Alberta Justice

Aiming to improve reporting and workflow processes, Alberta Justice deployed Micro Focus® Service Desk. The solution provides enhanced transparency for its clients and a more intuitive interface, resulting in improved internal buy-in and great client feedback.

Overview

Court Technology Services (CTS) is a team of government staff directly supporting the courts and judiciary, providing key business systems such as video conferencing, email, directory, network file/print etc.

Challenge

Historically, Alberta Justice looked towards Open Source when assessing new tools for its IT infrastructure. The appeal of no upfront license costs led it to Open Technology Real Services (OTRS), which was used for many years as a helpdesk management system. However, as the CTS team grew to 35 staff, supporting over 2,000 court and judiciary clients, it was felt OTRS consumed more person hours than it saved to justify continued use.

The impact of system and application downtime is the reduced ability to hold court, as processes will have to be managed manually, directly affecting the public of Alberta seeking simple and timely access to justice.

In addition, CTS looked for a tool with improved reporting capabilities, an identified weakness in OTRS. Influenced by Information Technology Infrastructure Library (ITIL), a set of practices focused on aligning IT services with the needs of the business, CTS plans to move from working practices with change notifications to a more sophisticated and business-focused Change Management process.

Solution

Working with Canadian service provider ADARIS, CTS learned about Service Desk, a complete ITIL-certified application for managing service requests, incidents, and changes across the network. Robin Seaman, Acting Network Manager for CTS, Alberta Justice, explains: "It was great working with ADARIS. One of our big challenges is a lack of staff resources which means people wear multiple hats and are stretched thinly. ADARIS supported us with the preparation, installation, configuration and training for Service Desk, ensuring a smooth and quick transition. I truly believe we would be at least 18 months behind where we are without their support."

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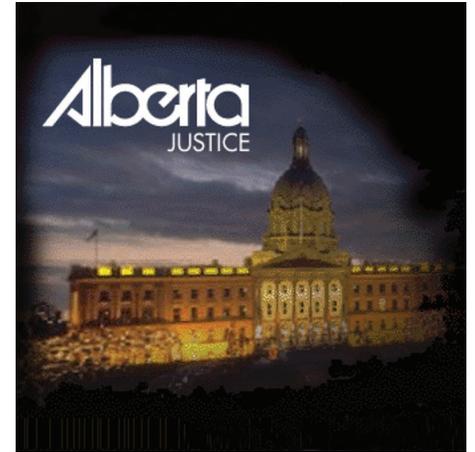>
> **ROBIN SEAMAN**
> Acting Network Manager for CTS
> Alberta Justice

Alberta Justice and Solicitor General

At a Glance

- **Industry**
  Government

- **Location**
  Canada

- **Challenge**
  The organization needed an efficient helpdesk management system that could help mitigate downtime without increasing person hours.

- **Solution**
  Use Service Desk to prioritize and categorize support requests.

- **Results**
  + Enhanced reporting capabilities
  + Implemented ITIL workflow component for structured change and incident management
  + Increased transparency for clients
  + Replaced Open Source solution

The CTS team receives up to 175 support request every week ranging from very simple IT support requests to complex ones, for instance related to the software modernization project currently underway. Using Service Desk every ticket is categorized and prioritized according to its impact on business continuity. The new system has been welcomed by the CTS engineers and an internal survey shows comments such as "it's really effective" and "I like it much better than our previous system." This means internal buy-in and adoption has been swift, with tickets being created for items which previously wouldn't be captured.

Results

Seaman comments on the day-to-day impact of Service Desk: "The superior reporting function within Novell (now part of Micro Focus) Service Desk is already making a difference to us. We can report on very specific IT items, for instance, how many tickets were raised by our AS/400 support group. It has also helped us expose our limited resources and make a case for improving this. Reports are great for highlighting pain points you didn't appreciate were taking up a lot of time."

While CTS are working on a self-service portal for its judiciary clients, ticket status is kept up-to-date within the system and clients regularly receive an email update. Client feedback on this increased communication and transparency has been positive.

Incident management has been formalized using Service Desk with a workflow in place which automatically routes a reported problem into a ticket and monitors its journey to a resolution.

Seaman concludes: "Although ITIL wasn't at the forefront of our mind when we looked at a new solution, we now appreciate that the ITIL workflow component within Novell Service Desk gives us the scope to provide a much better service to our clients.

The move from an Open Source solution to a commercially supported one means that we can ask for assistance when we need it. ADARIS is a very knowledgeable partner with a close relationship to Novell and Micro Focus, which gives them a direct line back into development. They are experts in their field and bring their own real-world experience to our benefit."

About Micro Focus

Since 1976, Micro Focus has helped more than 20,000 customers unlock the value of their business logic by creating enabling solutions that bridge the gap from well-established technologies to modern functionality. The two portfolios work to a single, clear vision—to deliver innovative products supported by exceptional customer service. **www.microfocus.com**

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