

Success story

HP OpenView wires WA schools for intelligent IT management



Hewlett-Packard (HP) OpenView Service Desk is making the grade across Western Australia's schools with an automated solution delivering efficient and integrated IT service management.



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Tim Yorke, Program Manager, Online and Customer Services



Overview

Hewlett-Packard (HP) OpenView Service Desk is making the grade across Western Australia’s schools with an automated solution delivering efficient and integrated IT service management. The Department of Education and Training, Western Australia, was faced with an increasingly disparate IT infrastructure across its 770 public schools and 1,000 sites. HP business partner Kinetic IT installed HP OpenView Service Desk and HP OpenView Network Node Manager, based on the best practice IT Infrastructure Library (ITIL) service management standards.

The networked solution has achieved an unparalleled level of system transparency, with built-in tracking, and analytical and diagnostic capabilities. It is delivering cost and productivity gains and replaces a work desk solution that lacked the functionality needed for the effective management of the Department’s information and communications technology infrastructure (ICT). As part of its strategic vision, called Education to Community (e2c), the Department intends to extend HP OpenView with Web-based customer services.

Business challenges

The Western Australian Department of Education and Training, has 270,000 students from kindergarten to Year 12, and 35,000 staff including teachers and administrators. Schools, independently responsible for their IT budget, were deploying an increasing amount of technology without a standard operating environment. A total of 68,000 workstations and 3,000 servers had been installed and their effective management was hampered by the unintegrated and limited help desk solution. Incident reports could peak at more than 1,000 calls a day at the start of a school term and on-site IT contractors were adding to burgeoning costs.

“There was a real need to improve IT cost management, establish ICT governance and realign IT services with the organisation’s core business needs,” said Tim Yorke, the Department’s Program Manager for Online and Customer Services.

“IT staff worked reactively, their diagnostic tools providing limited functionality and they could not gather and analyse information in a way that highlighted recurring trends.”

Recognising the need to consolidate and integrate its ICT, the Department developed a strategic e2c vision, with the aim of embracing an information rich environment, deploying online business services, and creating an enterprise-wide, scalable infrastructure.

How HP helped

The Department teamed with Kinetic IT, developing consistent IT business processes using the ITIL framework. Kinetic IT recommended HP OpenView Service Desk because of its close affiliation with ITIL, and implementation took place during the Christmas 2001 break. Kinetic IT also installed HP OpenView Network Node Manager and CiscoWorks 2000, operating in a Windows NT environment.

“A broad portfolio of HP OpenView capabilities have been rolled out and continue to be extended including incident, problem, configuration, service level and change management,” Mr Yorke said.

“It has created a centralised solution with automated, integrated and analytical capabilities that can harness and maximise our infrastructure.”

The status of the Department’s telecommunications service carriers is also tracked, which is important for remote areas of the state relying on a satellite telecommunications service.

HP OpenView Network Node Manager, integrated with CiscoWorks 2000, has provided additional functionality with events, such as network failures, populated into HP OpenView for continual monitoring.

A granular level of network monitoring is being piloted in 12 schools, taking HP OpenView's capabilities down to the desktop.

Networked via a wide area network to about 1,000 key servers in the schools and district offices, the Department plans to link all its technology into HP OpenView as part of its long-term vision.

Value delivered

Logged incident calls from teachers and administrative staff are now entered directly into HP OpenView with the 45 IT staff working to a documented process. Sixty-five per cent of incident reports are now resolved on the first contact compared to five per cent under the previous system. The Department is better able to manage its costs thanks to a more efficient system, a stabilised IT workforce and the careful management of external contractors.

"By having access to data that can be analysed over time, we are able to make more informed decisions and predict certain issues before they become a debilitating problem," Mr Yorke said.

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"Customer service has improved because our service catalogue and service level agreements are built into HP OpenView. Service levels are assigned a priority as soon as they are logged and priority rankings upgraded where necessary."

Configuration and Change Management is also proving effective, demonstrated through the Department's notebook leasing program. The networked configuration database and the human resources system populate HP OpenView with relevant data for the continual tracking of 13,000 leased notebooks, as well as the other key servers and workstations.

The Department is also developing an HP OpenView Internet interface to allow customers to monitor system progress, and it aims to provide an online self-service capability for resolving frequently occurring issues.

About Kinetic IT

Founded in 1995, Kinetic IT is a Western Australian owned company based in Perth and is one of Western Australia's largest ICT Service providers and ITIL Service Management consultancies.

Kinetic IT boasts an impressive customer base consisting of a mix of major government and corporate sector organisations. It is recognised as an industry leader in the implementation of ITIL service management framework and are major supporters of the ITSMF (IT Service Management Forum) both through sponsorship and support of the WA chapter and in the promotion of ITSMF Australia.

In addition to implementing IT Service Management tools and processes, Kinetic IT operates multiple outsourced Service Desk facilities on behalf of clients with a combined installed base of more than 100 HP OpenView Service Desk seats. Through its outsourcing services Kinetic IT is directly responsible for supporting more than 30,000 desktop and notebook computers, along with servers and networking infrastructure across more than 1,000 sites throughout Australia.

Kinetic IT is in the unique position of being both a seasoned implementer of IT Service Management Technologies as well as having firsthand daily experience in the application of processes.

Kinetic IT

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Summary

Industry:

The Western Australian Department of Education and Training is responsible for delivering public education throughout Australia's largest state.

Solution:

An integrated and automated help desk solution adhering to the industry-leading IT Infrastructure Library (ITIL) framework.

Hardware:

HP application server running on two Intel white boxes with Dual Pentium 4 hyper-threading processors and 2 GB of RAM, and the database system runs on an Intel white box, with Quad Zeon 650 processors with 2 GB RAM.

Software:

HP OpenView Service Desk, HP OpenView Network Node Manager integrated with CiscoWorks 2000 network management tools, networked to Microsoft SQL Server 2000 data management solution, in a Windows NT environment.

Challenge:

Developing a cohesive and efficient approach to the management of a disparate range of IT resources.

Benefits:

A cost-effective, easy-to-use, help desk solution providing a transparent view of system performance.

Contact information

For more information about HP OpenView software, please call your local HP reseller or HP sales office.

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