



Objective

To realize its vision of accessible e-government services and enriching the quality of their user experience, ictQATAR not only needed to build a new platform, but also ensure it would meet its needs for performance and availability

Approach

ictQATAR implemented HPE Business Service Management as a foundation for tying service levels to business needs, tracking KPIs, evaluating the user experience, and driving gains in availability and time-to-repair

IT Matters

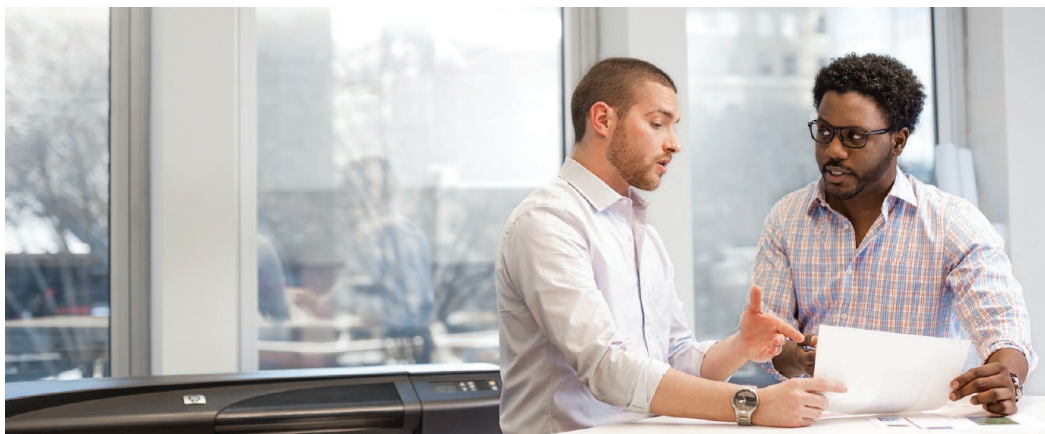
- More proactive monitoring and better diagnostics help ensure issues are detected and fixed before they affect business services and end-users
- Availability increased from around 94 per cent to over 99 per cent, with further improvements expected

Business Matters

- Business service management capabilities are a critical enabler to achieving an overall e-government vision of more efficient and accessible government services
- SLAs are tied clearly to business needs and objectives, ensuring resources are allocated in ways that maximize their impact and value
- Customized dashboards enable managers to monitor critical applications without requiring technical "middlemen," ensuring ministries have real-time information about application performance and enabling faster and more efficient business decisions

MICT Qatar delivers improved e-government experience for users

Proactive management, visibility and diagnostics drive service improvements



To deliver state-of-the-art e-government services ictQATAR needed state-of-the-art software management capabilities. It implemented HPE Business Service Management software to support the overall e-government vision of more efficient and accessible government services.

Challenge

Driving e-government forward

Established as the nation's ICT policy and regulatory body, the Supreme Council of Information and Communication Technology (ictQATAR) supports Qatar's ambitious vision to achieve social and political change while advancing global competitiveness.

The State of Qatar's Council of Ministers decreed an e-Government project to enable electronic access to essential governmental services. Hukoomi, the Qatar e-Government Portal, was built and managed by ictQATAR to serve as the official online gateway to Qatar's government services. The portal supports a growing range of integrated services, such as letting users apply for visas and driver's licenses, pay utility bills, renew healthcare cards, and settle traffic violations.

“The Hewlett Packard Enterprise Software deployment at ictQATAR has helped us transform from a reactive to a proactive IT Operations function, providing improved service delivery and enhanced user experience for our external customers. Furthermore, HPE BSM enabled us to continuously improve our operation and monitoring activities by depicting the holistic view and the linkages between business and technology.”

— Walid Galal, Government Infrastructure Operations Department Manager

To maximize the value delivered by their IT services, ictQATAR required management software tools to provide comprehensive and centralized monitoring capabilities. The Hewlett Packard Enterprise Solutions Division of Mannai Trading Co., an HPE Software Platinum Partner, assisted ictQATAR designing a roadmap that would start by establishing their Operations Bridge with HPE Network Node Manager i software, HPE Operations Manager i software, as well as the IT Service Desk with HPE Service Manager software.

Hukoomi's launch heralded the start of a larger technology journey: to improve inter-government collaboration via a shared infrastructure platform. Today, ictQATAR supports most of the Information Technology needs of several Qatari ministries through offerings which range from infrastructure services to information security to applications development and support.

As ictQATAR prepared to build on Hukoomi's success for the project's inter-government collaboration (Government) phase, the need to implement more robust IT management governance and controls became vital. “In Hukoomi's early phases, we focused on infrastructure and network monitoring,” notes Mohammed Abdeen, project manager, ictQATAR.

To continue pursuing their vision of delivering state-of-the-art governmental services, ictQATAR had to ensure its platform and infrastructure met necessary standards in availability and performance, while also driving internal efficiencies. Continuing down the roadmap, ictQATAR implemented a state-of-the-art business services management using HPE Business Service Management (BSM) software to immediately realize gains in service availability as well as better visibility and clarity of key performance indicators.



Solution

Deploying HPE BSM

As the infrastructure grew in size and complexity, ictQATAR decided to deploy HPE Business Service Management to improve IT operational efficiency, service levels and user satisfaction. “When we began functioning as an IT services provider, we needed a tool to support a business services view of availability and performance,” Abdeen explains. “We also needed to become more proactive in our approach to detecting and addressing issues. HPE BSM was a natural evolution from the HPE infrastructure and network monitoring solutions we already had in place.”

Mannai was again on hand to assist ictQATAR with the HPE BSM deployment. “The BSM deployment was phase two of the EMS roadmap,” notes Mohammed Abdelgaber, manager, Enterprise Management Software, HPE Solutions, Mannai Trading Co. “Evolving from infrastructure management to HPE Business Service Management was a key phase of the roadmap. We developed collaboratively during the first phase of the e-government project. Once we moved into the next phase, we worked closely with ictQATAR to realise the benefits of the project.”

KPIs, diagnostics and the user experience

Once HPE BSM was implemented, ictQATAR immediately began to leverage the technology for three primary purposes.

First, HPE BSM allows ictQATAR to track the performance of the Government environment, including the Hukoomi portal and mobile portal environments as well as the government shared services environment, against key performance indicators (KPIs). Tracking KPIs such as Systems’ Availability, Applications’ Availability, Applications’ response time, and end user transactions’ response time ensures ictQATAR meets its service level agreements (SLAs). And because the KPIs are tied to the business needs of the ministries ictQATAR supports, HPE BSM also ensures the ministries achieve their respective objectives.

“Our HPE BSM and Service Health Dashboards translate technical information about our environment into terms that management can access and use,” explains Abdeen. “We’ve created customized dashboards that allow business users to check availability and performance of critical services. It’s all presented through gauges. Business users are quickly realizing the benefit from the tool.”

Customer at a glance

Software

- HPE Business Service Management
- HPE Real User Monitor
- HPE Business Process Monitor
- HPE Diagnostics
- HPE SiteScope
- HPE Service Level Management
- HPE Operations Manager i
- HPE Operations Manager
- HPE Network Node Manager
- HPE Service Manager

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“HPE Business Service Management gives us the state-of-the-art management capabilities we need to make Qatar excel in e-government service provision.”

— Mohammed Abdeen, project manager, ictQATAR

On the application level, HPE BSM allows ictQATAR to diagnose any applications issues. If the responsiveness or availability of an application encounters issues, the team uses HPE Diagnostics to perform root cause analysis. The team then presents its findings to the applications developers, so that they can generate fixes.

ictQATAR also uses HPE Real User Monitor to trace the associated user experience on the Hukoomi portal and e-Services. This enables ictQATAR to understand how the Government infrastructure performance affects the user experience. The team can then focus its resources on resolving issues and enhancing its performance to deliver the most impact in terms of end-user value and satisfaction.

Benefits

Robust service management ensures success of program objectives

One of the most important benefits of using HPE BSM is ictQATAR is now more proactive in its infrastructure management.

“We often discover and fix issues before they are reported,” Abdeen notes. “This significantly reduces the risk that users’ access to e-government services will be compromised.”

The improved proactivity and diagnostics provided by HPE BSM has allowed ictQATAR to quickly raise the availability of their infrastructure platform from 94 to over 99 percent, and expects to drive further improvements in the near future.

A broader, but no less important benefit of HPE BSM is that ictQATAR can now confidently support SLAs and meet the standards necessary for even the most highly visible and essential Government services. In this way, HPE BSM is a critical enabler to the Government initiative as a whole.

“Our vision with Government is to make Qatar a world leader in the field of e-government service provision,” Abdeen says. “By giving us state-of-the-art business service management capabilities, HPE BSM plays an integral role in achieving that vision.”

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