



Humana – Service Desk Implementation & Customization

Customer Profile

Humana Inc., headquartered in Louisville, Kentucky, is one of the nation's largest publicly traded health benefits companies, with approximately seven million medical members located primarily in 15 states and Puerto Rico. Humana offers coordinated health insurance coverage and related services to employer groups, government-sponsored plans and individuals.

Problem Statement

- In order to meet SOX compliance, Humana required security requests to be auditable. They also need a system that can replace their current antiquated homegrown SWAT application for security provisioning.
- The customer is also phasing out its current service desk product, Remedy, to deploy a solution that is tightly integrated with the life cycle management solutions that are implemented at Humana.
- CA Service Desk provides a solution that will enable ITIL practices to be implemented across the enterprise.
- CA ServiceDesk was also to be integrated with the existing Asset Management software being used for workstation discovery.
- The analysts using the system are geographically separated (Green Bay, Louisville & Florida) and response time from the system had to be minimized.

Technology Used

- Unicenter ServicePlus ServiceDesk 6.0-SP1
- Unicenter ServicePlus Knowledge Tools
- Unicenter ServicePlus Dashboard

Challenges Addressed

- The primary challenge was to move all existing functionality from the homegrown SWAT application into ServiceDesk. This involved writing SPEL triggers to associate Configuration items with workflow templates / tasks and one to allow the spawning of a number of Change Orders tickets from a single ticket entry.
- The Client required form modifications and numerous schema changes (addition of new database fields).
- Due to the geographical separation as well as the number of analysts using the system the implemented solution had multiple object managers and web servers as well as a web-director for load balancing.

Benefits of the Solution

- The system allows for a simplified tracking mechanism for all Incidents, Change Orders, Problems and Requests. An audit trail is available for all activity including transferring, approvals, updates and resolutions.
- Customized SPEL code for tailor-made functionality, viz. ticket spawning, auto-assignment etc, to replicate the older SWAT application being used.
- Integration with UAM facilitates controlled access all company "Assets" from the ServiceDesk interface with just a click of a button.
- The Dashboard client tool provides the client with live graphical representations of Unicenter ServicePlus SD metrics, tickets, SLA's and trends in the form of a tabbed portal interface.