



Arkansas Children's Hospital

AUTOMATING ITIL® BEST PRACTICES WITH FRONTRANGE™ IT SERVICE MANAGEMENT

COMPANY

Name: Arkansas Children's Hospital
Location: Arkansas, USA
Industry: Healthcare
Employees:
IT team:
Website: /

SOLUTIONS

HEAT ITSM
incident Management
Inventory Management
Change Management

BUSINESS BENEFITS

- ITSM Change Management delivers a standardized system to track and fully manage every change in the IT infrastructure, giving ACH essential data for audit support.
- IT can automate the rollout of software updates to multiple devices at once – dramatically reducing the deployment time and improving the quality of the update initiative.
- All modules are integrated with each other, providing a single point of access for all staff members to retrieve the consolidated data they need to enhance customer service and efficiency, and perform full lifecycle

In a children's hospital, minutes matter. So when the IT service desk at Arkansas Children's Hospital found IT troubleshooting and change management slowed by manual data input, it began looking for a better solution.

Arkansas Children's Hospital (ACH) is the only pediatric medical center in Arkansas and one of the largest in the United States, serving kids from birth to age 21. It has a reputation for medical breakthroughs and forward-thinking medical research. It's also ranked 24th in U.S. News & World Report's 2008 edition of America's Best Children's Hospitals and 76th on FORTUNE's 11th Annual "100 Best Companies to Work For" list.

The IT department plays a primary business support role to help ACH achieve its award-winning patient care and positive work environment objectives. For more than a decade, the service desk was primarily a help desk, managing customer issues with HEAT Service & Support software. But over time, the team's needs changed. With 4,000 employees and 2,000 calls to handle per month, IT now looks increasingly to ITIL® standards to mature to become a consolidated service desk focusing on auditing requirements and team efficiency.

An Integrated, ITIL Framework

ACH evaluated FrontRange IT Service Management, a customizable IT management solution that incorporates ITILbest practices.

"ITSM is built on ITIL, which is important to us," said Rod Smith, director of IT and Network Services. "We needed to improve best practices in inventory, incident and change management. All the modules of ITSM tie together to make this a robust, scalable system you can build on."

ACH implemented ITSM Inventory Management, Change Management and Incident Management, which work together as an integrated system. For Smith, managing change was a top objective as the organization grows.

"ITSM's change management pushed me over the edge," he said. "We have a great need to manage all changes taking place. Auditors will love the Change Management side of it."

Meanwhile, Rodney Payne, help desk manager, looked forward to significant time savings with ITSM Inventory Management automatically tracking data such as license agreements, hardware purchase dates and related incidents. In the past, his team used a Microsoft Access database to track inventory manually. That meant updating data one machine at a time, and manually associating each incident – at a rate of 2,000 per month.

“Every time we touched or upgraded a device, the technician had to go in and update the database,” Payne said.

Detailed Change Management for Audits

With ITSM, the hospital centralizes and streamlines change management. IT mapped ITSM Change Management to fit its own business processes with easy-to-configure workflow tools. They can now track the change process every step of the way.

“ITSM tracks and logs every change in our production environment,” Smith said. “We see who requested it and approved it and when, outcomes, and date and time stamps. At any point, we can show auditors the exact history.”

In preparing for audits, or simply understanding the IT environment, Smith can also run reports in ITSM on any data desired.

Automated Inventory Management

ITSM Inventory Management automatically scans the network every night and updates the inventory management database. As a result, the team has an inventory management repository that is fully integrated into the ITSM database. This gives them a centralized, current and accurate record of the IT infrastructure at all times.

Now, Payne and his team click a button from the service desk and see all details about a device. That detail supports hardware replacement and software upgrade scheduling, and even provides detail that helps him negotiate contracts with vendors. “IT Vendor contract negotiation is a vital part of my job, and ITSM is a vital tool I use every day,” Payne said.

Inventory Management also ties to ITSM Incident Management. On every call, technicians have extensive device configuration information, without having to question customers about their system and software details. As they log information about help

desk issues, ITSM automatically updates device records. That reduces call times by as much as five minutes. At a rate of 2,000 tickets per month, the team saves as much as 160 hours a month on inventory logging and processes calls faster.

IT can even roll out updates to 1000 devices at once. In a single click, they link all related updates, giving IT and company auditors detailed reporting to demonstrate Sarbanes Oxley compliance.

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Director of IT and Network Services

When the team upgrades devices, ITSM’s automated scanning feature pulls information on more than 20 fields into the database, instead of requiring IT staff to perform manual data updates. With 500-600 new computers added each year, ACH notes significant newfound efficiency and data accuracy.

Reporting shows data such as the number of calls on a device, or calls per location or customer – helping IT make the decisions that result in better customer service.

Seamless Integration

With ITSM, ACH has taken broad steps toward its ITIL goals. “With FrontRange ITSM, we’re not just implementing our own policies, but are following industry and ITIL best practices,” Smith said.

“If you’re looking for a total solution around support, inventory management and change management in the IT environment, ITSM is a great product,” he added. “We now have a true consolidated service desk solution that was pre-integrated out of the box.”

With a scalable service desk in place, ACH is considering consolidating three other IT departments at ACH, as well as bringing in other non-technology departments such as finance.

More Information

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