

»» DC Govt. Capitalizes on IT Success



The District of Columbia — the US capital — is renowned for the challenges faced by those who maintain its complex information systems. While political unity may be daunting, the District turned to LANDesk® Management Suite for a proven desktop management solution to help create organizational unity among its nearly 100 different agencies and services.

The District's Chief Technology Office is tasked to implement systems that are reliable, functional and that support the District's business strategies — as well as the needs of its constituencies. Complete collaboration is needed throughout all of the District's disparate agencies, so the city brought in LANDesk Management Suite.

The first experience The District's Office of the Chief Technology Officer (OCTO) had in deploying LANDesk Management Suite was in the Department of Public Works and the Department of Transportation in response to the 'Nimble' and 'I love You' viruses. Under emergency conditions the OCTO was able to mass distribute LANDesk Management Suite quickly to 850 desktops and use it to distribute a critical anti-virus patch. In the past, those actions would have taken weeks to complete, but with LANDesk Management Suite it was completed in just two days — with a level of standardization across the enterprise that made it much easier to manage.

The District's Application of Choice

After this successful demonstration of LANDesk Management Suite's powerful ability to help the organization keep up with virus updates, it became the District's desktop management application of choice for inventory, security and helpdesk.

LANDesk Management Suite supports the day-to-day activities of the District's managed services program and is used for inventory control and inventory management. LANDesk Management Suite also allows the OCTO to do real-time polling of the environment to ensure consistency in the tools used across the various agencies. LANDesk Management Suite's remote control capabilities are relied on to manage system problems from the District's Tier 1 helpdesk in Tampa, Florida.

Management Suite's flexible remote access and control technologies help the District of Columbia substantially reduce the costs of helpdesk support while providing faster, more efficient service. The District used to spend significant

Business Needs

- Cost-effective, scalable desktop management system needed to seamlessly integrate the varied systems of many government agencies and services in the District of Columbia.

Solution

- LANDesk® Management Suite

Business Benefits

- Remote control feature reduces the cost of helpdesk support.
- Increased ability to budget and control IT costs.
- Rapid return on investment.

resources visiting each desktop for things as simple as upgrading patches or installing DLLs (Dynamic Link Libraries). And the District of Columbia found that there was no consistency in its service relative to its service level agreements. Now, using LANDesk Management Suite, the District can successfully close about 85% of its tickets remotely and can also implement logical service level agreements, and create performance management metrics to demonstrate its success.

Streamlining City Services

A powerful example of the District's new efficiencies is how it now responds to snow emergencies. As any DC resident can attest, local government has had a poor track record of managing snow plowing and clean up activities and it was not unusual for the city to simply shut down in the aftermath of a snowstorm. That's because, for years, all the planning was done by hand and planners used markers to map out the information for the snow plows, and communicated by walkie-talkie and phone when the job was complete."

Today each truck is fitted with a global positioning system along with mapping software running on mobile units inside the vehicles. Work orders are sent to the snowplows by wireless network and the District can monitor and track progress as the trucks move throughout the city. Those snow applications are maintained by the District government's service programs and supported by LANDesk Management Suite.

LANDesk Management Suite has also helped to reduce the number of staff needed to plan for snow emergencies. In the past there were sixteen sites around the city that had to be manned 24/7 to support plowing in a snow emergency, and each site needed three shifts of two people. Using LANDesk Management Suite, the District went from staffing sixteen sites with thirty two people to one centrally located site with eight people – saving the city on man-hours and resources to the tune of some \$500,000 in the snow season of 2004. Better yet, the District found that there were only three instances of snow this whole season that required any remedial activity.

Over the last three years LANDesk Management Suite's ability to help meet the District's ever-changing network challenges has impressed and pleased the OCTO. And now there is more planned. The next step is to get LANDesk Management Suite rolled out for the entire District – a project the OCTO estimates will be completed soon. LANDesk Management Suite has clearly helped the DC Government automate as many tools as possible to do the job – and it has clearly made the District of Columbia more efficient.

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