## ABOUT EMTEC ®

Emtec is the right size provider of technology-empowered business solutions for world-class organizations. Our local offices, highly-skilled associates, and global delivery capabilities ensure the accessibility and scale to align your technology solutions with your business needs. Our collective focus is to continue to build clients for life: long-term enterprise relationships that deliver rapid, meaningful, and lasting business value.

## INFRASTRUCTURE SERVICES

Emtec delivers comprehensive Infrastructure Services – from requirements analysis, selection, planning, design, procurement and deployment and technical support, to ongoing service management and outsourced managed services. From the desktop to the data center, our services include not only the procurement of hardware but providing you with the tools and ability to efficiently provide support, security and effective use of internal computing assets.

- **ITSM**
- **Data Center**
- **Business Application Infrastructure**
- **End User Computing**
- **Platforms**

## FIRM PROFILE

ALC is a Crown Corporation with reporting relationships to the four Atlantic Provinces. As the primary organization authorized to develop and market gaming products throughout Atlantic Canada, it is ALC's mission to provide sustainable financial growth through responsible, regulated adult gaming entertainment products for the benefit of Atlantic Canadians.

## THE BUSINESS CHALLENGE

The Atlantic Lottery Corporation (ALC) strives to achieve success through the implementation of best-practices and processes in IT Service Management at an enterprise scale.

As an integral part of an ITIL based Service Management initiative, ALC wanted to explore opportunities for technical infrastructure management and service management through the implementation of Enterprise-wide Systems Management solutions. Key objectives included enterprise wide monitoring, reporting, event correlation and alerting, and flexible service defined views. The overall solution was designed to enable and evolve ALC's ITIL service management objectives in the areas of Configuration, Change, Problem and Incident Management.

ALC wanted to preserve the value of their existing investment in tools and processes where it made sense and where it did not compromise the following key objectives.

- **Integrated systems and network management and monitoring capability.**

- **Implementation of integrated and improved Configuration, Change, Problem and Incident Management.**

- **Ability to present and manage processes and infrastructures by business service.**

The challenge for ALC was to embrace these advances at a level, and in a manner, that

would yield concrete, practical results within a realistic time frame. The solution proposed was developed based on Emtec's exposure to similar challenges with other clients, familiarity at a design and development level with the product set recommended and practical experience rolling out ITIL based service management initiatives.

## THE SOLUTION

Fundamental to the solution was the deployment and configuration of an integrated product suite from BMC that is aligned under BMC's industry leading Business Service Management Architecture. This architecture provided a consistent framework for addressing ALC's immediate and long-term needs. The product set included the Remedy and BMC Atrium suite of products as key building blocks for service operations and service delivery. The approach embraced the existing investment in tools already in place at ALC and overlaid a consistent, enterprise wide view of the underlying infrastructure at a business and service level, with full integration of essential aspects of incident, problem, change and configuration management.

The implementation approach proceeded in two parallel streams: one addressing infrastructure management, monitoring, integration & correlation and another addressing the work flow & process aspects of integrated Incident, Problem & Change Management. Both streams came together

> " The implemented solution has provided staff much needed visibility into the business impact of operational systems and it will greatly improve the value IT delivers to the organization. "

in a final integration phase that yielded a fully functional system.

The implementation was scheduled over two, 6-month phases with several key milestones-starting with quick-win implementations, while effectively moving the project forward towards full implementation.

The first major milestone was the implementation of new monitoring tools, then PATROL Central and PATROL Express, into the environment with a limited & controlled scope of coverage. A key success factor was the unified & consistent deployment of monitoring tools & processes within the ALC environment. Based upon the knowledge learned at this stage, risks were easier to plan for & mitigate in future milestones.

A second key milestone was the interim integration between newly implemented monitoring tools & existing Remedy Service Desk. IT staff are presented with a 'queue' of all events that had been captured by the monitoring tools. From this queue, staff could choose to manually create incident tickets into Remedy. It was an important learning tool that helped ease transition to the final implementation, wherein infrastructure events are automatically correlated, root-cause established & "smart tickets" created in Remedy.

The third major milestone upgraded Remedy ITSM suite to the latest version, including deployment of BMC Atrium CMDB. Change, problem & incident management processes were refined & improved with tailored workflow in Remedy. Also, a service portal that gave end-users visibility into their incidents, changes & service levels was created.

The final milestone saw the two monitoring technologies, then PATROL Express and PATROL Central fully integrated and deployed, along with other in-place monitoring tools to the Remedy Service Desk with Business Service views held in the CMDB that were created using BMC's Service Impact Manager. In this scenario, BMC Impact Manager (BIM) forms the heart of the centralized enterprise management system where all existing and future management and monitoring products send alarm and event information. BIM manages alarms and events by consolidating them into a central location where Emtec developed algorithmic topology and system based root-cause analysis forwards appropriate events on to the service model, to show business impact, and also into Remedy to dispatch operations staff to address the underlying issue.

In the second phase, the entire system was upgraded to the latest releases of the Remedy ITSM 7.0 suite and BMC Topology Discovery was implemented to automatically populate the CMDB. A number of usability improvements were affected yielding a robust fully integrated BSM solution spanning several BSM routes to value.

The solution also now helps them manage maintenance related blackout periods in a consistent and centralized manner. Maintenance related events are suppressed, however, important events not related to the maintenance that occur during the blackout period are not lost –They are forwarded on for business impact assessment and the creation of "smart tickets" once the blackout period is over.

## RESULTS

- 100% integrated systems monitoring for production services with event correlation & root-cause analysis placing the right person at the right time to solve underlying issues

- Root-cause engine automatically suppresses sympathetic events generated by monitoring tools

- Blackout periods are centrally managed eliminating false positives or missed events

- Sound basis for integrated change, problem and incident management

- Business based views and prioritization of infrastructure issues.

- Improved customer support through proactive infrastructure monitoring and end user access to incident and change request status.