



## **Fiserv Inc., ITIL Implementation**

Title: Internal Technology Services Process Improvement

Subtitle: Implementation of ITIL Processes

**The Company:** Global Financial Services/FINTECH corporation; HQ in Brookfield, WI; provide financial technology & services to the global banking industry

**The Opportunity:** As Fiserv continued to grow, both by acquisition and organically, several internal processes were becoming less efficient. These inefficient processes negatively impacted the response time for providing technology products and services to all other internal departments. This situation was seen as a deterrent to future Fiserv growth unless they were improved or replaced with better processes.

### **The Challenge:**

- Responding to internal and external incidents was not performed in a timely manner. This caused longer duration and more costly outages with unacceptable customer impacts.
- Problems that would repeat over time, therefore existing problems continued to reoccur as they were never properly investigated or resolved.
- This made it more difficult for internal customers to efficiently request the proper services from IT as technology services were not properly defined, communicated, cataloged or monitored.
- Often resulting in failed production implementations, outages and financial penalties from poorly planned and executed changes.

### **The Solution:**

- Created IT Center of Excellence
- Staffed the IT Center of Excellence with ITIL certified professionals
- Implemented ITIL based Service Desk Management, Change Management, Incident Management and Problem Management processes
- Updated internal IT organization to better support/execute these new processes
- Trained all internal IT staff on these new ITIL processes
- Implemented the new ITIL processes corporate wide
- Updated the new ITIL processes over time as key learnings were found, making the processes even more effective
- IT Service Catalogue (ITSC) and IT Service Management (ITSM) processes were implemented.

### **The Results:**

- Reduced production incidents by 50%.
- Faster resolution of production incidents by 75%.
- Improved internal communication of incident status, and impacts.
- Reduced outages caused by incidents, resulting in cost savings and less impact to end customers.
- Reoccurring incidents are virtually eliminated as problem management now determines and resolves root cause.
- Much easier for internal customers to adequately and efficiently request services from IT.
- Fewer failed production implementations, fewer outages, and less financial penalties as a result of the new ITIL based change management process.