

Assyst within Standard Bank

Introducing Alan Luhmann

Alan Luhman

Change Manager & Assyst Administration.

Various IT jobs within Government departments and the Banking industry.

1994 – 2000 – Rabobank.

2000 – Present – Standard Bank PLC.

On joining Standard Bank my role was to

- Improve the data in Assyst.
- Upgrade when applicable.
- Enhance our usage of the application.
- Make it a Global application for all IT staff.

So this is the journey of Assyst and Standard Bank.

Introducing Standard Bank



Key facts

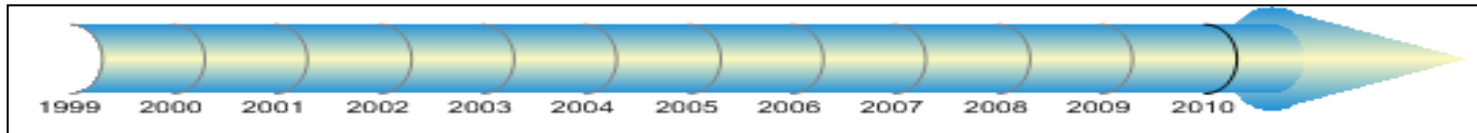
- We are the leading African bank focusing on Corporate & Investment banking, Personal & Business banking and Life Insurance.
- Global headquarters based in Johannesburg, South Africa since 1864.
- SA operations spans 17 African countries, and the International division with head office based in London operates in 21 countries.
- SB employs over 31,000 people worldwide.



Challenges

- Standard Bank had no central IT department.
- Business areas were supported by their own internal IT support team, this caused 3 main issues.
 - The same application being supported across many areas of the bank.
 - Each Business area paying to support and maintain the same application.
 - Increased risk to other Business areas with upgrades and availability of applications not being communicated.
- No standard of reporting or frequency to management.
- Global growth of staff and Business areas was only going to see the above points get worse.
- In 1999 all business IT department were merged into one IT department. This department was designed to support and help the business side of the bank grow.
- And so Standard Banks IT department was formed.

Overview of Solution & Timeline



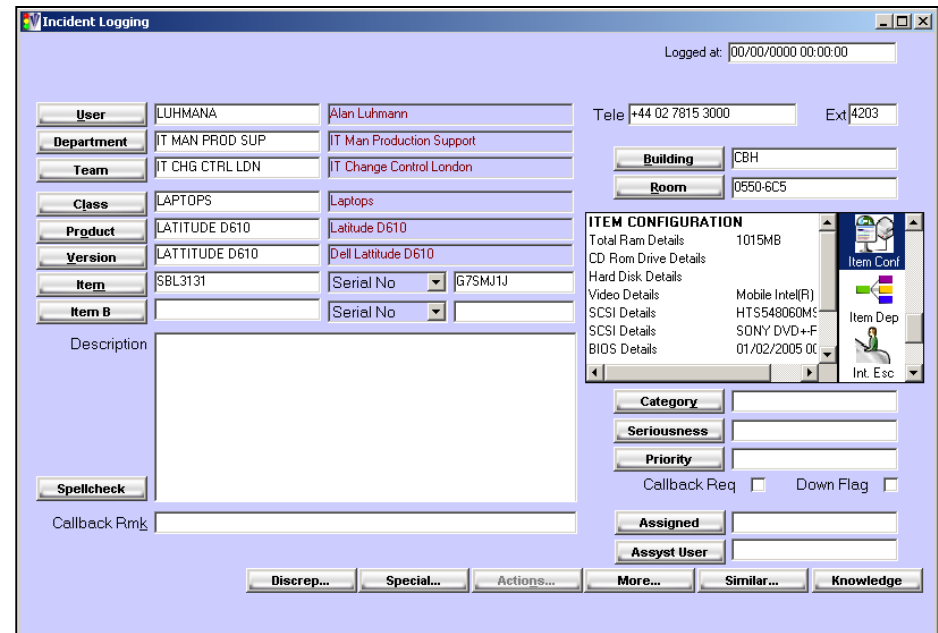
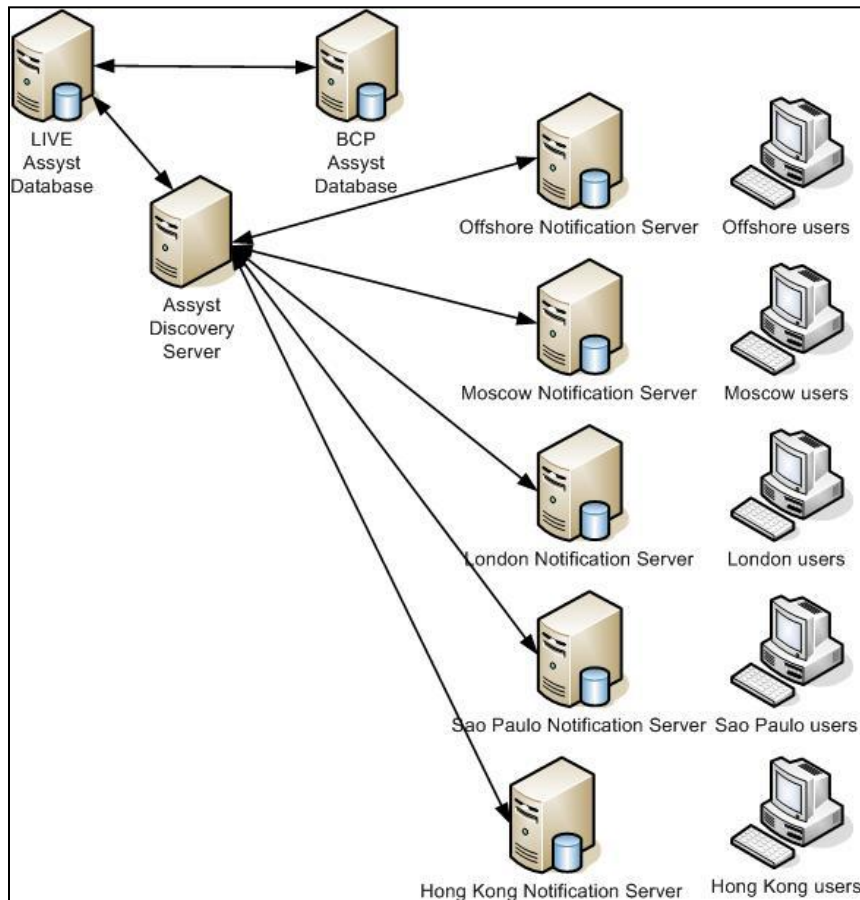
- 1999 - Creation of Service Desk.
- 2000 - Implementation of Assyst for Incident Management.
- 2001 - Implementation of Assyst for Change Management.
- 2003 - Movement of our Offshore Group (Jersey, Isle of Man & Mauritius) onto Assyst.
- 2004 - Service Levels where added to Assyst and RCAs using spreadsheets.
- 2005 - Configuration management using Altiris.
- 2006 - Assyst Discovery was installed to collect the notification details from Altiris and populate Assyst.
- 2006 - Assyst Smartmail installed.
- 2006 - Purchase Order System integrated with Assyst.
- 2007 - Assyst installed in Johannesburg for Incident and Change Management.
- 2008 - Data Cleaning of Assyst.
- 2008 - Assyst AD Interface from AD into Assyst.
- 2009 - Upgrade to Assyst 8.0, using customised web screens for Change and Incident logging.
- 2009 - Russian language for the Moscow region was added to Assyst.
- 2009 - Spanish language for the Sao Paulo region was added to Assyst.
- **2009** - Event Bridge interface to link our London Assyst database to the Johannesburg Assyst database.
- **2009** - Use the Event Bridge to link the JHB Assyst database into Remedy.
- **2009** - Introduction of Problem Management using Assyst.

Implementation of Assyst

- Axios were on site to
 - Advise – Data imports and where data should taken from.
 - Install – The Implementation of Assyst.
 - Training – The training of all users split between 1st and 2nd line staff.
- The version installed was 4.8, that included a Oracle database and client software being installed on all Assyst users pc's
- Data was collected from various areas like HR and Accounts and then imports run against Assyst to populated it with the data.
- Last months stat's – London Service Desk only
- Calls logged by London Service Desk 3141
- Calls Closed by London Service Desk 2910
- Calls Closed 1st Time – Service Desk 92%

Altiris & Assyst Discovery

- Altiris is used to create a standard desktop and laptop build that includes all relevant software. In the build is the Altiris Notification client, this software reports back to its local Altiris server a full description of the software and hardware configuration of the pc its installed on. Assyst Discovery collects this and at a preset time during the day and week it uploads the data into Assyst.
- Licence management has evolved from this to allow our procurement team to report on any software and when it was last used.
- The Service desk when talking to a user about an asset can see the hardware configuration and the software installed.



Assyst Smartmail

- To be more transparent to the Business and keep them informed of their issues, the Assyst Smartmail application is used to inform users who call, mail or fax, that their request has been logged, re-assigned or closed in Assyst.
- All mails are made up of templates and Assyst collects the relevant information from the database and populates the template before mailing it to the user.
- All templates are fully customisable with words, internet links, intranet links and colours.
- We mail events to Business, users, IT users, vendors and 3rd party support teams.

Subject: Your Call has been logged by the London Service Desk Ref No: I287333

Dear Alan Luhmann,

Thank you for your request.

It has been logged under reference **I287333** and is currently being assessed.

You'll be kept informed of its progress.

Please could you quote this reference number in all future correspondence regarding this request.

Your request has been summarised as:

[User's local printer SBLPRN4203 is displaying the error HP: 98798](#)

To view the progress of your request please visits the link below:

[Assyst Enquiry Form](#)

Regards,

London Support Desk
Standard Bank
Tel: +44 (0) 207 815 3131
[Mail: 3131](#)

Visit our website at: [London Support Desk Intranet Page](#)

Subject: Alan Luhmann Your call R112201 has been Closed by London Change Management

Dear Alan Luhmann,

With respect to your request, with a description of:

[User's local printer SBLPRN4203 is displaying the error HP: 98798](#)

Your request has been successfully resolved as described below:

- 1. Press GO. The page containing the error will automatically be reprinted.**
- 2. Turn the printer off and then on.**
- 3. Reseat cables to the laser/ scanner and engine controller.**

Regards,

London Change Management.

If you have any queries regarding this request please contact the Support Desk using the contact details below.

Regards,

London Support Desk
Standard Bank
Tel: +44 (0) 207 815 3131
[Mail: 3131](#)

Visit our website at: [London Support Desk Intranet Page](#)

Purchase Order System & Assyst

- Assyst and its underlying database structure is flexible to allow the integration with outside products. Long before the Axios service catalogue was conceived we had our own.
 - We wanted a standard to the desktop and laptop hardware allowed to be purchased by the business areas, so we created a Procurement catalogue.
 - Catalogue details are pulled from Assyst and displayed on the intranet page.
 - Users “buy” from the catalogue which is then wrapped into a mail and sent for sign off.
 - Once “approved” the request is updated in the Procurement catalogue and this generates a mail to Assyst that is imported into assyst and logged.
 - Once logged the AssystAIM application creates an invoice that goes out the vendor.
 - Equipment arrives onsite and the event is updated.
 - Equipment built or made ready for the user and user inform its ready.

Standard Bank
CIB International

Welcome to Procurement

This Site: Procurement

Procurement | New Purchase Request | Find Existing Purchase Request | Find Existing Purchase Order | Preferences | Policy | Help Guide | IT Support | Reporting

Telecoms

Telecoms > Deskphone

Cisco Phone (Also select this item if you require a Mitel phone)
Cisco's IP Telephony product offers the opportunity to take advantage of the rich applications afforded by IP communications. Note: To be used on the 2nd floor of Cannon Bridge House only.
Note: Due to the pending move to Gresham Street, all requests for desk phones will now be serviced out of existing stock and no new units will be purchased
Delivery Time: Subject to approval
£0.00
BUY

Telecoms > Deskphone Headset

Plantronics CS60 Wireless Headset
Total wireless configuration Up to 50 - meter range Fast battery recharge Mute button Battery life - 9hrs talk time Comes with Head and ear loop holder
Compatible with both CISCO & Mitel Telephones
Delivery Time: Delivery 1-3 days to Voice Team (Subject to approval and stock) if order placed with supplier by 16:00 - Issue to user within five working days
£119.00
BUY

Standard Bank

Spanish Language

- Axios allow many languages to be used with Assyst.
- Our Spanish and Russian speak teams can view Assyst in their native language.

Inicio Incidente Cambio Configuración Buscar Herramientas Ayuda Desconexión

Conectada/o a assyst | Bienvenida/o Alan Luhman

Bienvenido/a a assyst

Events Assigned to my SYD(s) Events Assigned to Me Centro de mensajes Mis tareas previstas Actualizando cada 3 minutos

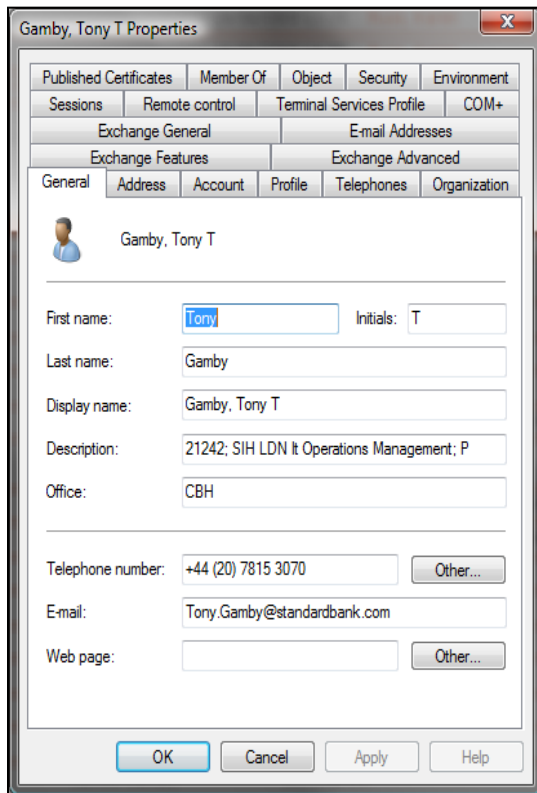
1/8 eventos

Referencia	Estatus	Nombre del contacto afectado	Sala	Elemento	Nombre del usuario asignado	Fecha/hora de registro	Extensión	Tiempo restante para resolución	Icono de urgencia	Icono de impacto	Proceso de RFC	Fase de RFC
R136638		Paul Gough	2	ASSYST		04/06/09 04:21 PM	7443080				RFC-MAINT	APPROVAL
D315707		Paul Gough	2	ASSYST		04/06/09 04:21 PM	7443080					
R136645		Carl Broadley	2	CORTEX PREC	Alan Luhman	05/06/09 10:46 AM	7443632				RFC-EMER	IMPLEMENTATION
T315717		Carl Broadley	2	CORTEX PREC		05/06/09 10:48 AM	7443632					
R136648		Michael Frawley	2	CITRIX 10	Alan Luhman	05/06/09 10:59 AM	7443131				RFC-EMER	APPROVAL
D315724		Michael Frawley	2	CITRIX 10		05/06/09 10:59 AM	7443131					
R136655		Robin Murrells	2	CONTROL M		09/06/09 09:16 AM	7445607	151:18			RFC-CAB	APPROVAL
D315736		Robin Murrells	2	CONTROL M		09/06/09 09:16 AM	7445607					

Opciones de exportación: [CSV](#) | [Excel](#) | [XML](#) Opciones de vínculo: [Resultados](#)

Assyst AD Interface

- To cut down on the duplication of entering user details into all their required applications.
- Standard Bank policy is that all user details are updated and created centrally in AD. Applications that have the functionality to draw on this information onto their own systems must do so.
- Standard Bank uses the Assyst AD Gateway application to update Assyst.
 - User information is collected from 18 OU's in AD.
 - Different OU's are accessed on different days and at different times depending on their location.
 - Note the telephone number in the AD details on the left is one of the fields migrated into Assyst.
 - Application was installed in Nov 08 and by Feb 09 the London Service Desk alone had saved the cost of the application by being able to use the tie line information to contact the user instead of using an outside line.



Gamby, Tony T Properties

Published Certificates	Member Of	Object	Security	Environment	
Sessions	Remote control	Terminal Services Profile	COM+		
Exchange General		E-mail Addresses			
Exchange Features		Exchange Advanced			
General	Address	Account	Profile	Telephones	Organization

Gamby, Tony T

First name: Initials:

Last name:

Display name:

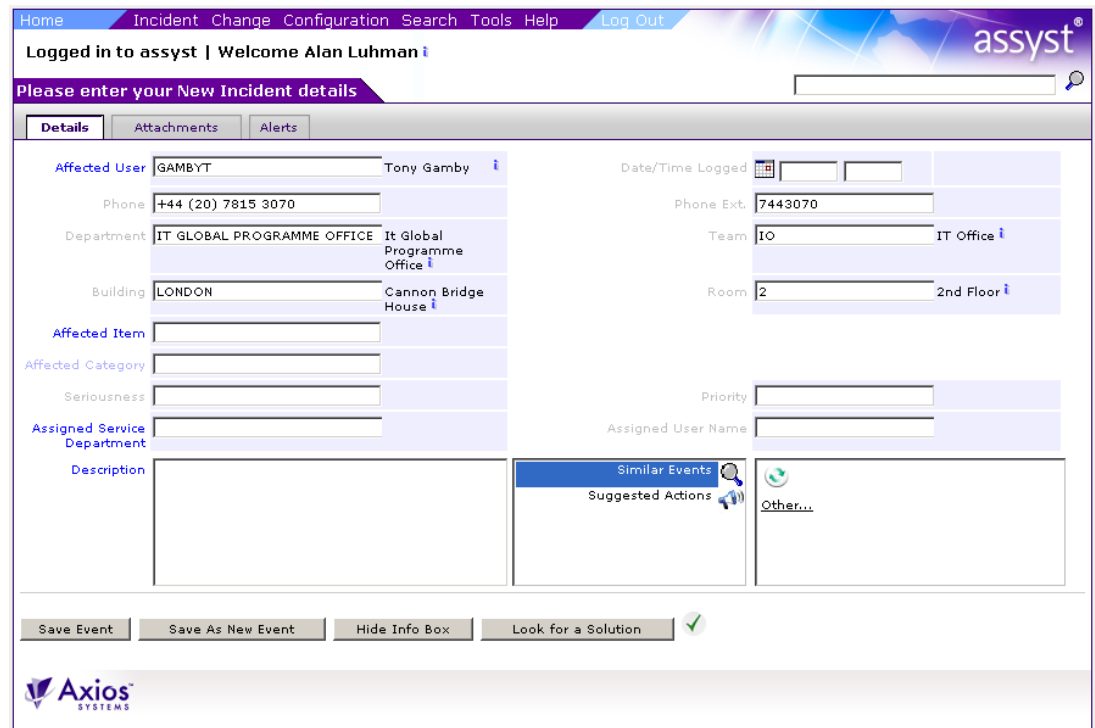
Description:

Office:

Telephone number:

E-mail:

Web page:



Home Incident Change Configuration Search Tools Help Log Out

Logged in to assyst | Welcome Alan Luhman

Please enter your New Incident details

Details Attachments Alerts

Affected User: Tony Gamby

Phone: Phone Ext:

Department: It Global Programme Office

Building: Cannon Bridge House

Affected Item:

Affected Category:

Seriousness:

Assigned Service Department:

Description:

Date/Time Logged:

Team: IT Office

Room: 2nd Floor

Priority:

Assigned User Name:

Similar Events

Other...

Axios SYSTEMS

Assyst v8

- Installed on the 12th June 09.
- All users receive greater functionality by accessing Assyst via the web page than the client software.
- Web pages allow for customised screens, tabs, columns and field names.
- Can be converted in Spanish or Russian.
- Allows for events to be passed to our parent company Assyst's database, using the "Event bridge" software.
- Fully automated Change Control Process.

Home Incident Change Configuration Search Tools Help Log Out

Logged in to assyst | Welcome Alan Luhman

Welcome to assyst

Events Assigned to my SYD(s) Events Assigned to Me Message Centre My Forecasted Tasks

Refreshing every 3 minutes

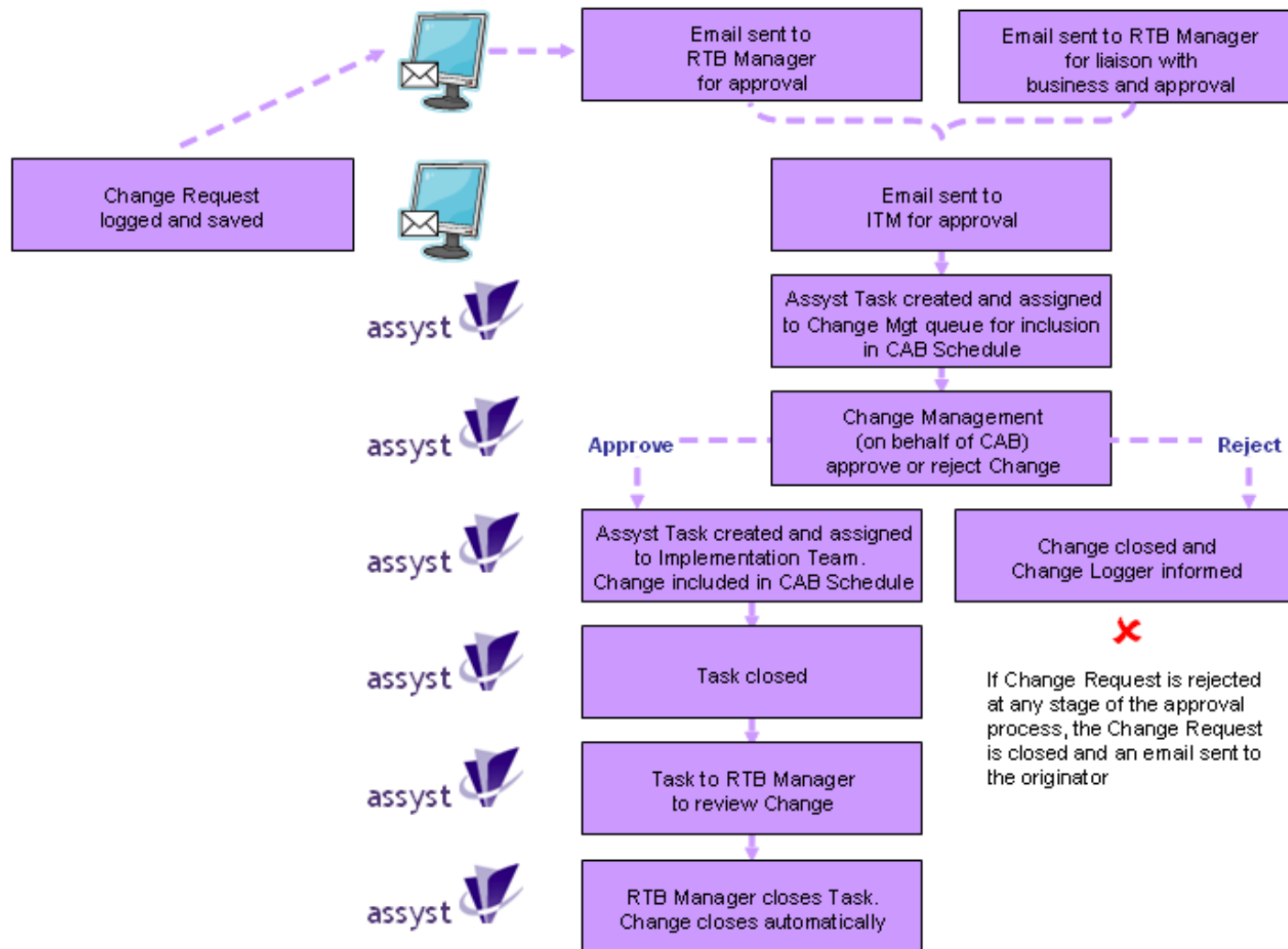
1/8 Events

Reference	Status	Affected Name	Room	Item	Assigned User Name	Date/Time Logged	Contact Ext	Resolve Time To Go	Priority Icon	Seriousness Icon	RFC Process	Current RFC Stage
R136638		Paul Gough	2	ASSYST		04/06/09 16:21	7443080				RFC-MAINT	APPROVAL
D315707		Paul Gough	2	ASSYST		04/06/09 16:21	7443080					
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R136648		Michael Frawley	2	CITRIX 10	Alan Luhman	05/06/09 10:59	7443131				RFC-EMER	APPROVAL
D315724		Michael Frawley	2	CITRIX 10		05/06/09 10:59	7443131					
R136655		Robin Murrells	2	CONTROL.M		09/06/09 09:16	7445607	150:30			RFC-CAB	APPROVAL
D315736		Robin Murrells	2	CONTROL.M		09/06/09 09:16	7445607					

Export options: [CSV](#) | [Excel](#) | [XML](#) Link options: [Results](#)

Assyst v8 – Change Control – 1 or 3

- The creation of a fully automated Change workflow within Assyst.



Assyst v8 – Change Control – 2 of 3

- A Change is logged and the CAB1, CAB2 and Information tabs are completed

The screenshot shows the Assyst v8 web interface. At the top, there is a navigation bar with links for Home, Incident, Change, Configuration, Search, Tools, Help, and Log Out. The user is logged in as Alan Luhman. The main heading is "Please enter your Change - CAB details". Below this, there are tabs for CAB 1, CAB 2, Information, Attachments, and Alerts. The form contains the following fields:

- RTB Manager going to CAB: PARRYS, Stephen Parry
- Phone: +(44) 207 815 3680
- Department: IT APPLICATION SERVICES STAFF, IT Application Services Staff
- Item of Change: MUREX ENERGY, Murex Energy
- Other Affected Applications: (empty)
- Enter RFC-CAB: RFC-CAB, RFC CAB Request
- Implementation Date: 04/06/09, 00:00
- Full Details of Change: ** TEST Please ignore **
- Summary of Change: Note: Details go on the approver Mails

At the bottom of the form, there are buttons for "Save Event", "Save As New Event", and "Hide Info Box". The Axios Systems logo is visible in the bottom left corner.

- Once logged the RTB owner and the Business owners receive mails to "accept" or "reject" the change.

The screenshot shows an email notification. The header includes:

- To: Parry, Stephen S
- Cc: (empty)
- Subject: IT Sign off for change - R136637

The email body contains the following text:

Dear Stephen Parry,

Ref: IT Change Sign Off.

As the RTB manager for **MUREX ENERGY** a **RFC-MAINT** has been logged under reference **R136637** and requires your sign off.

The call was logged at **15:16** on the **04 Jun 2009**.

The change details are ****TEST Please ignore****, and the change has an implementation date of **25 Jun 2009**.

Please click on either the **[accept]** button to accept this change or the **[reject]** button to reject this change request.

Note: this change will wait for your approval or rejection before it will progress.

Regards
London Change Management
Tel: 0207 815 4203
Mail: [London - Change Management](#)

Assyst v8 – Change Control – 3 of 3

- Once both are “accepted”
- The IT Manager then receives a mail asking them to “accept” or “reject” the Change.
- If the IT Manager accepts the Change Request, an Assyst Task is created and assigned to the Change Management queue for inclusion in the CAB Schedule.
- The Change Management Team “accepts” or “rejects” the Change on behalf of CAB, after the CAB meeting.
- If the Change is accepted, an Assyst Task is created and assigned to the Implementation Team. The Change is included in the CAB Schedule.
- The Implementation Team closes the Task when the Task is complete.
- The RTB Manager reviews and closes the Task. The Change Request is closed automatically when the Task is closed.

- If a Change Request is rejected at any stage in the approval process, the Change Request is closed and an email sent to the originator.
- Likewise, if the Change Request is approved, you cannot later reject it.



Benefits

- Assyst has grown to become a main player within our IT department.
- Assyst is easy to use, the London Service Desk can log an event in around 10-12 seconds in the old version.
- After our data clean up events can now be logged in 8-10 seconds in the new version.
- More precise reporting due to the data clean up is being done, as there are less categories available to select from.
- Assyst supports our business growth, It's a flexible application allowing for additional Assyst components to be installed for a seamless integration, like AD Gateway, Discovery and Smartmail.
- As IT supports the business Assyst allows us to be visible to our user community. The Smart Mail application allows us to inform our users and updated them with the progression of their event to resolution.
- A sophisticated change management process and a detailed CMDB has provided incremental savings based on licensing and hardware costs. Assyst allows us to collect Business and IT sign off from the system owners affected by the change. These are requirements by audit
- Reduced costs of Software. By knowing what software we have, where its installed and when it was last used. This allows the service desk to use Altiris to uninstall and reinstall a piece of software without having to purchase a new licence.
- Reduced costs of Hardware. From Sep 08 all hardware is now held centrally. All departments being charged a monthly rate for the use of that equipment. This ensures that when people move departments or leave the bank equipment is handed back to us and not put into a cupboard. Re-used equipment through this process has saved us over **£67,000** that would have been spent on purchasing new equipment.

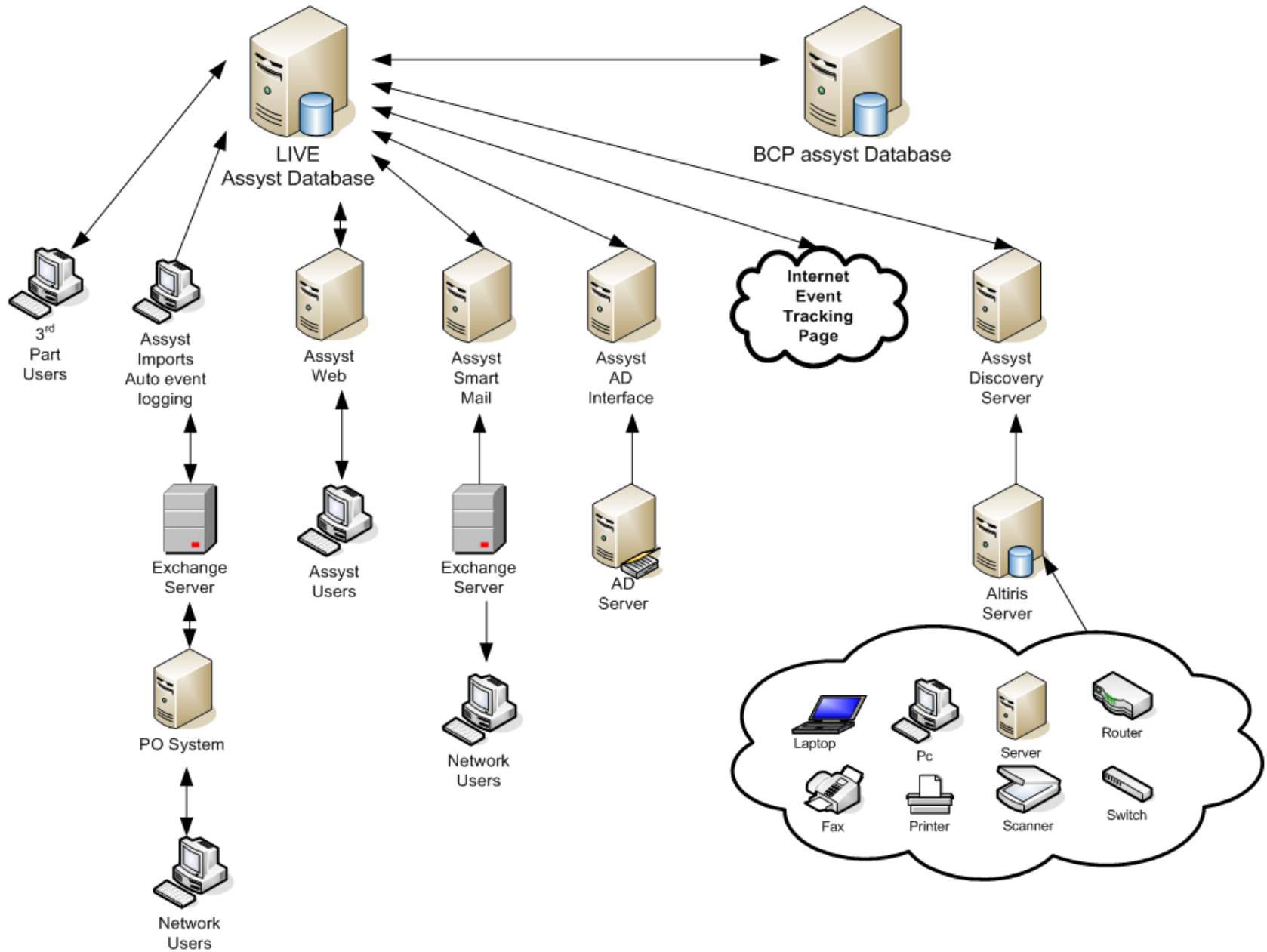
Benefits

- **2 Main reasons for using Axios and Assyst.**

Benefits

- **2 Main reasons for using Axios and Assyst.**
- Axios listen to their customers. The new version 8 has over 1000 customer driven requests implemented within it.
- Axios only enhance and maintain one application therefore ensuring that their knowledge and focus moves along one path.

Assyst World



Thank you

Questions ?