

# Optimizing IT Service Management: How a New Zealand Government Agency Transformed Operations with Alemba Service Manager

Client	New Zealand Government agency
Reach	380 analysts managing internal staff and external education agencies. Over 4,000 internal and external customers. Approx. 8,000 calls/requests managed per month. 20,000+ config items tracked via dashboards for financial transparency by business unit.
Business	Government
Location	New Zealand

A New Zealand Government agency partnered with Alemba to enhance their IT service management (ITSM) capabilities, transforming their operations into a fully functional enterprise service management platform. Alemba Service Manager helped the agency streamline workflows, increase automation, and efficiently manage service requests for multiple agencies while maintaining a shared services model.

## In brief

A New Zealand Government agency, supporting over 4,000 customers and managing 8,000 calls per month, decided to enhance its IT service delivery by implementing a new instance of Alemba Service Manager (ASM). This allowed them to consolidate workflows, improve efficiency with automation, and adopt a multi-agency managed service model. With a highly customized system in place, the agency utilizes almost every aspect of ASM's functionality and has established a strong partnership with Alemba to maintain their high standards in ITSM.



## Benefits

**Improved Efficiency:** Automation of service requests and workflows, reducing manual processes and increasing service delivery speed.

**Enhanced Multi-Service Desk Functionality:** Partitioning enabled the agency to manage services for multiple agencies, while maintaining data segregation and improving security.

**Seamless Integrations:** Custom-built automations with PowerShell scripts hosted in Azure DevOps improved system efficiency and reduced manual intervention.

**Strong Configuration and Flexibility:** ASM's configurability allowed the agency to continuously refine processes, update workflows, and meet evolving business requirements.

**Collaborative Support:** Regular meetings and support calls with Alemba ensured the agency's issues were addressed promptly, helping them maintain system efficiency despite complex customizations.

## The Challenge

In late 2018, the agency began functioning as a managed service provider (MSP) for several external New Zealand agencies. They needed an ITSM solution that could support this complex shared services model while improving the user experience for both internal IT staff and external customers. The key challenges were:

- **Workflow Consolidation:** The agency managed over 200 business processes and needed to reduce the number of workflows for efficiency.
- **Complex Requirements:** Configuration of their ASM system was vital to managing their extensive IT needs, but this also led to convoluted service desk issues that were difficult to reproduce.
- **Automation Requirements:** The need to automate processes across multiple applications and integrate systems like Active Directory and PowerShell scripts to improve efficiency.
- **Cost Pressures:** With a government mandate to reduce costs, the agency began reassessing their ITSM tool to ensure it was the best fit for their evolving needs.

## The Solution

Alemba worked closely with the agency's Technical Support Team to design a new ASM system tailored to their managed services model. Key enhancements included:

- **Partitioning Model:** To support the MSP model, ASM was configured to segregate data between different agencies and business units, e.g., HR and Facilities.
- **Automation with PowerShell and Azure DevOps:** The agency leveraged Alemba's API and bypassed traditional connectors by implementing PowerShell scripts to automate tasks like updating Active Directory.
- **Portal Redesign:** A focus on the service catalogue allowed for dynamic form creation, reducing administrative overhead by showing or hiding sections based on service actions.
- **CMDB Migration and Integration:** Alemba assisted in migrating all existing Configuration Management Database (CMDB) data to the new system, streamlining asset management.
- **Advanced Workflow and Config Portability:** Regular modifications to forms, workflows, and screens were supported by Alemba's export/import functionality, used heavily by the agency's full-time ASM administrators.

By partnering with Alemba and implementing ASM, the agency transformed its ITSM capabilities, ensuring efficient service delivery across a multi-agency environment, with a focus on innovation and automation.

## About the New Zealand Government Agency

This New Zealand Government agency provides IT services to internal staff and external agencies. Supporting over 4,000 users, they deliver a range of IT solutions, from incident management to service request fulfillment, while operating as a managed service provider for other agencies across New Zealand.