

Ministry of Culture (MoC) KSA: IT Service Management Process Re-Engineering and Operations



Challenge

- MOC Saudi Arabia has embarked on a multiyear digital transformation program with a portfolio of up to 100 technology projects each year.
- The overall change management, release and deployment management, as well as maintaining operations based on the SLA had become a major problem for the customer.
- This situation was causing overall burning of internal resources, poor customer satisfaction, customer effort, etc.

Solution

- The 2nd major patent framework of SOL is the IT Service Hub which is the combination of high-level processes based on ITIL 4 practices.
- IT Service Hub has introduced a major process reengineering across IT spectrum covering Service Design, transition and operations practices.
- The overall framework is the combination of people, process and technology.

Business Benefits

SOL developed, setup and optimized the IT Service Hub framework for the customer, achieving major improvements in the KPIs such as:

- Enhanced financial performance
- Efficiency
- Scope/Scale expansion
- Reduced customer effort
- Effectiveness
- Cost reduction
- Quality and compliance

