

# Huntington Ingalls Industries and SMA

Nuclear-powered aircraft carrier submarine builder for the U.S. Navy uses Micro Focus® Service Management Automation with Universal CMDB to deliver service management support at speed and scale of business.



### Overview

HII is America's largest military shipbuilding company and a provider of engineering, manufacturing, and management services to the nuclear energy, oil and gas markets. For more than a century, HII's Newport News and Ingalls shipbuilding divisions have built more ships in more ship classes than any other U.S. naval shipbuilder. Headquartered in Newport News, Virginia, HII employs nearly 36,000 people operating domestically and internationally.

### Challenge

Reduce outage frequency and duration with device-to-application visibility. Depending upon the type and severity of the incident, outages can impact the productivity of as many as 17,000 workers—including ship design engineers—at HII's Newport News Shipbuilding division that is America's sole designer, builder and refueler of nuclear-powered aircraft carriers and one of two shipyards capable of designing and building nuclear-powered submarines. A system outage, for example, could impact work across the entire yard.

Implement a configuration management database to enable discovery; build intelligent relationship models (using UD and UCMDB) based on that discovery; identify all changes, including non-reported; automate ticket assignment to

queues—for example, if a device goes down, instantly identify the device owner and pass the information to Service Manager to enable rapid service response. Improve the approval process to make it consistent, predictable and scalable.

### Solution

Classes provided by Education Services combined with on-site Software Services consultants helped HII support staff implement best practices and accelerate solution knowledge transfer. Efforts contributed to HII's ability to accomplish full implementation and integrations with financial and other critical systems in less than two years.

The Micro Focus solution enables HII to link historical data to accelerate problem resolution and reduce outage duration; relate change tickets to avoid collisions between changes and minimize reliance on tribal knowledge; proactively assess and manage risk; and adjust maintenance activities to minimize impact.

The solution provides improvements across service desk and change/risk management (using Release Control, for example, by correlating data between Service Manager and UCMDB for historical views of tickets and change results); facilitates SOX compliance; and ensures HII service desk productivity



### At a Glance

- **Industry**  
Manufacturing
- **Location**  
United States
- **Challenge**  
Reduce outage frequency and duration with device-to-application visibility.
- **Products and Services**  
Service Management Automation  
Universal CMDB  
Universal Discovery (UD)  
Education Services  
Software Services
- **Results**
  - + Automated incident, change, problem, request fulfillment and configuration management based on a CMDB with automated discovery
  - + Exposed potential collisions between planned changes
  - + Discovered and model services for 150+ business applications like Microsoft SharePoint, hundreds of other applications, and the related infrastructure

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keeps pace with infrastructure change, growth and new-services delivery.

## Results

Micro Focus enabled HII to:

- Automate incident, change, problem, request fulfillment and configuration management, moving from table-based entries to build a Configuration Management Database (CMDB) with automated discovery
- Expose potential collisions between planned changes through the integration of change tickets with system models
- Discover and model services, mapping ownership and relationships across 1,300+ physical/virtual servers running 1,000+ applications, including 150+ business applications (Microsoft SharePoint, SAP, Siemens Teamcenter, etc.), hundreds of engineering and other client applications
- Reduce first-line turn of all service calls from an average of six to eight minutes to less than two minutes; largely eliminate ticket misrouting
- Standardize and automate approval process (including exceptions handling) in request fulfillment system; automate forwarding of tickets to responder queues which includes formulation of workflows; and enable self-service access from smartphones
- Save 75 to 200 hours per month in approval process based on mobile workforce approvals
- Track and flag all tickets with SOX impact; ticket association with configuration items to enable 80% faster access/collection of authorizing documents; achieve zero-issues on regulatory audits
- Identify and measure services delivery at application level; leverage configuration model relationships for use with tools like Apptio
- Advance IT Service Management maturity from Level 2 to Level 4
- Stand up configuration database/discovery/application system modeling and complete integration in less than two years (50% faster than projected timeline)