



Emilia-Romagna Region re-start: from the configuration management to the Service Management with CMDBuild READY2USE

CMDBuild Day - 28 October, 2020



WHO IS SPEAKING?

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Summary

Emilia-Romagna Region re-start: from the configuration management to the ITSM with CMDBuild READY2USE

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The last few years have been marked by a fast and strong change, at times even radical, driven by internal and external dynamics of transformation that have profoundly affected the ICT services of the Emilia Romagna Country. In particular:

- **increased expectations** from the users in bringing solutions to their requests and incidents;
- **need to define organizational methods, processes and standardized tools** to respond in a timely and unambiguous manner to the receipt and management of requests and incidents;
- **continuous evolution of the assistance model** to respond to the new organizational models;
- **the growing role of oversight contacts and process contact networks** to support the digital transformation;
- **greater sharing of information** relating to corporate assets;
- **growing needs in terms of business continuity and ICT security** of services and **renewal of technologies** due to technological obsolescence.



Service Management numbers



Users: 6400 (5.000 in 2017 and 3.000 in 2012)



Headquarters & offices: 340 (120 in 2017 and 40 in 2014)



Support Staff: over 400 people



Operating support groups: 300



Business Services: 330 (100 in 2012)



Data connectors for integration: 10 planned (starting from 5)



Engaged organizational structures and agencies: 11



Processes: 13 (10 activated in CMDBuild3, 3 previously enabled in CMDBuild2)



Ticket processed: over 65.000 expected using CMDBuild 3 (60.000 in 2020)



Since 2011 the Regional ICT Unit identified CMDBuild as the **central element for its IT Service Management processes and tools system**.

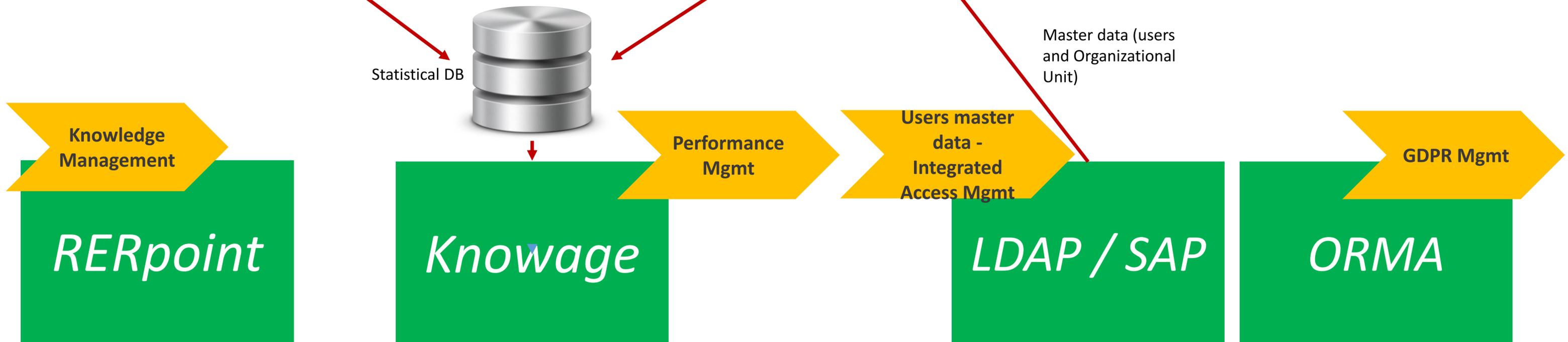
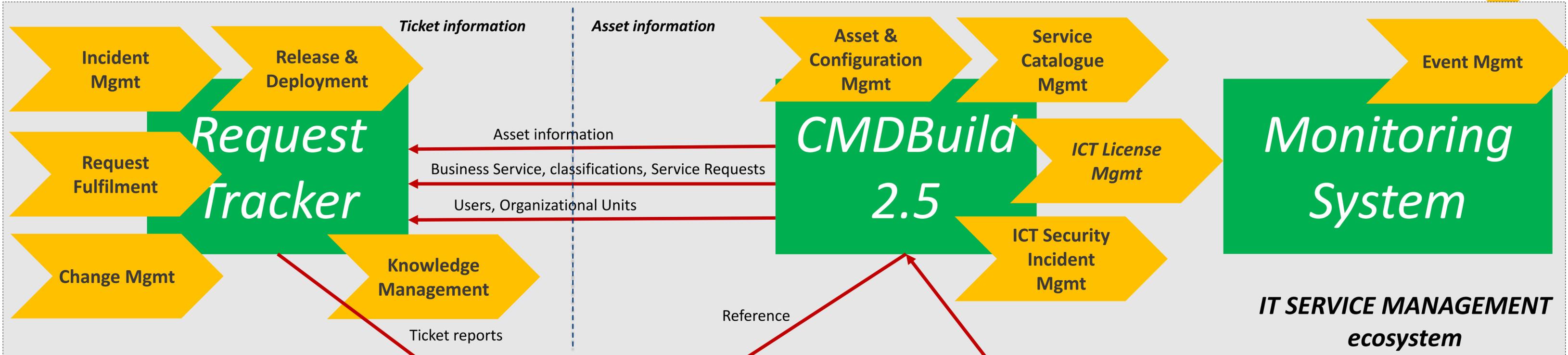
- This choice led to unify the ticket management systems with the asset management tools - with the former running on the current RT Request Tracker platform and the latter on CMDBuild. ICT has proven to be a **powerful starting point to begin a process of change**, useful to the standardization of the request and incident management processes received by the internal and external users.
- The beginning of this process brought to the “**planting of knowledge and expertise seeds**” into the different regional structures. All these structures merged to the regional ICT architecture, also due to the spread user support model.
- The **strength, the scalability and the repeatability of the method** allowed the ICT tools adoption from other regional structures (non-ICT services oriented) based on ITIL good practice e.g. the Supply, Logistics and Security Service, which is a cross-sectional department between the internal organizational units and the external bodies or agencies that benefit from the services provided by Giunta Regionale.



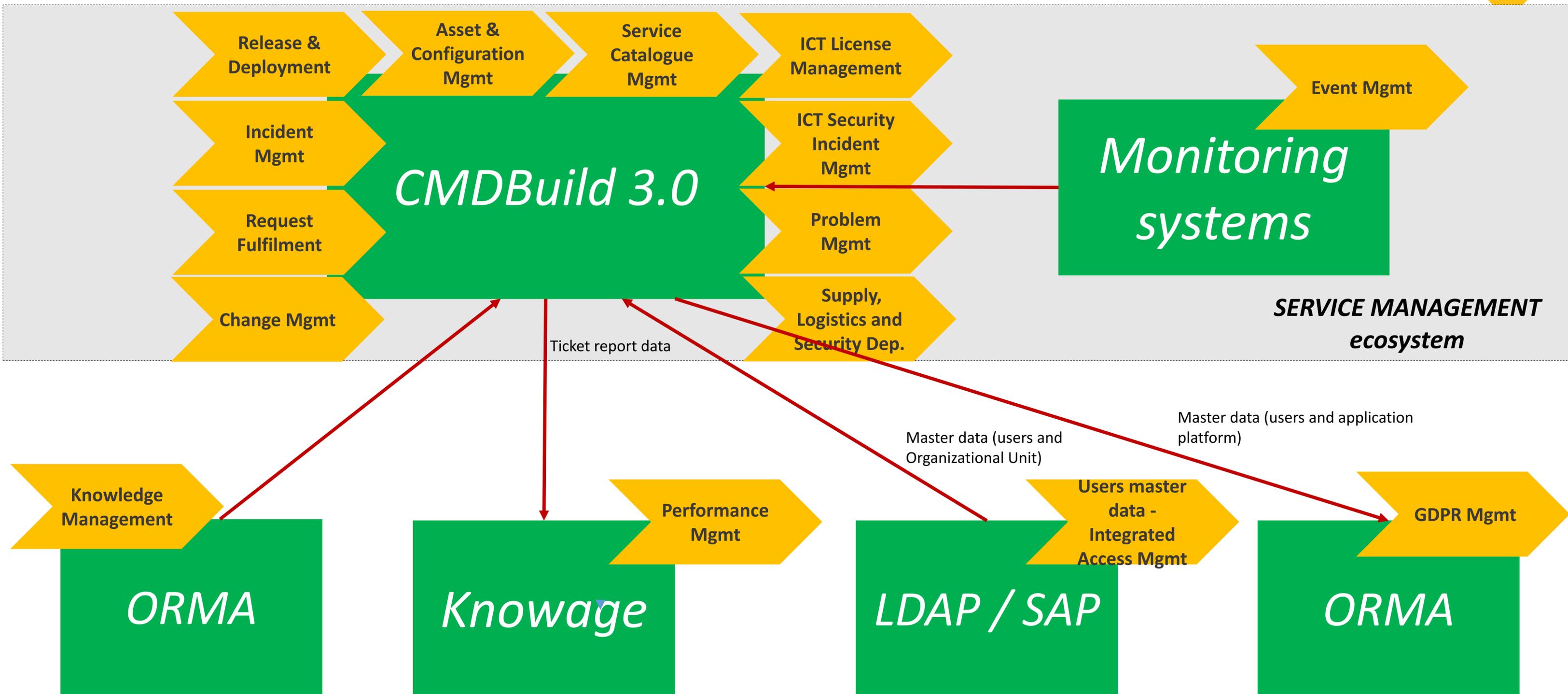
The significant growth of assets and users within CMDBuild 2 brought the Regional ICT Unit to identify CMDBuild 3 as the single processes and assets management tool to give a full support of the regional management.

Regione Emilia-Romagna chose CMDBuild 3 as the integrated platform on which all the Service Management and configuration item processes must converge.

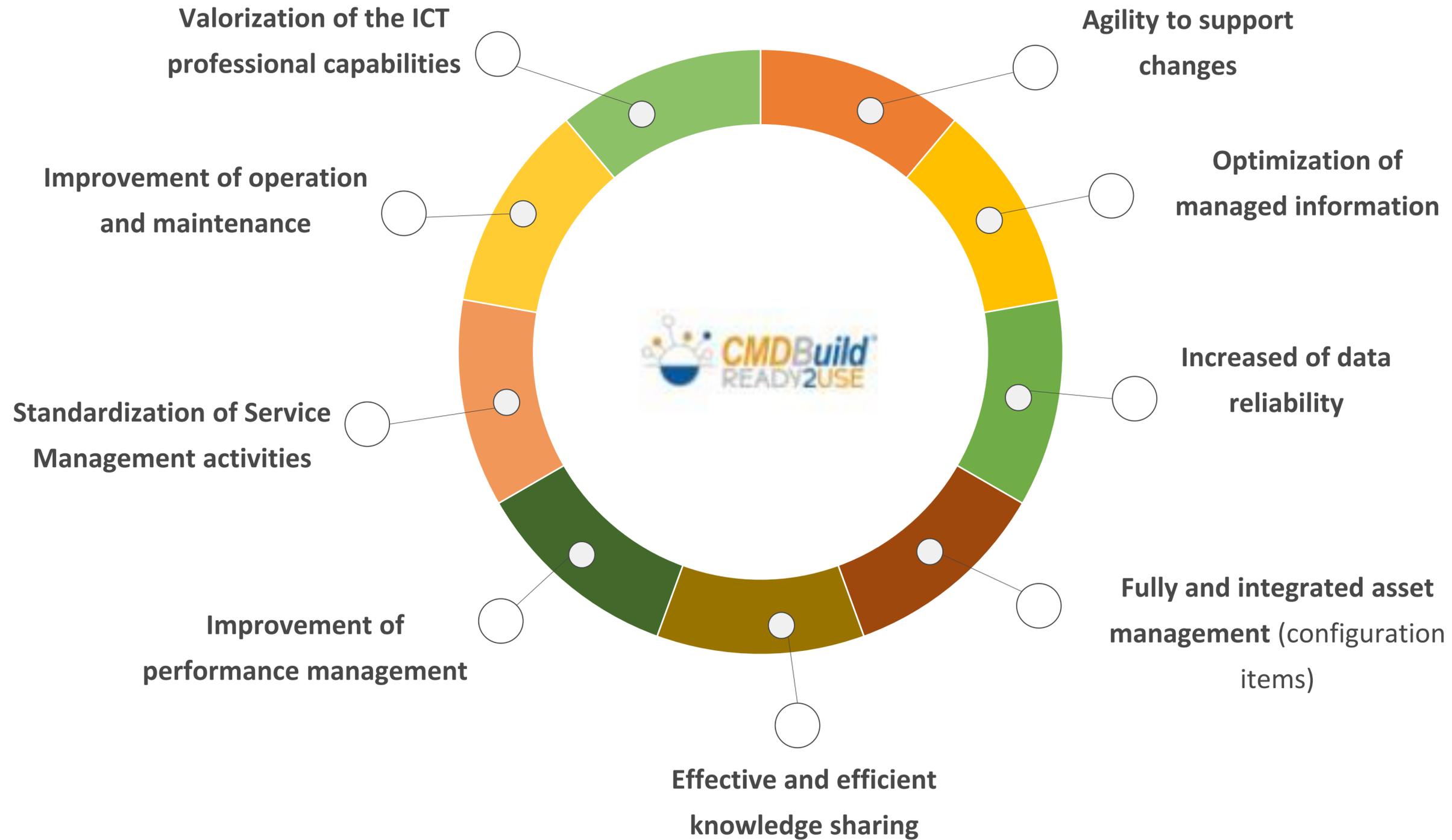
IT Service Management: Architecture as is



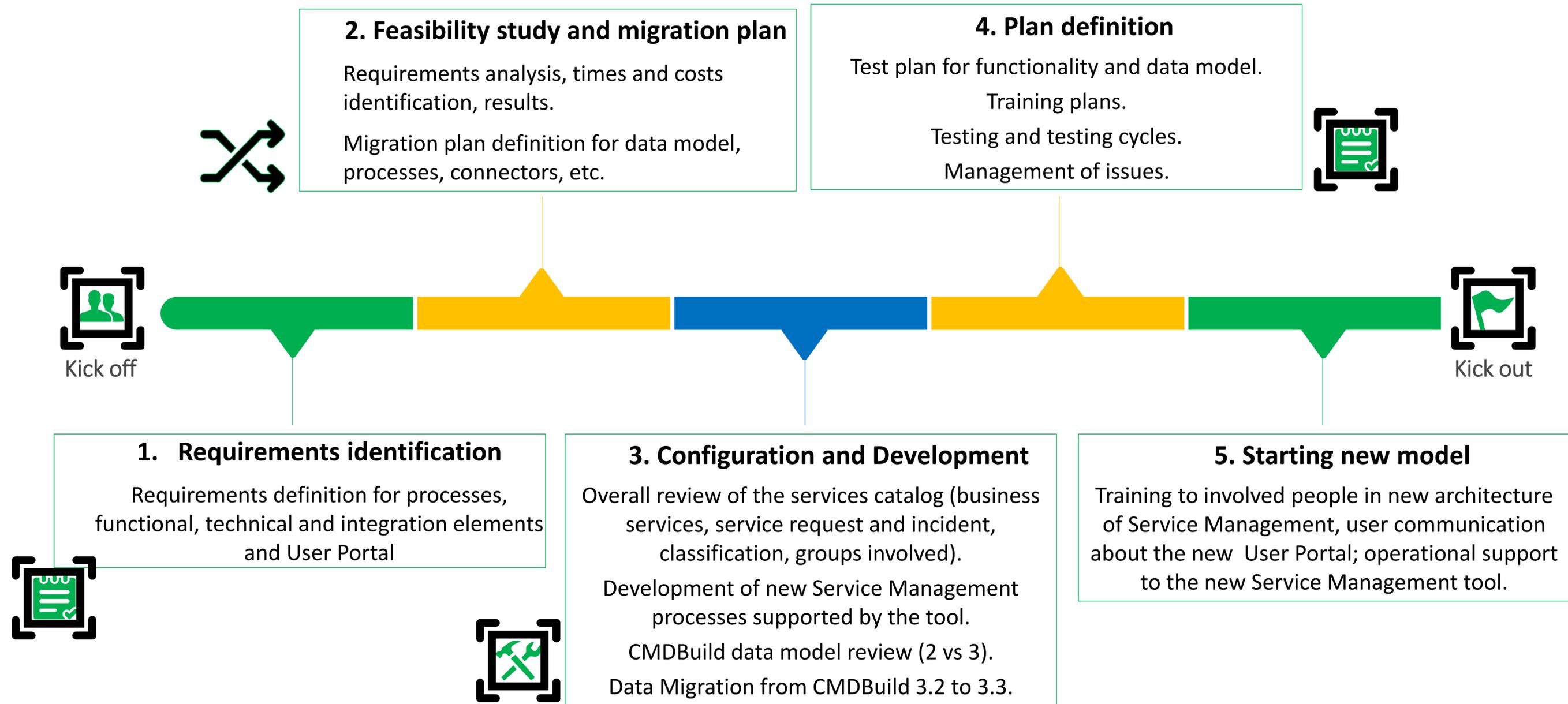
Service Management: Architecture to be



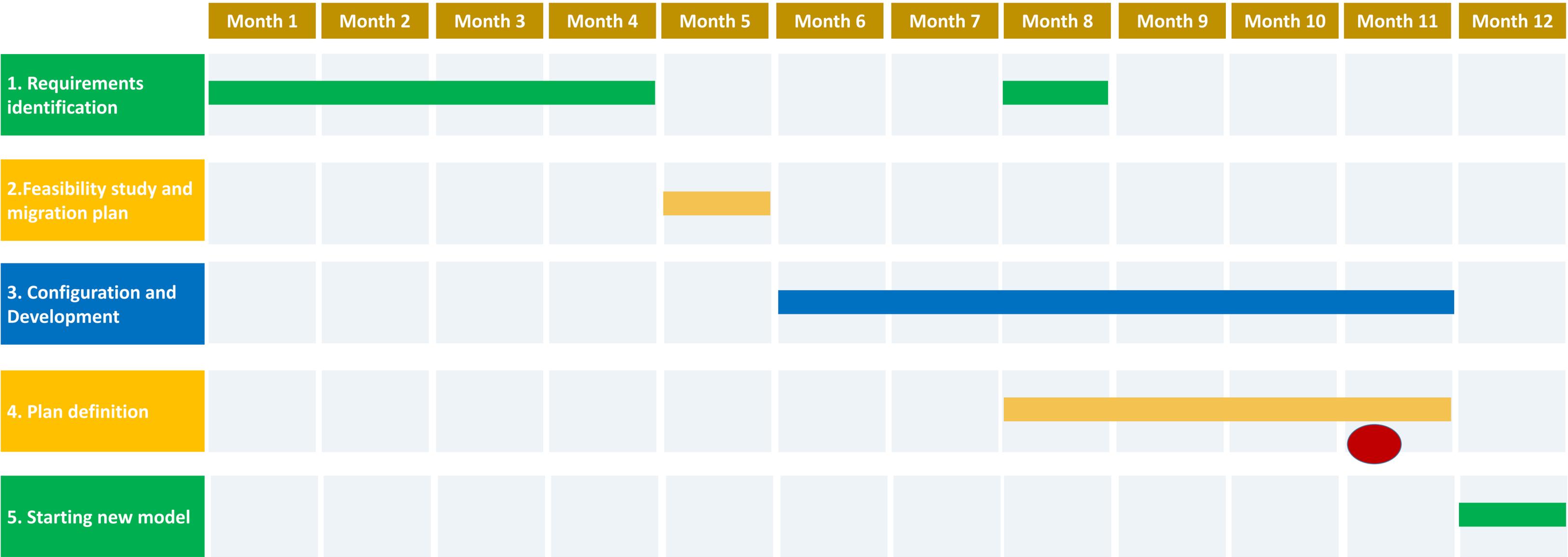
CMDBuild initiative Benefits



Service Management project phases



Cronoprogramma del progetto CMDBuild 3



The project timelines have been revised to take into account problems and inefficiencies due to the COVID19 situation and the absence of critical personnel involved in the project



- **Covid-2019** pandemia;
- **People remotely** involved on the project (project management model review);
- **Large number of people** involved (many difficult to obtain feedbacks);
- **Requirements awareness** gained on hands on (requirements maturity, wireframe, mockup);
- **Structure/Architecture Complexity:** processes impact, connection between different technologic worlds (IT integrations);
- **Excessive work parallelization** (portal, connectors, processes).



How the issues were addressed



- **Project management model review** for analysis and implementation group's methods (bring together the requirements and the technical realization): increasing the number of meetings between staff, developers and clients;
- Requirements comprehension verification during the **solution design phase**;
- **Shorter releases**;
- **Defining priorities** to contrast the parallelization issues and to reach a release candidate that can be consistent for operational, practicable for the implementation team and that makes it possible to fill the requirements gaps with rapid and agile releases.