



ITIL Based Process Development Service for Telecom Service provider in Saudi Arabia

Client Profile

The client is a government owned telecom service provider in Saudi Arabia.

Client Context

Challenges faced by Client

- IT Department was decentralized and working in silos
- No uniformity in processes and tools across IT teams
- Understanding the reorganization of IT Units and the new organization structure

Client wanted needed to assess and define processes and procedures for effective and efficient management of services provided by the IT Units.

Microland Approach

The scope of the project included the assessment and definition of effective processes and procedures for the following – Incident Management , Backup procedure, Data connectivity request (DCR) procedure for IT Units (ITUs), Quality control procedure for ITUs, Process for improving IT usage and quality in ITUs and Operational level agreements.

Microland adopted a two-phase approach for this engagement

Phase 1

Understand and assess the current IT functions and operational processes of the IT Organization. The assessment of policies, processes and procedures were carried out against industry best practice, such as ITIL, using Microland's unique assessment methodology. The outcome of this assessment formed the roadmap for defining the required set of processes.

Phase 2

Microland used its existing process development methodology, which is an amalgamation of ITIL and six –sigma, to define and develop the policies, processes and operational procedures meeting the following requirements

- Addressing the current pain areas as identified during requirement analysis in Phase 1
- Closing of gaps identified during the Phase 1 assessment
- Incorporating improvement areas and recommendations in agreement with client
- Aligning to the global best practices wherever possible, without deviating from the client's IT and functional objectives
- Aligning to the client's quality standards and process framework

Key Deliverables

- Centralize IT
- Make the existing central Help Desk as single point of contact across all regions
- Standardize tools used by the various IT teams
- Standardize procedures used for resolving incidents

Benefits

- Standardization of the Processes and procedures
- Improved use of the existing centralized help desk
- Agreement on Service Levels between IT Department and the business units.