

VicRoads streamlines IT service management by adopting ITIL standards and implementing IBM Tivoli software.

Overview
VicRoads Melbourne, Australia www.vicroads.vic.gov.au
Industry <ul style="list-style-type: none"> Government
Products <ul style="list-style-type: none"> IBM Tivoli Configuration Manager, Version 4.2 IBM Tivoli Remote Control, Version 3.8



“By adopting ITIL best practices and leveraging robust IBM Tivoli software, our IT staff has the information and visibility of IT resources to respond quickly to situations, thereby enhancing overall system availability and helping to enable the efficient management of the VicRoads application environment.”

—John Ford, manager – desktop services and infrastructure, VicRoads

VicRoads is responsible for managing the Victorian road network and its use as an integral part of the Australian transportation system. Headquartered in Melbourne, Australia, VicRoads employs 2,500 people.

Challenge

To ensure that the Victorian road system is managed and maintained with the greatest possible efficiency, VicRoads' IT staff must keep its hardware and software systems up and running on a 24x7 basis. But the organization's service desk employees had been struggling to respond quickly to incidents. Furthermore, the group conducted application rollouts and upgrades on a one-by-one basis, consuming a great deal of time and resources. VicRoads wanted to streamline IT service management, reduce long-term costs and promote flexibility within its computing environment to support future business growth.

Solution

VicRoads redesigned its service management processes by incorporating the best practices of an Information Technology Infrastructure Library (ITIL) framework. VicRoads leveraged ITIL training for its IT staff, and working closely with IBM professionals, acquired strategies to better utilize the existing IBM Tivoli® software to support optimized IT services.

Using IBM Tivoli Remote Control, Version 3.8 software, service personnel can remotely assume control of desktop computers and expediently resolve incidents without making a service trip to the physical location. And with IBM Tivoli Configuration Manager, Version 4.2 software, VicRoads can efficiently perform enterprisewide application rollouts and upgrades.

Benefits

- Increases the number of IT issues resolved within four hours by approximately 30 percent
- Helps to boost IT service efficiency by delivering a set of solidly defined processes and practices
- Helps to improve IT system availability while cutting management costs



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