



PROFILE

Fully integrated healthcare system
serving Harris County, Texas

EMPLOYEES

7,500

REVENUES

\$1.26 billion

FOUNDED

1963

Harris Health System

Monitoring IT Change Management Compliance in Real-Time

Business

Harris Health System is a fully integrated healthcare organization with 7,500 employees and 5,000 credentialed physicians who care for all residents of Harris County, Texas. Harris Health is the first accredited healthcare institution in Harris County designated by the National Committee for Quality Assurance as a Patient-Centered Medical Home, and is one of the largest systems in the country to achieve the quality standard. The system includes 16 community health centers, six school-based clinics, a dental center, a dialysis center, mobile health units, a rehabilitation and specialty hospital, and two full-service hospitals.

Challenge

The Harris Health System IT department needed a real-time reporting tool to monitor the IT Change Management Program for compliance. Change records were processed and approved within the CA Service Desk Manager (SDM) Change Management module. The CA SDM reporting tool is not designed for end-user development. Producing reports was time consuming, slow, and required programming resources.

Solution

"Xtraction was purchased and installed with the CA Service Desk Manager Xtraction adapter," said Andy Byrd, Vice President, IT Support Services. "We were immediately able to produce a variety of Change Management reports without the need for programmers."

Value

"We are now able to monitor Changes for compliance in real-time," continued Byrd. "We have several reports that monitor whether all the information required for obtaining IT Change Advisory Board (CAB) approval is provided within a Change, Emergency Change Trending, Overdue Changes, and the Reasons for Cancelled Changes."

Byrd added, "Xtraction provided insight to assess compliance with our Change Management program and identify opportunities for process improvement. With Xtraction, we were able to prepare and successfully pass a recent internal audit of our Change Management program. We also use Xtraction to monitor incident and request volumes, SLA performance, and trend outages, and to track IT survey results."

"From the first demo I viewed of Xtraction, I was impressed with the speed of generating custom reports. Since purchasing Xtraction nearly two years ago, I am still impressed that this application actually performs as promised. In over 20 years in IT management, I must say that this is the best application for the money that I have ever purchased."

Andy Byrd
Vice President, IT Support Services

Visit www.landesk.com or www.xtractionsolutions.com for more information on the benefits of Xtraction.

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