

## ISM Canada in British Columbia



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### *Serving the Province with Desktop Management Services*

Now entering its seventh year, ISM Canada's BC Operation team includes 166 employees, who serve the desktop management needs of 35,000 end users in the BC public sector. Operating from various sites in BC, ISM Canada's BC Operation was created when the Government of BC signed a contract with IBM in December, 2004. Our BC Operation is a high-performance team focused on delivering high quality, reliable service on a 7/24 basis from sites across BC. The services provided by the BC team include:

- Service Desk Support
- Deskside Services
- Hardware and Software Installation, Moves, Additions and Changes (IMAC)
- Technical Engineering Services
- ID Administration
- Asset Management
- Projects
- Delivery Operations



Team members work from a variety of sites across British Columbia, including client sites, home offices, and ISM Canada's offices in Victoria and Kamloops.

### [BC Operation: Service Desk Support](#)

With close to 35,000 end users, the ISM Canada Service Desk ranks as one of IBM's largest in North America, serving 21 BC Ministries across the province. Operating from various sites in BC, ISM Canada's BC Operation Service Desk Level 1 support is the first point of contact for clients seeking assistance with their work stations and systems.

The Service Desk assesses Clients' needs, and resolves issues where possible, or an Incident ticket is created, and referred to the appropriate work group to address. The Service Desk also assists Service Desks in some BC Ministries with issues, and also assists government employees in client Ministries with ordering IT services through iStore.

### [BC Operation: Hardware and Software Installations, Moves, Additions and Changes \(IMAC\)](#)

The IMAC Coordination team is the entry point for all incoming hardware and software workstation service requests from the Province. The team coordinates the technical and logistical arrangements to fulfill IMAC requests in line with Client needs. Large scale IMAC requests – such as the recently completed refresh of more than 30,000 end user desktops across the BC Government, or the introduction of a major new suite of software tools – would be considered a Project.

### [BC Operation: Technical Engineering Services \(TES\)](#)

ISM Canada's TES team delivers a variety of services, including operating system imaging, software packaging, validation and distribution, remote desktop management, shared service desktop terminal services (DTS), antivirus protection, as well as support for incident and problem management.



### [BC Operation: ID Administration](#)

ID Administration (ID Admin) is a Service Delivery Unit (SDU) of ISM Canada that provides support and services as part of the BC Government Workstation Support Services (BCG-WSS) contract, between the Province of BC and IBM Canada. ISM Canada provides technical support and services for users, workstations and security. This includes management and maintenance support for the Microsoft Active Directory environment in use by the Province of BC. The team creates user and workstation objects, security and resource groups, distribution lists and Organizational Units (OUs) guided by the Province's security policies.

Work primarily flows to ID Admin in one of two ways: Requests for Service from the Province's catalogue and billing system (iStore); requests to create, modify or transfer objects and Incident tickets from the Service Desk - problem determination and resolution on technical issues.

### [BC Operation: Deskside Services](#)

The Deskside Services team provides deskside support on site in Victoria, Vancouver and the lower mainland, as well as remote deskside support services. Other services include the full range of hardware, software IMAC activities, enhanced VIP support, along with services for the full range of devices, including Blackberries.

### BC Operation: Asset Management

The Asset Management Team is responsible for control and maintenance of the Asset Management databases for external and internal clients. This includes the creation and modification of asset records for tracked assets, including tracked software titles, as a result of changes through incident management, new installations, additions, or changes.

### BC Operation: Projects



The Project team manages hardware and software workstation services project requests from the Province, in support of all BC government ministries and some broader public sector organizations. This includes the provision of technical and logistical coordination to enable support personnel to perform project related services. These services include hardware/software testing, software packaging and deployment, login script and group policy creation or modification, inventory reporting, computer equipment relocation and decommissioning related activities, security administration project requests (bulk ID changes, share moves, etc.), Active Directory modifications, among many others.

The Project Team also provides Install, Move Add and Change (IMAC) technical and logistical coordination services to the BC WSSP clients for requests that include more than nine concurrent IMAC events (i.e., IMACs to be performed during the same time period, within the same business unit or location or outside regular business hours). The Project Team provides the technical and logistical coordination for the testing of non-standard products that could be subsequently deployed or installed if successfully tested and approved.

### BC Delivery Operations

The pursuit of excellence is fundamental to ISM Canada's continued success. Through the BC Delivery Operations team, we maintain the processes and tools we need to monitor and assess our performance. BC Operation service delivery units look to Delivery Operations for guidance and operational direction to help them achieve service level objectives and continue to build client satisfaction. Among other activities designed to support internal clients, the Government of BC, and parent company, IBM Canada, ISM Canada's BC Delivery Operations team monitors Service Level Attainment trends, offers consulting services and change management oversight, conducts problem management reviews, and facilitates corrective action for any identified problems.



#### ***Where to learn more:***

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ISM Canada was designated a **2011 Top 100 Employer** and a **Top 100 Family Friendly Employer** by Mediacorp, chosen from a field of close to 2,800 participating organizations.

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