



New Employee ONBOARDING



City of Boca Raton adapts BOSSDesk for Efficient Onboarding and Service Delivery

Customer

BOSSDesk

ITIL Service Desk on the cloud with an award winning Interface that simplifies IT Service Management

Benefit Summary:

- Service Catalog enables employees to easily enter requests and a drag & drop interface for administrators
- Comprehensive Incident Management produces significant savings in labor cost
- Total visibility and control to manage all types of assets across the service lifecycle

Customer Quote:

“End users were initially nervous about the change. Once they attended the BOSSDesk training they started using it the same day as it was very easy to use.”
Frank Santiago - IT Operations Manager, City of Boca Raton

The City of Boca Raton is the southernmost city in Palm Beach County, Florida. With an estimated population of 98,150, it is one of the wealthiest communities in South Florida. Boca Raton has 46 parks, 4 miles of public beaches, 8 Fire Stations, 2 Libraries, and 3 Universities. There are more than 2,000 full-time and part-time employees that provide various services through seven departments.

Challenge

The City wanted to make first impressions matter with efficient Onboarding and wanted to improve the process for handling service requests across all departments. The previous on-boarding process consisted of many steps requiring the creation of multiple tickets per new employee and technicians would have to create tickets for other IT staff members to perform their tasks. Many processes were manual and needed to be automated.

Solution

The City of Boca Raton replaced their ageing ticketing and asset management solution with BOSSDesk Service Management on the Cloud to get a better handle on their assets and also to improve their service delivery. They automated their complex employee Onboarding with workflows and approvals using the BOSSDesk Service Catalog. They also used the Service Catalog for handling service requests for all other departments.



BOSSDesk Features

INCIDENT MANAGEMENT



Comprehensive ticket management solution for managing incidents

PROBLEM MANAGEMENT



Find the root causes and prevent problems from impacting business

CHANGE MANAGEMENT



Understand and minimize risks of changes to the IT environment

ASSET MANAGEMENT



Manage all types of assets across the service lifecycle

SERVICE CATALOG



Easy for users to enter requests and for admins to customize

DASHBOARD & REPORTS



Reporting capability that enables effective service management.

SELF SERVICE PORTAL



Provides easy access for users to report incidents and request services.

MOBILE APPS



Technicians can update their work orders and track assets remotely

CONFIGURATION & TOOLS



Interface and tools that can provision & manage the IT environment.

Process

A detailed analysis of the current onboarding processes was performed to understand what applications were used, who installed, supported, created user accounts and assigned permissions to these applications. The role of Human Resources and the Hiring Manager was clearly defined as well as the permissions required for requesting hardware & software for new employees. Service requests would be generated by both HR and the hiring manager and some manual steps would need to be automated to improve efficiency.

Results

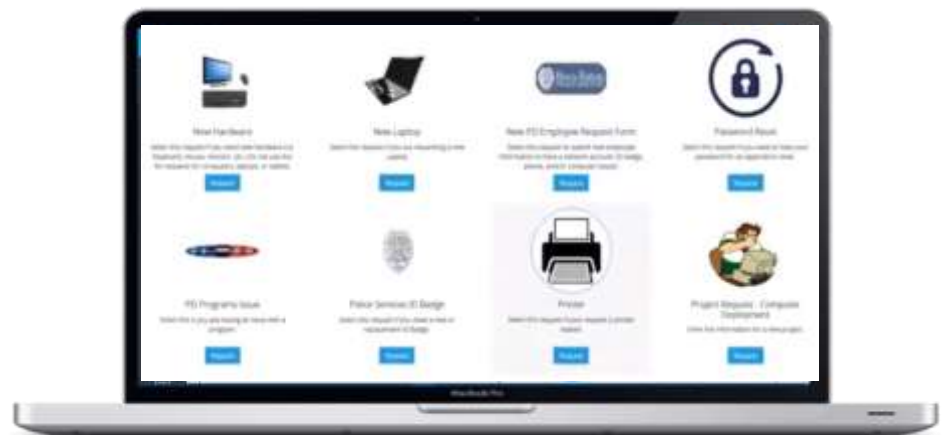
It became apparent that BOSSDesk Service Catalog combined with the automation provided by the routing engine could address the many issues that were identified in the analysis phase. These included

- Creating multiple tasks per ticket.
- Assigning tasks to teams rather than individuals.
- Notify non-technicians of tasks they need to perform.
- Being able to visually see what tasks were needed all in one place.
- Logical ordering of tasks.

In addition to employee Onboarding the City also implemented the Service Catalog for handling several common requests for all departments including the Police and Fire Departments. The implementation was extremely well received by the City employees and significantly improved service delivery.

A webinar recording of the implementation can be accessed at

<https://www.boss-solutions.com/webinars.html>



For more information visit:

www.boss-solutions.com