

# RAISING THE BAR

## How codeit. and Devoteam Helped MHRSD, standardize IT Processes and strategy

### CLIENT:

The project started in a time the client was going major strategic shifts, initially the client was the Ministry of Labor (MOL)'s IT Department, then the Ministry of Social Development (MOSD) was merged with the MOL and finally the ministry was renamed Ministry of Human Resources and Social Development (MHRSD).

### SCOPE:

With the increasing services provided by the MHRSD to its clients, and the strategic changes the ministry was undergoing, the ministry had to standardize its IT framework, conforming to the world standard of ITIL. This scope proved challenging as the ministry was merged with MOSD at the time, creating an additional scope and an addition of legacy systems.

### SOLUTION:

<p><b>1</b> <b>New Processes Implementation (Remedy)</b></p> <ul style="list-style-type: none"> <li>■ Incident Management.</li> <li>■ Service Request Management Request Fulfillment.</li> <li>■ Problem Management.</li> <li>■ Change Management.</li> <li>■ Knowledge Management.</li> <li>■ Service Level Management.</li> <li>■ Release Management.</li> <li>■ CMDB.</li> <li>■ Service Catalogue Management by storing all service requests on the SRM module.</li> <li>■ Event Management by integration with System Center Operations Manager (SCOM).</li> </ul>	<p><b>2</b> <b>Integration between BMC Remedy ITSM and the following MLSD legacy systems:</b></p> <ul style="list-style-type: none"> <li>■ Email Exchange System for notifications notifications.</li> <li>■ Active Directory for User Authentication and User s Data import.</li> </ul>
	<p><b>3</b> <b>OOTB Reporting and operational</b></p> <ul style="list-style-type: none"> <li>■ Configure and Implement MyIT Self Service as the end user online portal.</li> <li>■ Configure and develop the workflows of up to 10 Services to be presented over MyIT catalog and providing the needed hands on for the system.</li> <li>■ Administration team to be able to add additional services if required.</li> </ul>

### OUTCOME:

After 6 months of intense work and rework- given that the scope changed during the project lifetime- we succeeded in implementing all services according to ITIL standards. And the framework was tested successfully.

We have also provided a resident engineer to ensure that the know-how is transferred successfully to the MHRSD's technical team.

Today, the ministry continues to use the framework whenever it adds in new services to its clients, assuring an efficient roll out of the service and proper integration with existing services.

### STATUS:

The project was completed successfully in the 2nd quarter of 2019.