Overview

Our client is a large government agency serving the Victorian community 7 days a week. Utilising systems that are critical to be operating at all times, for mobile and office based personnel, from unclassified through to protected levels.

Diaxion provides Strategy consulting and architecting service to large government agency

The Business Challenge

Our client had an annual review of IT documents and it was evident that their current IT provider was following outdated Disaster Recovery (DR) and remote access service documentation. This resulted in inaccurately assigned applications to premium DR patterns where it was not required, and incorrect assignment of remote access accounts or hardware. This was caused by complicated system design and provisioning due to outdated or ill-defined service patterns from which the service provider used to build and operate. Thus, utilising more resources, unnecessarily over allocating operational support and incurring more cost to our client.

The Diaxion Solution

Once Diaxion was engaged, agreement between the IT managers, internal staff and the Diaxion consultants was made on what direction the redesign needed to go.

Diaxion reviewed the existing company DR architecture document and completed a rewrite of it to best accommodate the High Availability (HA) and disaster recovery requirements for each application class that had been predefined by the client. In a little over two weeks, Diaxion was able to achieve what others had not been able to in the previous 18 months.

The documentation was rewritten with a redesign of the DR architecture patterns so that a particular pattern could be applied where an application had already been categorised by our client. This allowed our client to quickly and accurately assign the correct design template for the business requirements resulting in service provider charges being aligned to the business service saving time, budget and resulting in greater cost alignment to the business. Once the application had been classified by the business, it was assigned into a particular group to meet its HA and DR requirements. The redesign removed a significant grey area which was allowing the service provider to allocate applications into premium costed patterns.

For the pattern design document to be signed off by the IT manager it needed to be in a state that could be immediately applied to the current and any future service provider. It had to be easily utilised by business and architecture teams to quickly identify the correct pattern to business context requirements, identifying what was provided, options that could be selected and what the corresponding costs would be.

Diaxion also reviewed the client's remote access service user assignment strategies as their operations teams never had a documented strategy to follow in assigning the correct service option to the relevant user scenario. The client had an over allocation of hard tokens and 3G/4G dongles to users who did not need them which significantly increased management costs and hardware waste to the company.

Diaxion created a use case scenario type document to assist the operations teams to correctly allocate each user to their required level of remote access. The new scenario profiles allowed the assigning of soft tokens with a process in place to remove hard tokens completely, as well as limiting the access for users who only needed limited remote access such as mail which also removed excess hardware allocations. This allowed the business to align remote access assignments to the user's needs, reducing security risks and lowering management and material costs.

The Business benefits

Diaxion was brought in to complete a task that the current service provider could not. We were selected as the vendor of choice for our level of expertise in DR, design, architecture, our high level of professionalism and our ability to derive the business requirements in a short space of time.

As this was a first engagement with this client, Diaxion needed to be able to quickly understand the business requirements and the pain points the client was experiencing. Any changes to the existing HA and DR pattern documentation and designs needed to successfully meet their expectation. As a result of the Diaxion changes, the client was able to easily align business application requirements to fixed HA and DR patterns such that the application would meet expected availability requirements while at the same time optimising the operational costs of the application.

With the rapid advances in smartphone technology and the increased need for users to work remotely, the client was falling behind in keeping up with remote service capability. Diaxion were able to review the client's existing pain points and build a document that could be used as a remote service strategy going forward to appease user and IT operational issues. The business was then able to move forward in rolling out new technologies and removing the old, streamlining a process that was for a long time causing internal chaos.