

## Highlights

**Initiative:**

Oversight & advisory services for municipal IT service transformation program

**Industry:** Municipal government

**Key client challenges:**

- Expert resources capable of supporting a service transformation project team were needed
- Building implementation plans and generating project momentum
- Significant training requirements and high demand for ITIL V3 training

**Delivery objectives:**

- Advise on the implementation of new processes leveraging ITIL V3 practices
- Advise on a comprehensive Service Catalogue definition in order to meet the needs of multiple audiences
- ITIL V3 Foundations and Awareness training for 250+ users and recommendations for additional training

## Transforming municipal IT services

**Introduction**

This large Canadian municipality embarked on a three-year IT transformation project to re-define IT service delivery and implement core IT processes for city business units and the citizens they serve.

With this initiative, the city seized an opportunity to revitalize its IT services and increase the relevancy and visibility of IT from a business perspective. To do so, it needed to transform IT service delivery from a technology-centric approach to a client-centric approach. This meant connecting IT processes to specific business outcomes in order to deliver measurable value.

To achieve this outcome, a service management program was established and lead by the city, with the support of Integritas.

**Engaged experts**

As the city established its service management program they recognized a distinct need for additional seasoned expertise, particularly in the areas of service catalogue development, implementing ITIL based processes and training ITIL methods.

While the existing project team brought awareness and experience in service catalogue management and ITIL best practices, the scale of the effort required additional people in order to get the initiative running and sustain momentum.



Integritas was engaged by the city through a competitive bid process, selected for their ability to customize their resource and support offering. Throughout the engagement, support requirements would fluctuate, therefore flexible, scalable resources offered by Integritas were seen as an ideal fit.

*“Integritas tailored their service offering to our exact needs as an organization. We knew this initiative had to be lead from within and so we sought flexible, support from an expert service management team. We found precisely that with Integritas who delivered expert resources, perfectly paired to help us truly transform.”*  
**- Manager, IT Transformation Program**

## Collaborating for success

The city was very aware that internal staff needed to take the lead in delivering this project because they understood the importance of empowerment, ownership and accountability. As a result, the city retained Integritas to provide additional expertise, as external consultants. Integritas' highly collaborative style ensured that the end result was a high-powered, highly experienced project team.

Throughout the duration of this three-year engagement, Integritas provided senior advisory services to facilitate timely and effective delivery of the service management program. Integritas' ITIL knowledge, senior leadership capabilities, and process expertise provided the incremental enablement to help this organization define its service catalogue in order to meet the needs of multiple audiences and diverse business requirements.

## Knowledge is power

In addition to providing guidance and support on building the service catalogue, Integritas also

provided ITIL V3 Foundations and Awareness Training for the IT organization. Nearly 250 city-employed resources were trained through training courses facilitated in-house.

Today, the service catalogue has been instrumental in supporting the city's IT service delivery transformation to a client-centric perspective. Integritas' support was recognized as critical to establishing a formalized, standardized and approach which elevated a service culture throughout the organization.

## The Integritas way

### **Integritas specializes in service management.**

We combine our passionate belief in the value of good process and our battle tested ServiceWise methodology with a collaborative client approach in order to optimize service delivery.

We have years of experience with the ServiceNow platform and a deep understanding of its possibilities. Through our believe that people, process and technology must be considered together, we can help organizations deliver measurably better service performance.

Since 2007 we have completed more than 50 service management projects across a broad range of industry verticals with our team of process experts who are passionate and enthusiastic about improving service management.

### **Learn more at [integritas.ca](http://integritas.ca)**

*“We enjoyed a high degree of contact and interaction with Integritas' team throughout this three-year initiative. Expertise was delivered efficiently, effectively and from highly qualified, senior resources, resulting in a highly collaborative and strong working relationship.”*

**- Senior Project Manager**

