

Revolutionizing IT Operations: The Indiana Department of Revenue's ITSM Transformation



“ASM has the features and functions needed to allow us to perform well as an IT function, and it does so in a cost-efficient way.”

Client	Indiana Department of Revenue
Business	Government
Location	USA
Reach	<ul style="list-style-type: none"> • 50+ users across Operations, Audit, Communications, Compliance & Ethics, Finance & Budget, Contract Management, HR, Security, PMO, and Training departments. • Handles 1,500 calls, tasks, and requests monthly with a 6-person support team. • 1,000+ end users

The Indiana Department of Revenue transformed its IT operations with Alemba Service Manager, automating processes, enhancing compliance, and delivering seamless service to over 1,000 users across 10 departments.

The Challenge

The Indiana Department of Revenue faced mounting pressures to enhance service delivery, ensure compliance, and improve resource optimization while managing a growing number of user requests.

With outdated processes and limited tools, their support team struggled to meet the demands of over 1,000 users, resulting in inefficiencies, increased workloads, and difficulty maintaining audit and security standards.



The Solution

To address these challenges, DoR implemented Alemba Service Manager as a comprehensive ITSM platform. This scalable solution enabled the department to:

- Automate 55 key business processes across IT, HR, Legal, Procurement, Marketing, and more.
- Centralize service requests, improving communication and reducing silos between departments.
- Introduce self-service capabilities, empowering users to submit and track requests independently.
- Create a software catalog with over 3,300 titles to streamline software management for all users.
- Establish real-time performance tracking and reporting for actionable insights.
- With Alemba's user-friendly interface and robust capabilities, the DoR achieved faster task resolution, improved compliance, and enhanced operational resilience.

Benefits

- Enhanced operational efficiency through process automation.
- Full audit and security compliance across all core processes.
- Scalable ITSM solution accommodating future growth.
- Improved user experience with self-service capabilities.
- Centralized service delivery across multiple departments.
- Optimized resources, freeing time for critical tasks.
- Cross-departmental collaboration and productivity gains.
- Significant cost savings from streamlined operations.