

## CASE STUDY

## Forensic and Clinical Laboratory

- CLIENT PROFILE:** Client provides clinical toxicology and forensic testing for healthcare providers, medical researchers, coroners, and the criminal justice system.
- BUSINESS NEED:** Infrastructure services organization was struggling to meet daily support needs of the business, and not able to address critical projects and maintenance activities. Short staffed, Senior resources were allocating a majority of their time to reactively firefighting Junior-level tasks.
- OUR SOLUTION:** Establish the appropriate resources and skill sets for the organization; define and align roles and responsibilities; improve support tools and processes; and bring management and control to the project backlog. Implementation of a service desk (help desk) solution, project management methodology and project pipeline tools and processes were a foundation to the improvement program. Conduct an infrastructure assessment to understand the current environment and the needs of the business. Assign an interim Infrastructure Manager on a part time basis to execute the assessment recommendations while implementing management discipline to ensure a strong services-oriented approach to supporting the business.

### Organizational & Technical Consulting

- Provide interim infrastructure management services to lead the implementation of recommendations and bridge a leadership gap.
- Recommend an organizational structure and related staffing levels, skill sets and competencies necessary to effectively support business operations.
- Provide support for the client's hiring process using a multi-tier interview process to ensure the hiring of the most qualified personnel.
- Implement organizational changes and transition services necessary for the new organization to perform at the highest level.
- Recommend and implement technical improvements to infrastructure that improved its availability, reliability, and security.

### Service Desk Implementation

- Identify the need and means to implement a customer focused Service Desk to respond in a structured way to service interruptions and service requests.
- Implement an effective tool to record, track and report on service demands.
- Establish definitive Service Levels and track performance against them.
- Provide management reporting to demonstrate the effectiveness of services provided and the potential need for improvements.

### Project portfolio management

- Implement project management disciplines to ensure projects are defined, justified, and structured consistent with best practices.

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## OUR IMPACT:

Client successfully aligned new services and staff to provide business units with the quality support necessary, increasing the timeliness and quality of service delivery while reducing the costs of lower level support services by approximately 50%.

Service desk solution was implemented that enabled the team to address problem assets, identify training opportunities, and provide valued information to the management team.

Project backlog prioritized with business needs and resources assigned to effectively deliver priority projects. Infrastructure team transitioned from operating in daily firefighting mode to providing timely service and proactively addressing infrastructure operations.