

## Infrastructure Management Services

### ■ ITSM Consulting

#### Measurable Results

- Created a highly integrated and sustainable ITSM solution including a federated CMDB.
- Achieved productivity efficiencies that allowed the reallocation of 12 full-time resources to other value-added work.
- Significantly improved the quality, consistency and compliance of these implemented processes, resulting in increased IT performance.

*“The ITSM projects in 2007 and 2008 were critical in laying the foundation for IT to transform from a provider of information technology and solutions to a value-driven business partner. The unprecedented success of these projects can be attributed to the integration of technology and process, enabling TransAlta IT to achieve significant productivity improvements and continue the transformation to a service centric IT organization.”*

**Parviz Mohamed**  
VP Information Technology  
TransAlta Corporation

#### SUCCESS STORY:

## TransAlta Corporation

#### The Client

TransAlta Corporation has been in the power industry for almost 100 years and is a power generation and wholesale marketing company managing a portfolio of assets in Canada, the United States and Australia. It focuses on efficiently operating its coal-fired, gas-fired, hydro and renewable facilities in order to provide its customers with a reliable, low-cost source of power.

#### The Challenge

TransAlta desired to transform its IT organization from a supplier of projects, services and technologies to a value-driven partner. The IT organization wanted to contribute to business efficiency, effectiveness and employee satisfaction, and to implement processes and tools to enable regulatory compliance. Additionally, the company wanted to lower the total cost of ownership for IT systems and services.

The IT organization at TransAlta needed a trusted partner to assist with the implementation of its five-year IT Service Management (ITSM) roadmap. TransAlta was looking for additional resources combined with proven expertise as it implemented the processes and tools to support the overall vision.



## The Solution

TransAlta selected CompuCom for thought leadership, strategy development and resources to assist with adopting Information Technology Infrastructure Library® (ITIL) processes and selecting supporting tools. CompuCom contributed the specific skills, experience, and vendor relationships that were not readily available within TransAlta while working very closely with the TransAlta staff directing the overall project.

The team gathered requirements, evaluated the objectives and proposed a milestone-based approach to deploying a multi-year ITSM strategy starting with incident, change and service level management, leading to problem and configuration management, to be followed by release and service request management.

The ITSM solution was implemented in two major phases, each with several project milestones. This approach delivered incremental improvement with each phase, introducing process optimization, defining roles and responsibilities for efficiency and clarity, and enabling technology to support the processes. The project included the following complexities:

- **Changing Support Structure** – TransAlta was deploying BMC's Remedy ITSM tool. The project team partnered with all pertinent internal and external stakeholders as the new tool, data stewardship and business-process ownership were transitioned to the new environment. The successful transition was achieved through attention to detail and cooperative management between all parties, with minimal impact to the users.
- **Tool Integration** – TransAlta was deploying a new network monitoring and management solution based on EMC Smarts as part of a separate but dependent project. CompuCom worked closely with the network team to architect and build the integration between EMC's monitoring tool and BMC's ITSM tool. The project team mitigated risk by leveraging a phased deployment starting with simple bi-lateral event transfers between the systems, and ultimately resulting in a fully integrated, federated Configuration Management Database.
- **Incident Categorization** – Creating well defined categorization structures for incidents and changes can be a challenge. Compounding that challenge at TransAlta was the need to migrate from the existing structure in the legacy system to the new BMC Remedy system. CompuCom leveraged more than 12 years of experience to provide strategic guidance and tactical implementation support. The resulting categorization structures were well received by the user community and significantly contributed to the overall success of the project.

## The Results

The TransAlta staff, CompuCom and vendor organizations worked as a strong team to design a strategic roadmap and implement a comprehensive, integrated ITSM solution. The project was completed on time and within budget with high satisfaction in the user community. A key factor was the corporate change management strategy that supported the project. The credibility derived from the success of each phase enabled TransAlta to extend the ITSM solution from the fundamentals to the higher-level maturity stages.

The addition of a knowledge base, integrated with automated SLA tracking and reporting, completed the TransAlta solution and enabled the IT organization to more rapidly resolve issues and provide better performance reporting to management and clients.

*"To achieve our ITSM objectives, it was critical that TransAlta establish a long term partnership with an organization that possesses vision, knowledge and the ability to execute — we found that partner in CompuCom. In Phase 1 of this project, CompuCom was responsible for the technical design and implementation of Incident and Change Management. This was so successful that we expanded CompuCom's role in Phase 2 to include the technical delivery and process architecture for Problem and Configuration Management. In each phase of this project CompuCom delivered to their commitments on time and budget, and was a key contributor to the success of the entire project."*

**Darrel Popwich**

Project Champion, Manager,  
IT Process and Control  
TransAlta Corporation

Learn more about CompuCom and our comprehensive services.  
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