



Seattle ServiceDesk “Game Changers”

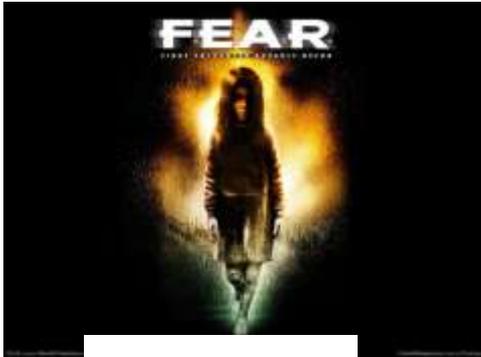
Gradual systems improvement

-or-

How I stopped worrying and learned to
love the helpdesk.

Our Game Studios

400 + Employees over
Multiple Studios



MONOLITH



snowblind
studios



My previous studios that may have used ME OpManager



Who am I?

- Senior Systems Administrator
- Manage many of our internal enterprise applications

- Jira
- Confluence
- Perforce
- Helpdesk
- Many others



Other specialties

- Use case suggestions and implementation “what ifs”
- Quick analysis of a process need, suggesting a way to make it work.
 - Jira
 - Helpdesk categories and usage
 - Confluence
 - Perforce
 - More

Challenges

- Full spectrum of users
 - Extremely technical and self sufficient (sometimes too much!)
 - Completely non-technical
- IT Department that is not well established
 - Historically reactionary
 - Legacy of “We’ve always done it this way”

Challenges Continued

- Explosive growth after WB acquisition
- Suddenly:
 - Multiple Acquisitions
 - Start 2007: Explosive growth starting with 5 Employees (1 manager 4 techs)
 - Through 2009: 10 technicians 1 manager 2 local sites
 - Now: 4 remote sites, 25+ technicians, 5+ management team across sites.

Top Roadblocks

- Helpdesk Acceptance by users, technicians at multiple sites
- Tool familiarity
- Process consultant working with ManageEngine
- Tools driving process instead of process driving tool implementation.
- Production management buyoff

Previous solutions

- Lithticket
 - Internal helpdesk system
 - Simple, email driven with sql backend. Open-close system.
- Scriptlogic Helpdesk
 - At the time, was relatively primitive.
 - Buggy and crashy
 - Non-intuitive interface for technicians and end users.

Evaluation

- Scriptlogic was current in place when I joined
 - Goals for successful evaluation
 - Greater featureset than current system
 - Cheap
 - Doesn't crash when you sneeze
 - No client side application requirements
- AD Integration requirements
 - Users need to have the ability to “just work”

Evaluation Continued

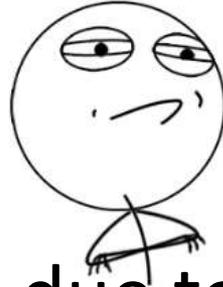
- Set up parallel helpdesk systems
 - Cloned request emails
 - Cloned replies manually
 - Muted manageengine email during eval phase
 - Ran as a one-man helpdesk, closing and responding to issues as if they were live
- Performance testing
- Backup strategy
- Customizability to sell to management

Evaluation Complete

- ManageEngine was ahead of the game compared to ScriptLogic (2008)
- Also had rudimentary inventory management for software and hardware.
- Cheap!
- Reasonably good technical support.

Challenges Met

CHALLENGE ACCEPTED



- Rapid deployment due to small scale deployment requirements.
- Already had support request database since evaluation period simply cloned requests.
- Held couple simple training sessions with technicians to switch to new system.

Challenges Met Continued

- ManageEngine implementation handled over 12,000 support requests in 2010. Possibly more *
- Configurable as needs change
- Expandable as change control was implemented
- 25+ technicians = Cheap!

Why do I keep saying Cheap?

- Don't have a lot of capital for certain expenses.
- Helpdesk software for IT is one of those.
- Other products cost Magnitudes more.
- Covers the 80th percentile of use requirements.

Other planned expansions

- AD Manager Plus
 - Affordable user onboard process
 - Not Perfect, but affords the bare minimum for process standards
 - Customizable via system side scripting
 - Exchange
 - File shares
 - Other application servers
 - Easily integrates with ServiceDesk

Things I love about ManageEngine



- Inexpensive
- Lots of little customizable features
- Overlaps nicely with our current business requirements
- Overall fairly simple to implement
- Effective customer support when we have problems.

Things that might need improvement



- Deployment is a little clunky
 - Tomcat/Java implementation is very opaque.
 - Little helper tools feel poorly documented
- ServiceDesk report creation is a little bit rigid
- ServiceDesk customizable process scripting should be implemented
- ServiceDesk change management and helpdesk workflows need more work

