

St Vincent's & Mater Health Sydney IBM SCCD Implementation & IEM Integration

Russell Wilcoxon, St Vincent's & Mater Health Sydney

Michael Urwin, Kalibrate



SCCD Implementation & IEM Integration

Agenda

- Introduction & Background
- Business Challenge
- Solution
- Approach
- Implementation
- Benefits
- Future
- Q&A



SCCD Implementation & IEM Integration

Introduction



Russell Wilcoxon

IT Support Services Coordinator

My team of 8 looks after all IT service desk needs and on site desktop support services.

- System Access Administrator x1
- Service Centre staff x2
- Desktop Support staff x5

Michael Urwin

Lead Consultant Integrated Service Management

Lead a practice of process and technical consultants providing expertise in IT Service Management and IT Asset Management

Process consultant for the engagement providing process assessment and alignment

Paul Star

Senior SCCD Technical Consultant

Couldn't be with us today.. ☹️

Technical Lead for the ISM practice

Lead technical consultant for the engagement making the process come to life in SCCD.

Blended team for success

Strong client participation, collaboration across business & IT is critical for initiative success!

SCCD Implementation & IEM Integration

Introduction



Our mission is to bring the healing ministry of Christ to all we serve, continuing the ministries of the [Sisters of Charity](#) and the [Sisters of Mercy](#). Mission describes the reason for our existence and gives expression to that which is important to us as a Catholic healthcare provider.

Who are Kalibrate?

IBM business partner focussed exclusively on IBM Tivoli products. For many years Kalibrate has delivered solutions to organisations experiencing real issues in the management of critical assets & IT and has developed a reputation for excellence in solution delivery.

www.kalibrate.net



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Introduction



6500+ staff (Doctors, Nurses, Admin staff)

120 phone call on average per day to the service desk

50+ email to the service desk

3500 PCs and Notebooks (HP, MACs, Lenovo, Acer)

500+ Network and Local Printers (HP, Canon, Xerox, Ricoh)

300+ and growing mobile devices (iPhone, iPad, Android)

And all supported by...

IT Department **33 staff**

Of which **8 staff** are Support **Service.**



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Business challenge



Move the IT Service Centre into the now

How do we deal with?

- Growing staff
- Mobile computing
- Users requiring support faster
- Growing PC and Notebook numbers
- No asset management
- Growing software and licenses landscape

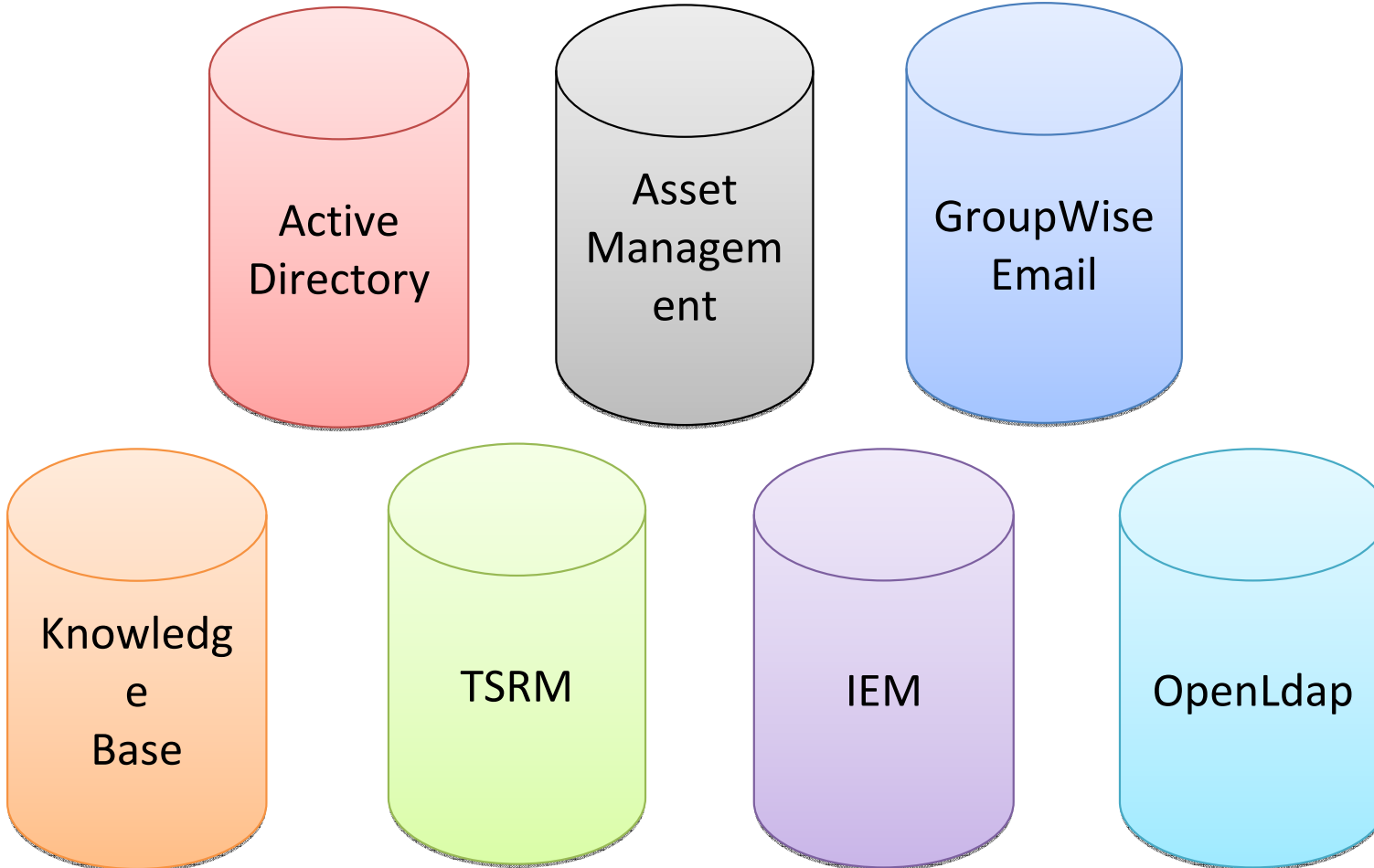


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Business challenge

To provide the business with the best service
We need the right data in the right place at the right time!

Our current systems



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Business challenge

Targets

- Asset management
- Contracts management
- Software license compliance
- Web base application
- On line form
- Catalogue
- Work flows
- Integrate with IBM IEM and Active Directory
- And to a limited budget



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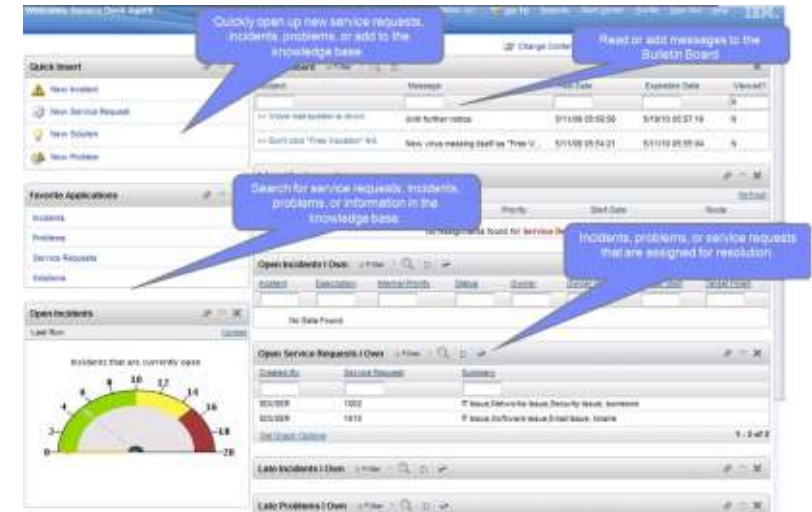
SCCD Implementation & IEM Integration Solution



Winning combination

IBM SmartCloud Control Desk

- Self service
- Web
- Asset management
- Software license management
- Service Desk
- Integration with Tivoli Endpoint Management



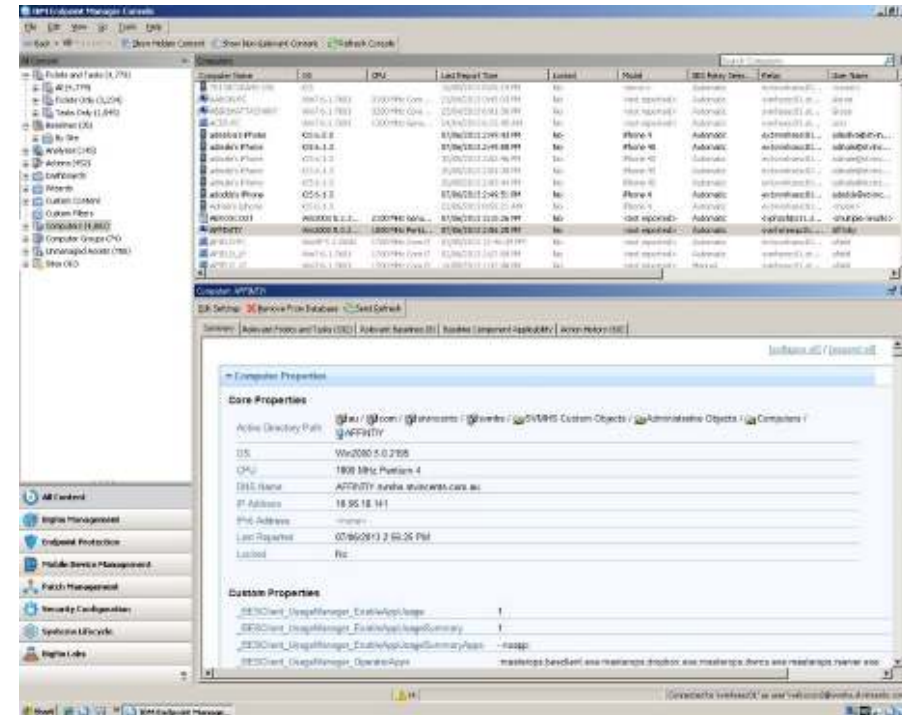
SCCD Implementation & IEM Integration Solution



Winning combination

IBM Endpoint Manager

- Hardware & software discovery
- Software deployment
- BYOD policy enforcement



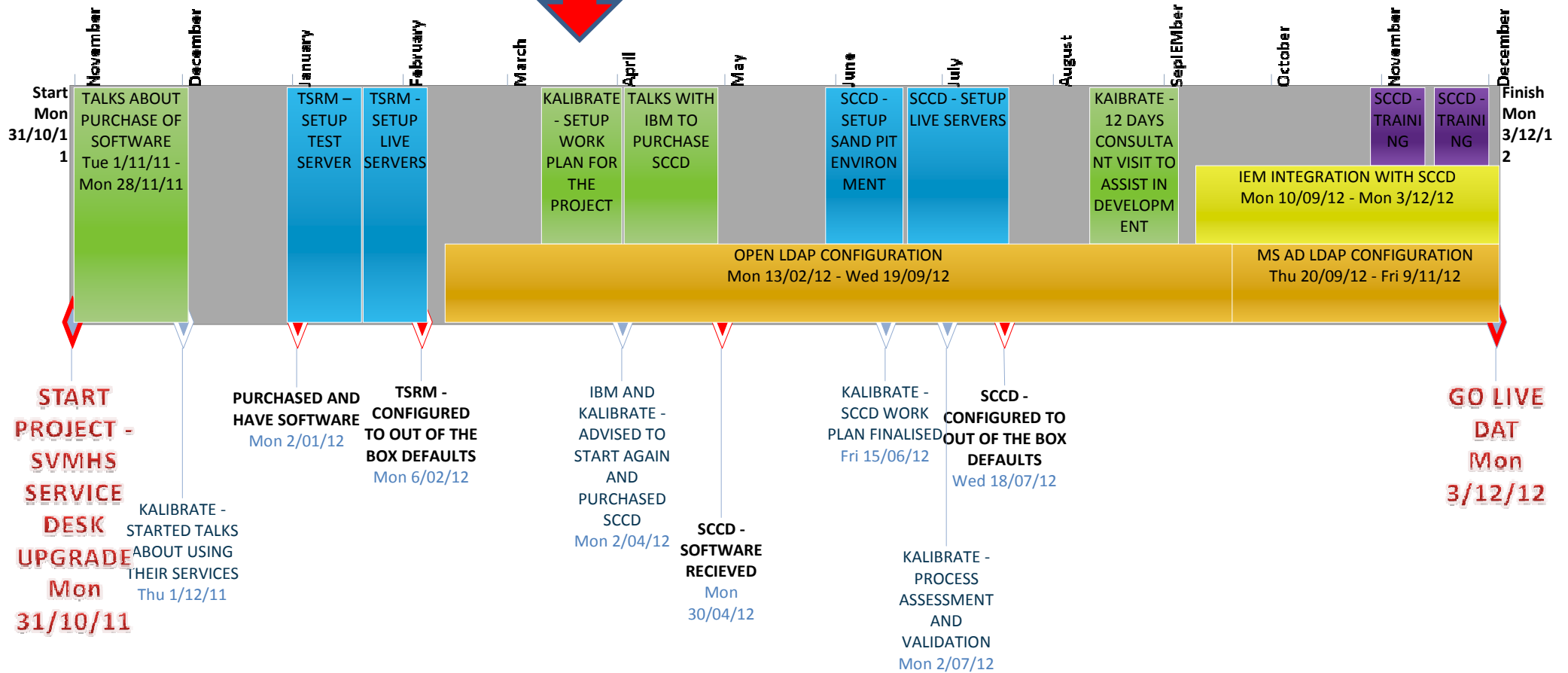
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SCCD Implementation & IEM Integration Approach



Slide 14

JET6

Can we remove this slide?

Johannes Tjoa, 5/06/2013

SCCD Implementation & IEM Integration Approach



- Joint Project SVMHS, Kalibrate and IBM collaboration
- Working with a limited budget
 - Maximise expertise
 - Maximise work effort into short time frame
 - Used as much out of the box functions as possible

Phase / Activity	Responsible	Est	Timeline		
			Start	End	Week
Pre-work					
Develop data load spreadsheets (lots)	Kalibrate	n/a			
Develop & package data load integration (lots)	Kalibrate	n/a			
Develop data 'starting point' content	Kalibrate	n/a			
Refine data gathering/guidance document	Kalibrate	n/a			
Prep for process model walk through (tool/process comparison)	Kalibrate	n/a			
Hold workshop planning session (who, when, how?)	Kalibrate	n/a			
Provision base infrastructure (Dev)	St Vincent's				
Provision SQL database	St Vincent's				
Install application	St Vincent's				
Install IIRT	St Vincent's				
Develop user stories / use cases	St Vincent's				
Hold stakeholder engagement session	St Vincent's				
Develop stakeholder engagement plan	St Vincent's				
Design & Rollout (Project)					
Hold kick-off session	Kalibrate	1 day			
Process validation	Kalibrate	2 days			
Gather data and insert in templates	St Vincent's				
Deliver data and load in front end	St Vincent's				
Data load assistance	Kalibrate	2 days			
Configure workflows / screens (if required)	St Vincent's				
Configure security roles (if required)	St Vincent's				
Directory service integration design & build	St Vincent's	2 days			
TDM integration design & build	St Vincent's	1 day			
Email service integration design & build	St Vincent's	1 day			
Data load assistance	Kalibrate	1 day			
Enable B. test backup/recovery	St Vincent's				
Perform integration testing	St Vincent's				
Develop use cases for UAT	St Vincent's				

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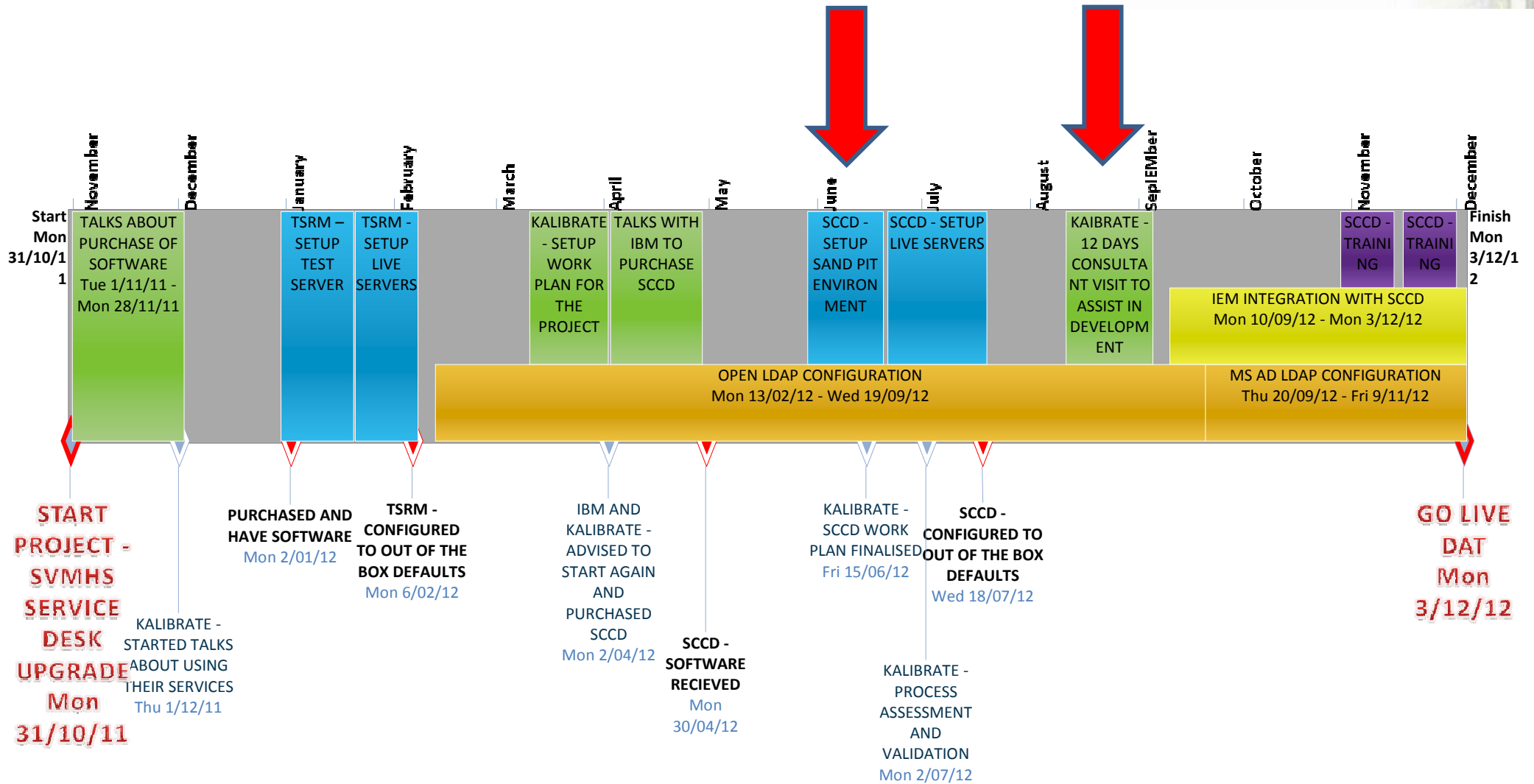
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Implementation



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Implementation

Preparation

- Installation of SCCD (test and prod)
- Develop use cases
- Stakeholder engagement

Design and realisation

- Process validation
- Data gathering and validation
- Integrations (IEM, LDAP)
- UAT

Deployment

- Configure and integrate
- User training
- Open ticket migration



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Implementation



IEM Integration

- Configure TAMIT in IEM
- Install and setup ITIC
- Define Data Sources
- Create Mapping
- Modify Mapping again and again
- Setup and run mapping (upload to SCCD)

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Implementation



How was this achieved with 12 Days engagement to install and ready SCCD?

- Incident and Request Fulfilment with basic catalogue
- Zero customization
- Limited configuration (a few workflow and screen changes)
- Kalibrate Pre built start centres and KPIs
- Kalibrate Integration Framework for SCCD base data (pre built spread sheets for customer to enter data)
- Most importantly an extremely capable SCCD Admin (Russell!!)

SCCD Implementation & IEM Integration Implementation



We made it!!!

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Implementation



Challenges

- Integration with OpenLDAP
 - Not standard
 - Needed to re write many xml file
 - IBM and Kalibrate not knowing our standards
- Integration with Microsoft Active Directory
 - Size
 - UID
 - We didn't use AD as source of user details
 - Out of 15500 AD accounts only 10000 are coming across

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Implementation



Challenges

- SCCD & IEM integrated.
 - Test runs to make sure the right data is coming across
 - Not all IEM assets come across (PMR still open)
 - Deployed Assets and Assets getting them to link as one
 - Information about a Deployed Asset with in the Asset record
 - Manually run the execuIEMapping

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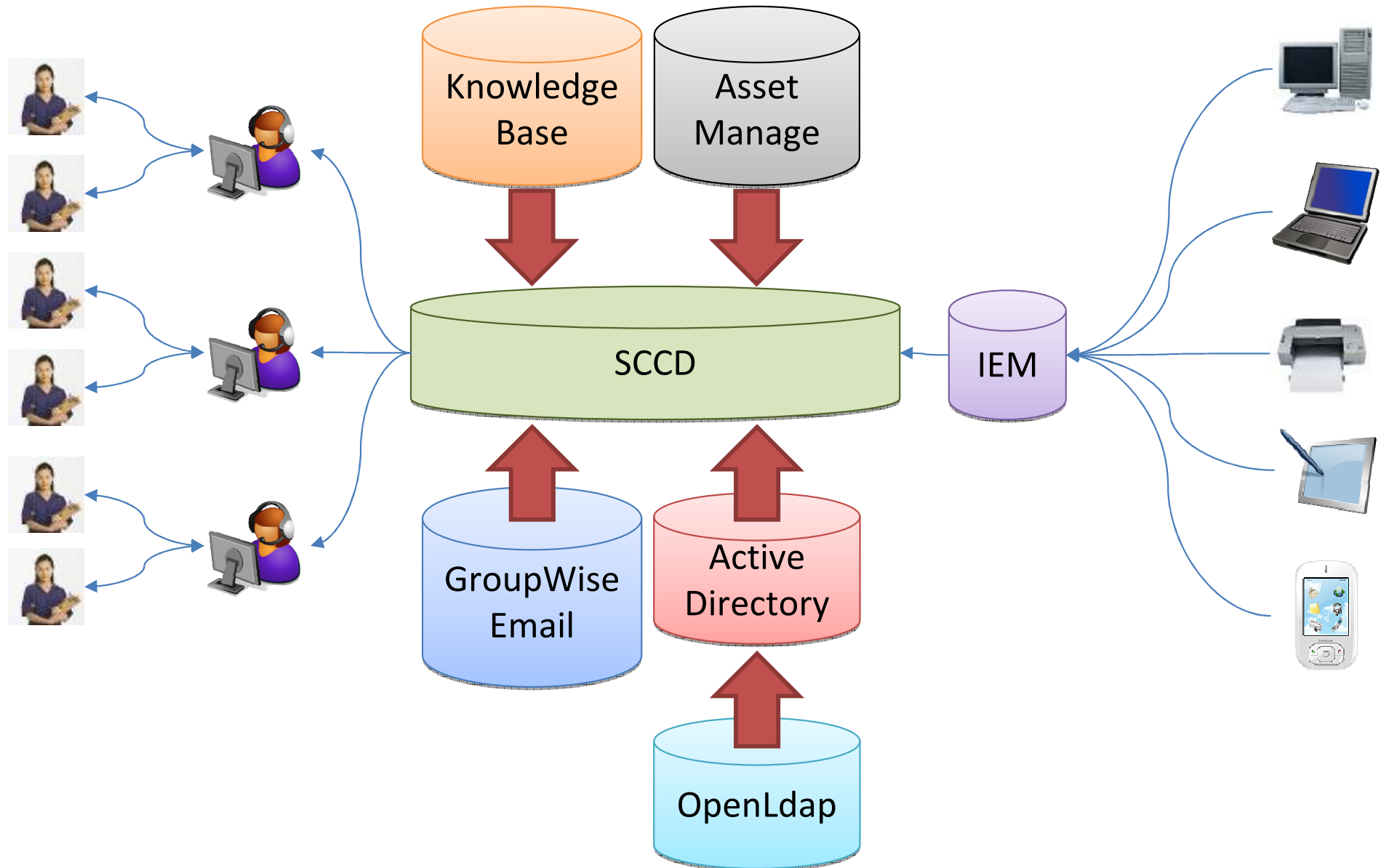
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Benefits



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Benefits



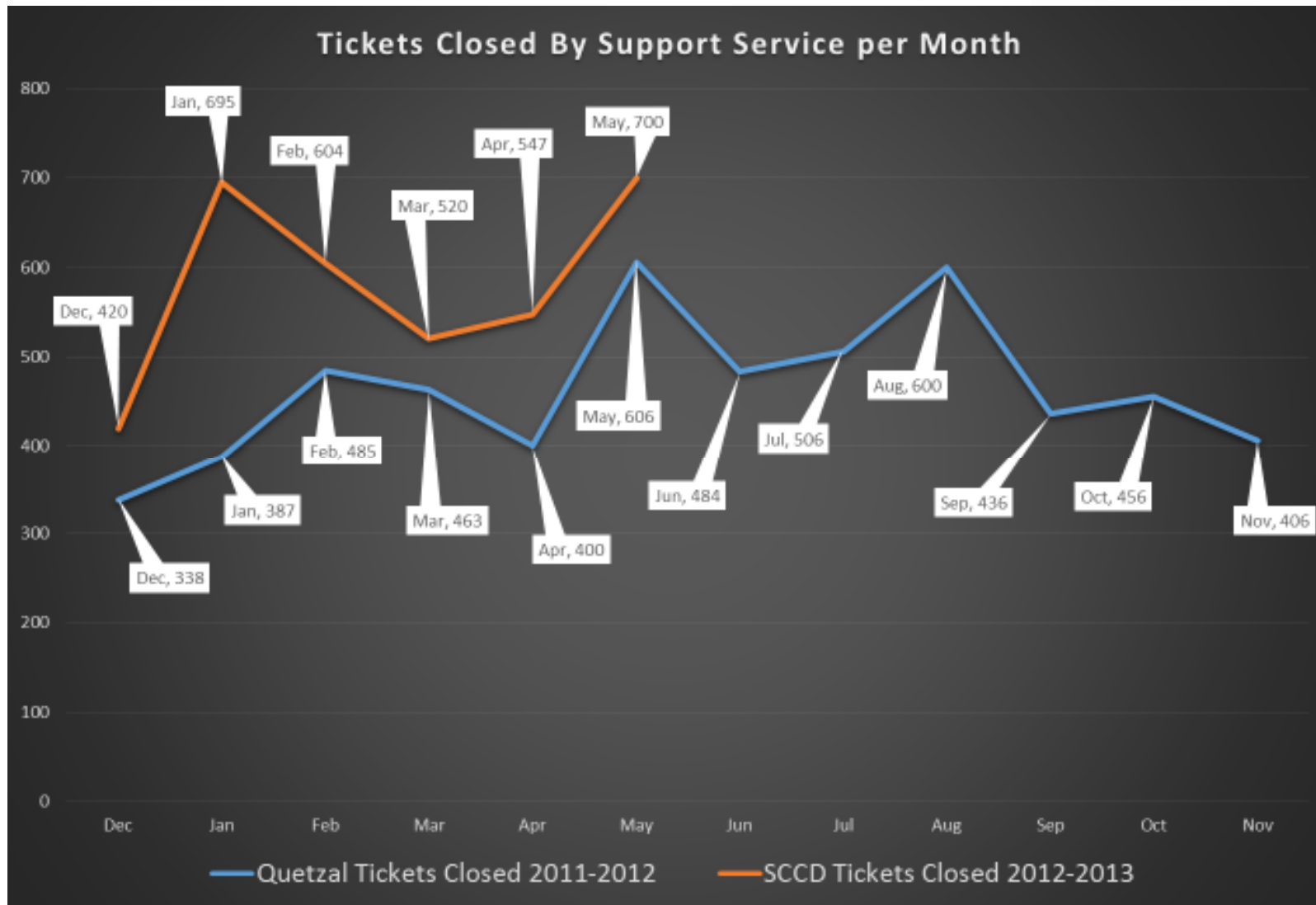
Major benefit SCCD & IEM integrated.

- We can now track all deployed asset easily
- We can now be more proactive with our Assets
- We can now easily link assets with users
- We can now monitor and review installed software from 1 system

And benefits we see coming very soon are

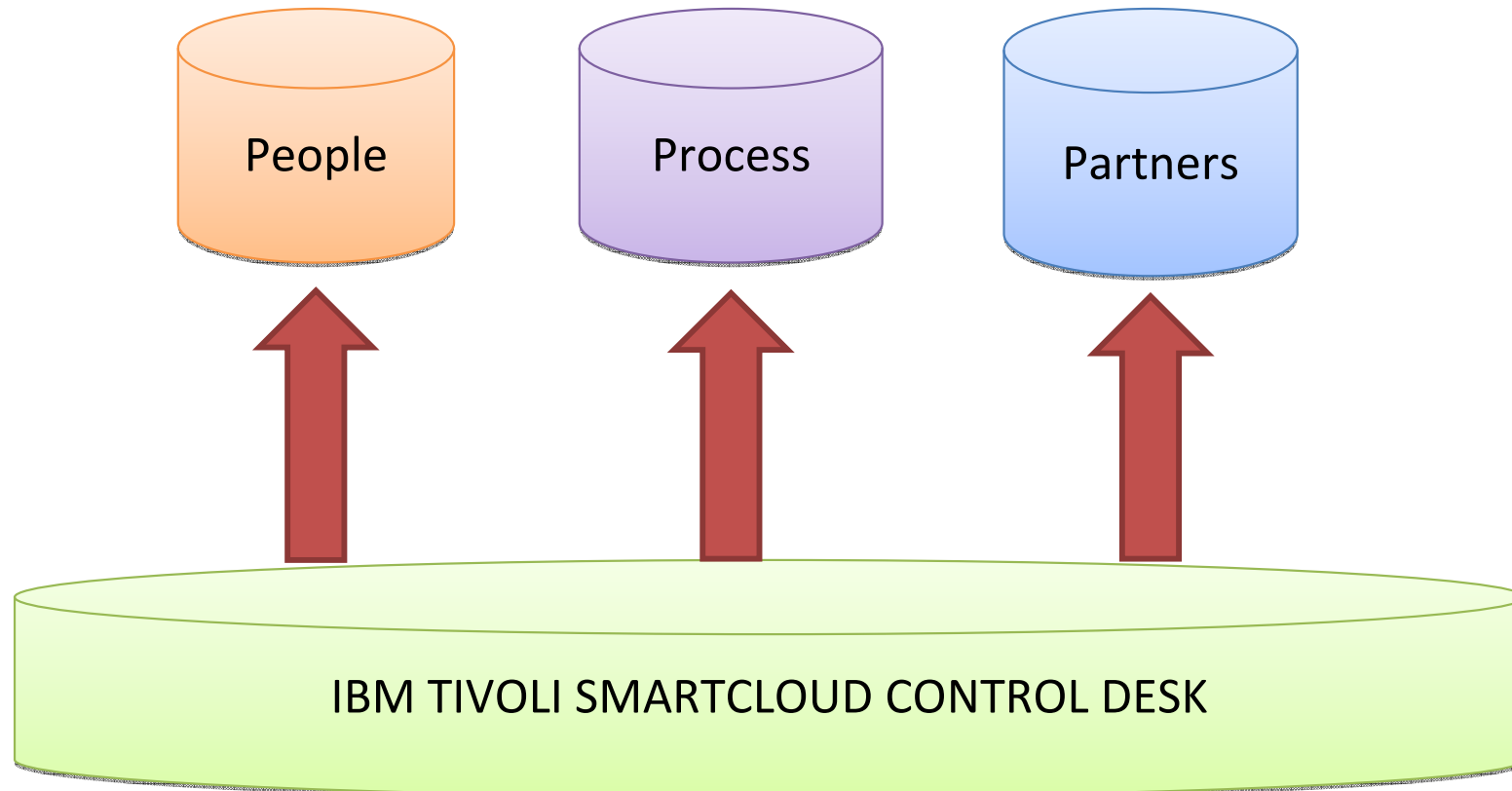
- *we will be able to process software request via self-service to deploy via IEM*

SCCD Implementation & IEM Integration Benefits



SCCD Implementation & IEM Integration

Benefits



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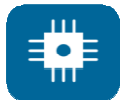
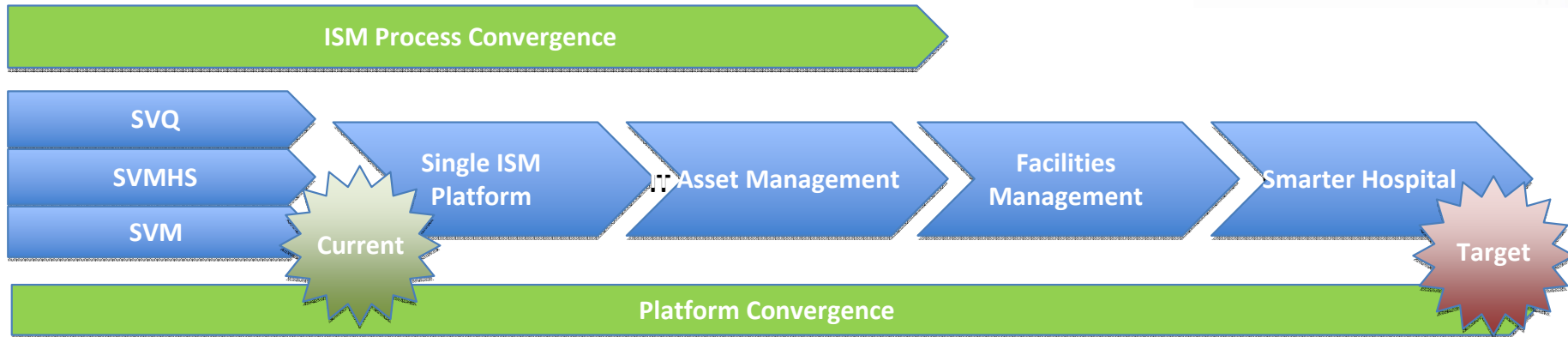
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SCCD Implementation & IEM Integration

Future



INTERCONNECTED

People, sysIEMs and objects can interact with each other in entirely new ways.



INSTRUMENTED

New abilities to measure, sense and see the exact condition of everything.



INTELLIGENT

Processes can respond to changes quickly and accurately optimise for future events.



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Future



St Vincent's Health Australia

Merging of St Vincent's Health and Sister's of Charity across the eastern coast of Australia. Sydney NSW, Brisbane QLD, Melbourne VIC.

<http://www.svha.org.au/Pages/home.aspx>

SCCD Everyplace to add mobility to our team

- In Configuration stage

SCCD to be integrated through-out SVMHS departments

- HR/Payroll
- Purchasing

End To End Life Cycle Management of IT Assets

- Addition of Mobile Device Management to IEM (In production)
- Run book automation of software deployment (7.5.1)
- Licence Management \Contract Management

SCCD to be integrated through-out SVMHS departments

- Maintenance



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SCCD Implementation & IEM Integration

Q&A

