

Government Of Ontario

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Ontario Justice Enterprise, an agency that handles the Canadian government's court system, adopted ITIL in 1999 to help manage growth and to improve service to its internal customers. With 1,000 locations across Ontario serving 25,000 individuals, the agency was under intense pressure to provide more efficient services. The ITIL initiative spawned a virtual service desk that helped slash support costs by 40 percent. The service desk improved service-level monitoring and service request processing, ensuring that everyone worked together as a service-delivery chain.

As a result of this agency's experience, other Ontario federal government agencies have adopted ITIL principles. "It has been an absolutely huge success," says Maria Ritchie, manager of service management for Ontario's Justice Enterprise in North Bay, Ontario. The government organization runs the Canadian province's courts and jails, among other critical agencies.

The Ontario Justice Enterprise adopted ITIL two and a half years ago to help manage growth and to improve service to its internal customers. With 1,000 locations across the province and more than 25,000 users, the challenges of providing services efficiently were immense.

The ITIL initiative spawned a virtual service desk that slashed support costs by 40%. "It's a help desk but it's more than a help desk," Ritchie says. "It's service-level monitoring, service request processing and more. It makes sure the group is working together as a service-delivery chain."

The entire Ontario government is now applying ITIL principles. Already, Ontario's Ministry of Transportation used ITIL to integrate people, technology and processes. As a result, help desk incidents were resolved 98 percent of the time, up from 85 percent. Patti Kishimoto, head of ITSM Strategies and Change Management in Ontario's Office of the Corporate Chief Technology Officer, said the government views the newly adopted IT governance framework as an enabling strategy that will reduce the unit cost of IT.

In Ontario, ITIL use follows on the heels of a massive government reorganization that slashed the number of ministries from 25 to seven and reduced the number of separate IT infrastructures the government must manage, while allowing it to move forward with creation of enterprise plans for IT architecture, network and the province's messaging system.

The ministry identified the ITIL governance model as the enabling strategy for reducing the unit cost of IT while improving service delivery and support, according to Kishimoto from the Corporate Chief Technology Officer's office. The only way to do it correctly is to link the IT processes with the ministry's business needs and manage them across the enterprise. "It's very complicated," she admitted.

To make it work, Kishimoto suggests governments start small and make sure their ITSM strategy is based on a common infrastructure. Ontario focused its initial efforts on help desk services in the Ministry of Transportation. The goal is to create a single, virtual help desk that can be replicated for other ministries. Using ITSM as their framework, Kishimoto worked with the Transportation Ministry to develop common help desk tools so the service can be managed at the enterprise level to the "end of the chain," as she puts it.