities within budget and finance.

EasyVista is intuitive yet highly secure. As a government organization, DES needs its data to be encrypted at rest. EasyVista worked with DES to understand needs and deliver this capability.

KEY FEATURES

- Incident Management
- Problem Management
- Service Catalog
- CMDB
- Asset Management
- Change Management
- Mobility
- Knowledge Management
- Interoperability
- Asset Discovery
- Automated Business Rules
- Software Asset Management
- 100% web compliant