

New Jersey Manufacturer's

Customer Case Study



ITIL Service Support Configuration, Change, and Release Management

Business Needs

- ◆ Assess the maturity level for the ITIL service support areas.
- ◆ To quickly implement Configuration, Change, and Release Management based on ITIL's Best Practices and HP OpenView Service Desk.
- ◆ Configuration Management Database (CMDB) for cataloging all hardware and software Configuration Item (CI) data and CI relationships.
- ◆ Trained and knowledgeable NJM staff to enhance the Configuration, Change, and Release Management solution.

Solution Summary

- ◆ Identified maturity level for ITIL service support areas.
- ◆ Utilized HP Best Practices for OpenView Service Desk 4.5 process flows and preconfigured OVSD database for change management.
- ◆ Created a CMDB with hardware and software CIs and their CI relationships. In addition, developed an automatic mechanism to update the CMDB periodically.
- ◆ Provided detailed documentation and training to internal NJM staff.

With the pace of competition today, companies can no longer afford delays and costs related to traditional change management practices. The fact is that companies that react quickly to change are winning and companies that don't react quickly are fading fast. New Jersey Manufacturers Insurance Company (NJM), a company with \$4 Billion in assets, is one of the companies that has chosen to react quickly to change.

NJM contacted NetSource to perform an assessment of the ITIL service support areas. Based on the results of the assessment, NJM decided that they would need to address their configuration, change, and release management areas.

After an exhaustive vendor evaluation process, NJM decided to go with Hewlett-Packard's ITIL Best Practices for OpenView Service Desk (BP4OVSD) to build the foundation for configuration, change, and release management. NJM then turned again to NetSource Partners to configure and deploy BP4OVSD.

BP4OVSD provided pre-defined process flows and a pre-configured HP Openview Service Desk database for configuration and change management. Our staff, with extensive experience in ITIL process flows and ITIL implementation experience, was able to quickly augment BP4OVSD with the appropriate process flows and customizations required to support release management.

We designed and populated the Configuration Management Database (CMDB) for the solution with mainframe, server, network, and software Configuration Item (CI) data, along with CI relationships, from various data repositories. In addition, automation was developed to automatically update the CMDB ensuring accurate and updated CI data.

Overall, NetSource staff was responsible for technical design, implementation, customization, training and detailed documentation of this solution.

The end results were a configuration, change, and release management solution that was delivered ahead of schedule and 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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