



Family Health International

Global, ITIL-based Infrastructure Made Easy

With its mission to improve people's lives worldwide through research, education, and services in family health, Family Health International (FHI) is among the largest and most established nonprofit organizations active in international public health. Founded in 1971, FHI has been at the forefront of public health research, prevention, care, and treatment in the developing world. It conducts research in HIV/AIDS and other infectious diseases, and delivers services in more than 70 countries to meet the public health needs of some of the world's most vulnerable people.

To better extend its worldwide reach to the countries and communities that need its help, FHI is rolling out an ITIL-based global technology infrastructure. Key to defining, implementing, and managing that global ITIL framework is the full range of LANDesk® IT Service Management solutions from Avocent.

Going Global with an ITIL-based Infrastructure

While FHI has 400 people at its corporate headquarters in Durham, North Carolina, it has more than 2,400 people in regional offices in Washington D.C.; Bangkok, Thailand; and Nairobi, Kenya; as well as dozens of remote field offices in Thailand, Kenya, Ethiopia, Egypt, India, Haiti, Honduras, and more. In the past, many of these remote offices have acted independently of each other in terms of both IT infrastructure and business operations. To enable it to achieve higher levels of efficiency and coordination as a unified international organization, FHI is rolling out wide-area connectivity to its remote offices and a global IT infrastructure based on an ITIL framework.

"We're building a global infrastructure practically from scratch," says Marc White, director of IT Operations at Family Health International. "As part of the technology management of that global infrastructure, we're implementing a process-oriented, process-driven ITIL framework. ITIL is all about process, and the LANDesk solutions are key to deploying those processes."

White adds, "LANDesk has built-in workflow processes based on the ITIL framework for incident management, change management, configuration management, server management, and more. It also gives us the ability to add or customize processes based on our needs. LANDesk pretty much delivers ITIL right out of the box."

Built-in Best Practice Processes

Initially, a major focus of FHI's global infrastructure is offering a centralized virtual service desk that can ensure its technology users who are scattered around the world have consistent and quality access to the services they need. LANDesk® Service Desk is key to the success of that offering.

Business Needs

- Implement an ITIL-based technology management framework to drive the creation of its global IT infrastructure.

Solution

- LANDesk® Service Desk
- LANDesk® Management Suite
- LANDesk® Security Suite
- LANDesk® Server Manager

Business Benefits

- Easily build from scratch an ITIL-based global technology management infrastructure with out-of-the-box and customizable incident management, change management, configuration management, and server management processes
- Move from paper-based change management processes to online automated change management processes in two weeks
- Enjoy a holistic view of the entire global IT environment
- Reduce costs and improve customer service through streamlined and automated best-practice IT processes and operations

“LANDesk Service Desk has enabled us to be more efficient and more responsive to the needs of the business,” White says. “With its built-in incident management processes, LANDesk Service Desk enables our IT people to better categorize and prioritize their activities in accordance with ITIL best practices. Rather than running around handling every incident the same way as we have in the past, we now know how to prioritize based on urgency and impact. In turn, it’s also helping the business prioritize what is important as well.”

To help deal with its requests for changes, FHI in the past had created a paper-based change management process. However, the company soon recognized that paper-based processes were inefficient and cumbersome by nature, which led to many of its people avoiding or ignoring the process altogether. To move from paper-based change management to electronic change management processes, FHI once again took advantage of the built-in and customizable ITIL-based processes provided by LANDesk Service Desk.

“The out-of-the-box change forms and processes in LANDesk Service Desk covered about 80% of our change management needs,” White says. “LANDesk made it really easy to replace our paper-based change management system to an automated online system. The whole effort probably took only two weeks total. And it gives us much more than just the creation of electronic forms. It allows us to take advantage of approval workflow, notifications, meeting agenda generation, reporting, and more.”

“LANDesk Service Desk has given us a change management process that has increased our effectiveness and user acceptance of the process as a whole,” White adds. “Rather than doing it by hand, with a click of a button users can give approvals, create reports, or generate agendas. As a result, LANDesk Service Desk has streamlined our operations, allowing us to rein in the people who had been avoiding the process and thereby significantly reducing the number of unauthorized and unexpected changes.”

Driving Business Success

Although a key component, LANDesk® Service Desk is just one aspect of the overall technology management solution for FHI. A significant part of the motivation for going with LANDesk was that it offered a comprehensive suite of management solutions that worked cohesively together.

“The tight integration of LANDesk® Management Suite, LANDesk® Security Suite, LANDesk® Server Manager and LANDesk Service Desk was quite appealing to us,” White states. “We had a set of point solutions that were essentially separate technology silos that didn’t share information with each other. The integration of the different LANDesk® solutions gives us a holistic view of what is going on throughout our global environment rather than just individual activity. It improves the way we operate inside of IT, which in turn allows us to deliver better service to our customers.”

The standardization and uniformity of processes offered by LANDesk has also been a great advantage for FHI. “The more I can standardize, the more I can reduce my costs,” White says. “The LANDesk solutions give us common automated processes that work together so we can be more efficient and more effective. LANDesk also gives us standardization based on a best practices framework, which not only reduces my costs, but makes my customer satisfaction go way up.”



“Through the implementation of the LANDesk® suites our IT organization has been able to implement a process-oriented ITIL framework that has allowed us to be better organized, more proficient, and more successful so we can better support and drive forward the business.”

— Marc White

Director of IT Operations
Family Health International