

# **RAISING THE BAR**

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

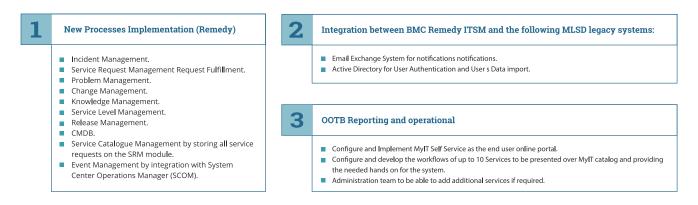
## **CLIENT:**

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:**



## **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.

