

Large Federal Agency in the U.S. Department of Treasury

94+%

Reported UCMDB Availability Throughout
4 Months of ONPOINT Engagement



This maturity is helping us dig deeper into the numbers and ask questions of the data that we would not have been able to ask prior to our engagement with ONPOINT. I am grateful for the work ONPOINT is doing and am excited to see how and where we will continue to improve data and processes!

- Carrie J., Chief of ITSM

U.S. FEDERAL AGENCY RESTORES CONFIDENCE IN CONFIGURATION MANAGEMENT TOOL, DRIVING WIDESPREAD USER ADOPTION

THE CHALLENGE

After an edict from the agency's ACIO naming its organization's configuration management tool UCMDB the authoritative repository for all server data, the team responsible for this tool needed to put together a robust plan to ensure configuration management system UCMDB tool availability and data confidence. In order to execute on this plan and have eyes on the UCMDB application while dedicated SMEs focused on meeting customer demand and completing timeline-driven initiatives, the team required additional resources and engaged ONPOINT for help.

HOW ONPOINT HELPED

ONPOINT developed a monthly maintenance plan defining a set of tasks to track the system health, performance, and discovery status, and to identify trends from the data collection. ONPOINT created a customer dashboard to display these findings, and reported UCMDB availability rates of more than 94% over the 4 month period - specifically, 94% availability in November, 95% availability in December, and 95% availability in January.

ONPOINT also captured and analyzed data to identify and resolve root causes for several issues. When probes were down, ONPOINT combed through logs and worked with Micro Focus to identify the root cause to be an out of memory error. ONPOINT then worked with the customer to increase the meta space and rebalance the IP target loads for all probes. When primary discovery jobs were running slowly and taking a long time to complete, ONPOINT identified the root cause to be missing agents and incomplete agentless discovery delivering incomplete discovery of active servers on the network. Based on these findings, ONPOINT refined the process and reduced total completion time by 65% in just two months, reducing traffic on the network and saving the customer many hours of work.

THE IMPACT

ONPOINT increased tool availability and remediated key tool issues, enabled the team to perform root cause analysis from data collection, and ensured consistent CIs and relationships. This ultimately improved the customer's confidence in the data within UCMDB, thereby allowing it to serve as the authoritative repository for all server data and driving user adoption across the agency.