



Service Catalog – The Modern Way to Deliver IT Services



IT Service Catalog Used to Expand Service Delivery for the City of Albany

BOSSDesk

ITIL Service Desk on the cloud with an award winning Interface that simplifies IT Service Management

Benefit Summary:

- Service Catalog enables employees to easily enter requests with a drag & drop interface for administrators
- Comprehensive Incident Management produces significant savings in labor cost
- Total visibility and control to manage all types of assets across the service lifecycle

Customer Quote:

“Superb implementation experience. The support team proactively called each week to offer assistance”

Shuronda Hawkins- *IT Systems Administrator with the City Of Albany*



Customer

The City of Albany, Georgia is the seat of Dougherty County, located in southwest Georgia. It is the eighth-largest city in the state. Albany is beautifully positioned on the banks of the Flint River and is the hub of Southwest Georgia for culture, shopping, education, healthcare, and recreation. The City employs 22 IT Technicians supporting 2,300 individual users.



Challenge

The City had an aging ticketing system that was primarily developed for public works, had limited functionality, did not provide any descriptors for the services offered and was not user friendly. The new CIO wanted to deploy a modern IT Service Desk and Service Catalog solution with controlled visibility that would make it very easy for users to access, report issues and also request the purchase of new items or services.



Solution

The City chose BOSSDesk based on functionality and the powerful Service Catalog. The award winning user-friendly interface makes it very easy for admins to create customized forms using a drag and drop interface and allows users to easily request services. In a very short period of time, the new BOSSDesk could be used to provide a wide range of services and the City plans to expand the solution to support other departments for both internal and external users.

BOSSDesk Features

INCIDENT MANAGEMENT



Comprehensive ticket management solution for managing incidents

PROBLEM MANAGEMENT



Find the root causes and prevent problems from impacting business

CHANGE MANAGEMENT



Understand and minimize risks of changes to the IT environment

ASSET MANAGEMENT



Manage all types of assets across the service lifecycle

SERVICE CATALOG



Easy for users to enter requests and for admins to customize

DASHBOARD & REPORTS



Reporting capability that enables effective service management.

SELF SERVICE PORTAL



Provides easy access for users to report incidents and request services.

MOBILE APPS



Technicians can update their work orders and track assets remotely

CONFIGURATION & TOOLS



Interface and tools that can provision & manage the IT environment.

Results

It became apparent that BOSSDesk Service Catalog combined with the automation provided by the routing engine could address all the service management requirements of the City namely:

- A Service Catalog with customizable forms that were very easy to build via a drag and drop interface - no programming skills necessary
- Controlled visibility. Security and privacy is assured since each user group will only be presented the forms that are deemed appropriate for their needs and user permissions and privileges can be set based on their department, class of users or Active Directory security group.
- The ability to copy or clone forms for easy deployment of new forms
- Video, graphics and files could be added to forms
- The ability to create custom forms that can be fully integrated with routing rules to generate appropriate tasks for all parties.
- The ability to have requests routed for approvals or to approval boards or expense boards when creating the custom form.
- The graphical user interface with item descriptions that allows users to quickly browse and select service items.
- The new Service Catalog was able to provide service solution options for many departments for both internal and external users

The City was impressed with the level of support provided by BOSS Solutions and received instant positive feedback from the management team and users when the new system was deployed.

A webinar recording of the implementation can be accessed at <https://www.boss-solutions.com/webinars.html>



For more information visit:

www.boss-solutions.com