



Context

The IT Services Department of the Cantonal Administration of the Vaud District is engaged in a continual improvement process of its ITSM. D²X Expertise's Business Analysts has supported the Vaud District in this process for several years.

The SACM (Software Asset and Configuration Management) domain represents a central part of this process.



Mission

On behalf of the IEC, IT Exploitation Centre, d²X Expertise ensures project management to set up SACM processes and tools:

- Outline the scope of the concerned processes and procedures,
- Communication between the various stakeholders within the IT Services Department
- Coordination of our Business Analysts' activities.



Issues & Goals

The correct implementation of the SACM depends on controlling the software park (900+) and the licenses. The stakes for the ISD are:

- To guarantee that the software is used in compliance with the regulations from software publishers,
- To ensure the traceability of deployment requests and installations on workstations.



Benefits

Thanks to a complementary working environment between d²X Expertise's Project Manager and the Business Analysts, a project plan was defined after only 6 weeks. It addressed:

- Full coverage of the SACM area,
- The rapid disengagement of a transitional tool, originally designed for the Windows XP to Windows 7 migration project.