

.GOV

Arabian
Computer news
a supplement

ITSM advantage
DoH Abu Dhabi
builds service
satisfaction
39



Aligning business al

DUBAI TOURISM
SHAPING
THE VISITOR
EXPERIENCE

34

AGILE AHEAD
MRHE SELECTS
DEVOPS PATH

42

Customer service
New capabilities
and channels to
reach the customer

48

PLUS

Infrastructure
Foundations
for smart city
connectivity

Data providers
Demand driving
new data-as-
a-service model

Data Champion

Dubai Data Establishment is leading
Dubai's plans for a data-driven city

28


Younus Al Nasser,
CEO of Dubai Data
Establishment, and
Assistant Director
General, Smart
Dubai Office.



07
/NEWS

The latest news and data from the GCC's government IT sector and beyond.



24
/COMMENT

Getting the right smart city infrastructure is critical, says Kamal Mokrani of InfiNet.



26
/COMMENT

Megha Kumar of IDC says that demand is driving the growth of data-as-a-service providers.



39
/CASE STUDY

Department of Health deploys ManageEngine ITSM solution to improve IT service provision.



28
DUBAI DATA CHAMPIONS

Dubai Data Establishment is leading Dubai's plans to create a data-driven economy and city data sharing.



42
MRHE GETS AGILE WITH DEVOPS

MRHE has become one of the first government entities in the region to adopt DevOps to keep pace with innovation.



45
DU BUILDS SMART DUBAI FOUNDATIONS

du is a key strategic partner for Dubai's smart city programs, building platforms and connectivity networks.



48
MBME LEADS SELF-SERVICE REVOLUTION

MBME is developing a range of service solutions and virtual payment capabilities for government partners.

→
DOH is on a
digitisation journey
to improve its
systems, says Al
Faqeeh

DOH creates happy users and efficient systems with ITSM

Department of Health, Abu Dhabi deploys ManageEngine ITSM solution to improve IT service and increase efficiency in service delivery

The healthcare sector is experiencing an ongoing transformation, and information systems play an expanding role in the delivery of healthcare. The drive to provide better information to healthcare providers has been supported by advanced information systems, and some of the most cutting-edge technologies are being applied in the sector to enhance ICT services and end user experience.

The Department of Health, Abu Dhabi (DOH) is responsible for the healthcare sector in the Emirate. As the regulatory authority, DOH ensures the delivery, quality and sustainability of healthcare services, and also controls planning, best practice, efficiency and strategy for Abu Dhabi, along with the adoption of healthcare informatics.

With the focus on information, it is fitting that DOH is also using information technology to support it in its mission. Abdulla Qasem Mohammed Al Faqeeh, Section Head for Operations, IT Department, DOH, said that DOH has an ongoing mission to deliver IT services to its users, to support them in their work and improve their satisfaction. This transformation began in 2015, with various improvements, including delivery of stable IT platforms and achieving a number of key performance standards. By the start of 2017, DOH's IT team was looking further improvements in the delivery of IT,



and digitisation IT processes, with the implementation of IT Service Management (ITSM) solutions.

“We started the ITSM digitalisation journey in the beginning of 2016, because we needed an innovative way to manage our ITSM services within DOH,” Al Faqeeh explained. “We looked at our recent challenges, the gaps, both from the technology point of view and the business point of view, and how we could increase the happiness of the users. We found that there were some challenges, in terms of how we handled day-to-day requests, incident management, and service requests.”

With over 800 users across multiple locations, the IT department has a major task to ensure the seamless delivery of IT services. Improvements to infrastructure had enhanced the underlying technology, but DOH also wanted to improve the management of IT.

DOH had already aligned its IT processes with global best practices, including certification to Information Technology Infrastructure Library version 3 and the ISO 20000 IT service management standard. The team decided to adapt the framework and ISO standards into the services delivery. DOH was already a customer for ManageEngine, Al Faqeeh said, so after assessment of the solutions available, DOH chose to deploy ManageEngine's Service Desk Plus solution. The Service Desk solution includes Configuration management



←
Al Faqeeh: The ITSM solution has improved services and monitoring of delivery.

database (CMDB), and DOH also deployed ManageEngine's Asset Explorer, that helps to monitor and manage assets in the network.

The deployments have enabled DOH to digitize three of the most important functions for the IT department, Al Faqeeh said, namely change management, incident management and asset management.

"These are the core processes for IT, by ManageEngine, we have successfully transformed these processes for our people in the field and our service partner GBM, so that we have no manual processes – no calling to register a request, or interact if there is an issue," he said. "We use the tools to register and log the incident in an automated way, it can analyse the ticket and distribute it based on the rules and the contract that has been set with the partner SLA."

The automation of service management has greatly improved the delivery of services, and the customer satisfaction, Al Faqeeh said. The system provides much better visibility into the status of requests, so there is no need for follow up, and open incidents are automatically reported.

For functions such as change management, requests from the domain owner are automatically lodged, and then decisions on changes can be applied as per ITIL and ISO requirements. This has enabled better planning for work, so that all changes have been actioned out of normal working hours,

increasing network availability and improving achievement on KPIs. More efficient change management has meant better processing – for example in January the number of open change requests was 161, by June it was down to just 29.

Automation of user requests is also being piloted, so that user can request a service change, which can be automatically passed to their manager for approval, and once approved, the change or new service is provisioned automatically, as per the service catalogue, with minimal intervention from the IT team.

The improved insight and reporting also enables much more efficiency in the management, measurement and planning of IT, especially in areas such as monitoring performance of partners against service level agreements. High-level dashboards provide automated, real time reporting to management, and reports over time also help to identify any recurring issues that might need further attention.

"There is an SLA monitoring perspective and a contract management perspective, also it has helped me to monitor the overall KPI of how this function is working on a daily basis," he said.

Better monitoring and reporting has also resulted in a more customer-service oriented approach to support, Al Faqeeh explained, and with inbuilt user surveys in the ManageEngine tools, the IT team is able to get more insight into user's satisfaction.

"Of course, users see the difference, by using the ManageEngine tool. We can go the extra mile to make the user happy, by attending their call in a short period of time, and delivering on the spot," he said.

DOH has also deployed OpManager Plus, ManageEngine's integrated network management software for faster and smarter network management and has been using it extensively. It has helped DOH in terms of better network monitoring, physical and virtual server monitoring, flow-based bandwidth analysis, firewall log analysis and archiving, configuration and change management, and IP address and switch port management, thereby providing all the visibility and control that they need over their network.

With more powerful monitoring of the network, DOH's IT team has been able to respond much more quickly to any infrastructure issues, Al Faqeeh said, and in some cases is even able to address issues before users even know there is a problem.

In future, DOH is looking to further improve its ICT, with automated processes and smarter solutions, Al Faqeeh added: "We need to know how to make our processes smarter and more innovative, so we are talking about automation, AI and machine learning – if we can take that step, we will be a leader in our field – we aim to be number one in our field." ■

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