

BC Clinical and Support Services Society

Micro Focus helps this Canadian healthcare shared-services organization align disparate teams to achieve best-practice transformation.



Overview

BC Clinical and Support Services Society (BCCSS) delivers non-clinical support services for British Columbia's health authorities and finds opportunities to improve cost effectiveness and enhance service quality. Technology Services, a business stream of BCCSS, provides shared infrastructure services supporting the health authorities' patient care delivery systems as well as business applications such as billing and accounts payable. By reducing costs and risk—and increasing predictability, capacity and efficiency—BCCSS extracts the most value out of every dollar spent and the health authorities gain vital delivery capacity at point of care.

Challenge

With the formation of HSSBC (now BCCSS) in 2010, a number of IT groups from the various health authorities the organization serves came together. However, they were using disparate processes and practices. Separate groups focused on core infrastructure, servers, database services, network services and other service streams—and even within these silos existed different practice pockets. BCCSS aimed to develop and execute a best practice IT service management program to create efficiencies and deliver operational excellence.

Solution

BCCSS utilized IT Service Management Automation—Asset Manager, Service Manager, Universal Discovery and Universal Configuration Management Database (UCMDB)—to attain best practice transformation.

Although BCCSS did not formally engage with Software Services, it did leverage existing relationships for guidance on how to align its internal practices with best practices in the architecture and enterprise space.

Micro Focus Partner Effectual Systems Group, Inc., assisted BCCSS with its configuration management work, providing advisory subject matter expertise to expand the discovery scope and build additional integrations.

Results

Using this software, BCCSS realized the following benefits:

- Transforms from a siloed delivery model of disparate practices into a best-practice IT service management program delivering efficiencies, consistent results and operational excellence
- Positions BCCSS as a transformation enabler by instilling confidence in its ability to deliver operational results to six health authorities



At a Glance

- **Industry**
Healthcare
- **Location**
Burnaby, British Columbia, Canada
- **Challenge**
Develop and execute a best practice IT service management program to create efficiencies and deliver operational excellence.
- **Products and Services**
Asset Manager
Service Manager
Universal Discovery
Universal Configuration Management Database
- **Success Highlights**
 - + Defined IT costs for 94% of managed assets, giving base costs for depreciating assets
 - + Reduced repeatable incidents by 10% and number of emergency changes by 85%, reducing service disruptions with potential patient-care impact
 - + Delivered more than 45 application models for Tier 1 critical applications and systems

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- Delivered more than 45 application models for Tier 1 critical applications and systems
- Improves business productivity and efficiency by improving incident and change management practices
 - Configuration management database provides the foundation to identify relationships between infrastructure components and their related upstream applications, for insight into business impacts of incidents or changes (UCMDB)
 - Implemented formal ability to track alerts, with goal to perform trend analysis
 - Reduced repeatable incidents by 10% and the number of emergency changes by 85%, reducing service disruptions with potential patient-care impact
 - Introduced Problem and Knowledge Management into the environment
- Improves asset management (Asset Manager)
 - BCCSS manages over 5,000 servers, which host 1,000 applications and approximately 500 maintenance and support contracts
- Defined IT costs for 94% of managed assets, giving base costs for depreciating assets
- On track to realize \$130,000 in asset management savings over 12 months ending August 1, 2016
- Improves service quality and user satisfaction
 - On track for \$100,000 cost avoidance over 12 months, from moving request out of existing tool into Service Manager
 - Improves visibility of IT costs by maturing IT financial management practices, supporting cost-reduction initiatives

The health authorities BCCSS serves, as well as internal BCCSS teams, say this is one of the most successful projects in the organization's history. The project delivered on time, on scope and on budget, bringing what had been disparate teams and processes into alignment around best practices—with a clear roadmap and measurable gains.