



Unicenter ServicePlus Service Desk Customization for Devon Energy

Customer Profile

Devon Energy (www.devonenergy.com) is one of the largest independent oil and gas producers and independent processors of natural gas and natural gas liquids in North America. Devon has approximately 4,400 employees worldwide and is headquartered in Oklahoma City.

Devon is a Fortune 500 company and is included in the S&P 500 Index.

Problem Statement

- The process for monitoring and regulating the implementation of system changes in production environment was not working as designed.
- Compliance with SOX audit requirements made it necessary to redefine the Change Control (Issues) workflow process through web customization in Service Desk.
- Needed to implement a thorough reporting process that can answer audit & forensic requirements in a timely fashion.

Technology Used

- Unicenter ServicePlus Service Desk - SP1
- Unicenter ServicePlus Knowledge Tools.
- MS Windows 2003 Server
- MS SQL Server 2000 SP4
- MS IIS 5.0

Challenges Addressed

- Ability to create Change Controls (Issues) from Request Management and attach change controls to requests.
- Extensive web customization to meet client's expectation on the new change control process using HTML and JavaScript.
- Enablement of custom fields to monitor activity logs for audit trail.
- Migration of existing standard change control tickets to new change control types: Standard, Emergency, Recorded and Priority.
- Auto-populate the Roles to Notify list; Summary and Description onto the manual notify screen.

Benefits of the Solution

- The new customized USPSD with the new Change Control Workflow process helps Devon meet audit requirements for SOX compliance.
- The customized solution avoids fines for non-compliance by not allowing unauthorized changes to be made to production.
- Enhanced reporting, scoreboard, and search functionality for day to day monitoring of Change Controls.