



 **HyperVelocity** +



Global InfoTek, Inc.

Providing ITSM Support for the US Air Force

The Customer

HyperVelocity partnered with **Global InfoTek (GITI)**, who provides a wide variety of technology solutions and services for the US Government. Together, we helped modernize IT Service Management (ITSM) support at the **US Air Force's 90th Cyberspace Operations Squadron** at Lackland Air Force Base in Texas. Using Atlassian's Jira Service Management, we improved end-to-end service delivery across military, civilian and contractor operations, improving efficiency, efficacy, speed, and staff morale.

Feeling the Pain

During discovery and requirements capture, we found several pain points inhibiting 90th Squadron operations.

- **Dependency madness and tickets getting lost.** Routine requests like security access or data transfer across classified networks are complex and involve multiple steps, teams, and dependencies. Tickets were often delayed because the next person didn't know it was their turn, or no one

knew what should come next. The system didn't reflect the complex reality.

- **Invisible support progress.** Without a system that reflected the complexity of the work, it was impossible for the support teams to see any high-level view of the status and flow of tickets, without diving into the details of each individual ticket. Even worse, customers had no visibility into tickets, their status or blockers, until they popped out the other side, eventually done at unpredictable times.
- **Procurement inefficiencies.** Procurement of equipment or software is often involved in solving customer requests;

however those tickets were entirely disconnected from the purchase request and processing workflow. Military procurement is complex and lengthy, so lack of clarity increased confusion and delays in resolution.

- **Inconvenient to use.** The existing support desk lived on an island with its own user credentials, so logging into the system was inconvenient and so most customers resisted.

"Everybody was happy with the work and value of HyperVelocity Consulting's participation and deliverables. They trained us on everything we needed to know, always answered our questions quickly, and got the job done. They obviously know their stuff!"

Scott Kruger, Global InfoTek

What We Delivered

HyperVelocity built an ITSM solution that is simple to use for customers and agents because the tool supports the complexity of the system it's facilitating, and provides elegant automations and connections where the 90th Squadron needs it.

- ✓ **Simplicity in Use.** HyperVelocity embedded closely with the 90th ITSM support staff to understand the desired workflows, handoffs, and automation triggers. We used Jira Service Management and several Atlassian Marketplace Apps to provide each agent with the right tasks and information at the right time, allowing for dependent, sequential, and parallel tasks to solve customer requests.
- ✓ **Single pane of glass interface.** Once we had a system that reflected the true complexity of the work, it enabled a single view of all the steps required to complete a request, and displayed progress and blockers for both agents and customers.
- ✓ **Automate Procurement to support ITSM requests.** We were able to integrate purchasing one or more items as solution steps for any type of request. When the purchase was received, it would then trigger delivery and installation, and then notify the requester and stakeholders of the finished solution.
- ✓ **The most convenience security will allow.** It was imperative to increase use of the system, so we migrated the Jira Service Management stack to a FedRAMP Cloud provider, that enabled our implementation of CAC-enabled SSO login to the entire Atlassian stack.

Technologies Supported:



Jira Service Management

Confluence

structure

BIGPICTURE

Bob Swift Reports and Timesheets for Jira