

SERVICE MANAGEMENT CONSULTANT ĀWHINA CASE STUDY



In preparation for the implementation of Fire and Emergency's new digital workflow platform - Āwhina, the project team had an immediate requirement for a Service Management Consultant to support the team due to current Service Management resources being diverted to other critical path ICT projects.

Āwhina provides updated technology to support Fire and Emergency's digital workflow-based applications. The new platform improves, manages, and tracks workflows, while reducing manual workload and administration.

BUSINESS OBJECTIVES

Fire and Emergency had initiated a Service Design and commenced drafting other associated documentation, but required a Service Management Consultant to analyse Service Management principles, structures, critical success factors and key performance indicators.

CoDigital were engaged to complete the following deliverables:

- Support the completion of the high-level service design
- Develop an ITIL v4 service management framework for Deployment Management and Release Management practices
- Review and update current published service management practice guidelines and provide recommendations to ensure specific support requirements for Āwhina are captured
- Identification of continuous improvement activities and initiatives so that these can be handed over to the new Service Management resources

OUR CLIENT



Fire and Emergency New Zealand is a Crown Entity established on 1 July 2017 under the Fire and Emergency New Zealand Act 2017. The organisation exists to protect and preserve the lives, property and environment of all New Zealanders through reducing unwanted fires, responding to fires and other emergencies including motor vehicle crashes, medical emergencies, hazardous substance related incidents, natural disasters and supporting increased community readiness and recovery. Fire and Emergency operate in the context of a 24/7 emergency services organisation.



CoDigital helped us understand our state of transition, as we were moving away from traditional ways of working towards Agile software deployment practices. They designed guardrails and key collateral to ensure the success of our new Āwhina Platform.

Manager ICT Portfolio Delivery, Fire and Emergency New Zealand.

OUR APPROACH

CoDigital commenced the engagement with a discovery phase to understand Fire and Emergency's Āwhina Programme of Work and worked closely with the designated Workstream Lead to prioritise key deliverables, provide Service Management consulting and advice throughout the engagement.

One of the first steps was to understand the overall service construct and develop a Service Map to provide an excellent understanding of the key stakeholders, customers, service levels, business activities, integrations and channels associated with the platform.

We recognised early that Fire and Emergency are in a state of transition, moving away from traditional ways of working and software deployment towards Agile practices, Continuous Integration and Continuous Delivery (CI/CD). Given this movement, CoDigital undertook a review of Fire and Emergency's existing release, incident, problem and change management processes, supporting documents and associated SharePoint sites to understand the current state and applied their market expertise to create a Deployment Management and Release Management framework and practice guides for the incident, change and problem and knowledge management practices leveraging ITIL v4 and Agile ways of working.

OUTCOMES

- Developed a Service Map identifying key stakeholders, customers, service levels, business activities, integrations, and channels
- Developed and delivered a Deployment Management and Release Management Framework
- Delivered practice guides for incident, change, problem, and knowledge practice guides to assist the move from current state towards ITIL V4 and Agile ways of working
- Provided a consolidated list of recommendations from the framework and practice guides
- Supported the completion of the Service Design



PARTNER



TEAM



SUCCESS

