



Hospice général  
Institution genevoise d'action sociale

● ITSM CONSULTING

● ORGANISATION

● TRAINING



## Context

Hospice Général is responsible for implementing the social policy of the district of Geneva. Hospice Général represents 475 years of history, 1200 employees, and nearly 50 sites in Geneva. The IT System Department of the Hospice has faced a situation requiring :

- a new organization, linked to the application of ITIL processes, better visibility of the activities
- the definition of monitoring and governance indicators.



## Mission

The Information Systems Department has wished to be accompanied by d<sup>2</sup>X Expertise on :

- a maturity analysis of the ITIL processes,
- the definition of a change management schedule,
- the adaptation of the processes and tools to the corporation culture,
- the definition and deployment of metrics.



## Issues & Goals

The challenges are clearly defined :

- pragmatically evaluate the processes,
- integrate the businesses and consider their opinions,
- find the indicators useful and efficient (4 or 5 relevant indicators are better than 30 ...).



## Benefits

By using d<sup>2</sup>X Expertise, Hospice Général is now able to negotiate its commitments in relation to the job.

The key points to remember of our intervention :

- the process of Change Management and its governance (RFC, CAB, ECAB) are in place,
- the continuous improvement plan for the various processes is functional