

Knights of Columbus

Customer Case Study



ITIL Adoption

Service Desk and Configuration Management

Business Needs

- ◆ To adopt Best Practices for service desk to ensure the best service to their 13,000 callers.
- ◆ Build a world class service desk solution to handle service calls from over 13,000 callers.
- ◆ Configuration Management Database (CMDB) for cataloging all hardware and software Configuration Item (CI).
- ◆ Service desk personnel needed visibility to hardware and software incidents occurring in the infrastructure.

Solution Summary

- ◆ Created service call process flows based on Unified Modeling Language (UML) for their service desk solution.
- ◆ Configured and deployed service desk solution that provided several ways to initiate a call (e.g. E-mail)
- ◆ Created a CMDB with over 10,000 CIs and their CI relationships. In addition, developed an automatic mechanism to update the CMDB periodically.
- ◆ Integrated HP OpenView Operations (OVO) to automatically generate incidents into service desk.

With over \$50 billion in life insurance in 2004, Knights of Columbus experienced a tremendous growth in new clients, insurance agents, and support staff. This tremendous growth, has put significant pressure on the current service desk solution to support internal and external customers. Knights of Columbus decided that it was time to adopt Information Technology Infrastructure Library (ITIL) best practices and to replace the current service desk software with HP OpenView Service Desk (OVSD). Knights of Columbus turned to NetSource Partners to help adopt ITIL and to configure and deploy OVSD.

NetSource laid out a plan that would result in a robust and easy to use service desk that would automate their customer service and deliver consistent, reliable, and superior service to both internal and external customers.

With NetSource Partners extensive experience in ITIL process development, we were able to quickly develop the appropriate process flows using the Unified Modeling Language (UML) for handling of service calls by the service desk. We configured and customized OVSD based on the process flow which included automatic generation of service calls via e-mail.

We designed and populated the Configuration Management Database (CMDB) for OVSD with server/desktop hardware and software Configuration Item (CI) data from the Altiris inventory solution. This allowed the CI data to be associated with any service call.

In addition, we integrated hardware and software incidents detected by HP OpenView Operations (OVO) into the OVSD which provided proactive fault information to the service desk analyst.

Overall, NetSource staff was responsible for technical design, implementation, engineering, customization, training and documentation of the service desk solution.

The end results were a world class service desk solution that exceeded the client's expectations.



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Company Information

Established in 1996, NetSource Partners LLC is a privately held company that develops large scale IT Service Management (ITSM) and enterprise management solutions for fortune 1000 companies seeking high value, reasonably priced solutions. We specialize in helping clients develop ITSM processes and systems that enable them to build and operate their mission critical applications to serve their customers better. To serve our clients better, We utilize best-of-breed standards and technology to deliver the highest quality solution on time and on budget.

Our client list includes Knights of Columbus Insurance Company, AT&T, Hoffman-LaRoche, Lucent, Ford Motor Company, FedEx, Time Warner, and the U.S. Navy to name a few. Additionally, we have been a systems integration partner for Hewlett-Packard. We have been the primary consultants on some of the largest deployments of HP-Openview products here in the United States.



Contact Information

If there any questions, or if there are topics that you would like to see in this newsletter, feel free to contact us. Our contact information is below.



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