



## CASE STUDY – Federal Gov't Webservices Support Processes and Procedures

**SITUATION:** The federal government was executing a significant expansion of a support program for active duty, retired, and military spouses. The platform has a global reach with over 400,000 users. The expansion saw a significant uptick in the amount of personnel needed to support the web portals. To accommodate for the increase of client users, support staff, and future services significant processes and procedures needed to be designed to streamline operations and create a smooth experience for the client users. Communication plans, standard operating procedures, and reporting standards were non-existent. Proper tools were not in place to effectively support end users.

**INTERVENTION:** We worked with the federal government client and other contractors to identify communication strategy for a variety of common scenarios. We created standard operating procedures for onboarding new end users to front end web portal. We created standard operating procedures for on/off boarding federal government and contractor staff in quick, efficient manner. We worked with client support team and design engineers to develop a custom, ITIL based, support tracking system. This workflow for handling support tickets, knowledge bases, and identity access permissions.

**RESOLUTION:** Contractor required reporting elements went from 4 hours per report to roughly 5 minutes. Operating procedures and ITIL based tools saw client user support response time drop by 50% for 99% of all generate requests. New user creation with appropriate security sign-off went from 2 weeks to 2 days. The new communication strategy ensure that the correct personnel were handled in an escalation hierarchy, ensuring that higher level staff had a reduction in unnecessary communication for them to filter thru. An overall reduction in an unnecessary, blanket communication chains.

