



FETAC – ITIL Case Study

FETAC (Further Education & Training Awards Council) is a statutory body established in 2001 by the Minister for Education and is the national awarding body for further education and training in Ireland. Its activities involve monitoring and validating educational programs, determining standards and ensuring quality control. It also develops and promotes awards in this area. It employs 44 staff with backgrounds in both public and private sector.

FETAC implements new Quality Management System using ITIL processes

As a wider organization, FETAC was concerned with implementing a Quality Management System and was seeking ISO accreditation. FETAC decided to implement ITIL based processes in order to fulfill the required standards and engaged ESMI, the market leader in ITIL and Service Management, to drive improvements in a number of areas.

ESMI provided FETAC with a full-time IT Service Manager who was an expert in the field of



Service Management. This consultant was able to garner support for the rollout of ITIL processes by engaging people at multiple levels of management and helping them to understand the value and benefits associated with using ITIL concepts to improve Service Delivery.

In addition to introducing a Service Desk function to FETAC, a number of key support processes were established:

- **Problem Management** to reduce the levels of incidents within the environment and improve the handling of Problems and Major Incidents.
- **Change Management** to improve the effectiveness and efficiency of Change request handling within IT.
- **Release Management** to improve the control and reduce the adverse impact of the release of Changes into the production environment.
- **Configuration Management** to provide insight into the structure and composition of the IT environment.

The Service Management consultant also assisted FETAC with designing, developing and reviewing tenders and became the 'subject matter expert' for Service Management advice and education, ensuring that FETAC staff could develop their own skills in this area.

IT Support Processes commended by ISO auditors

Subsequently, when reviewing FETAC's ISO application, the auditors commended the IT Department's management of IT and commented on how well-defined and effective the new IT support processes were.

FETAC Management saw real value in the visibility and effectiveness of the Service Desk and overall improvement in quality of service. As a result, the company launched an initiative to expand ITIL into other areas of the organisation. ESMI worked with other business functions to allow them to support their own customers using the IT department's Service Desk tool and assisted in the design of their own support function and processes.



Service Management Value & Benefits

FETAC continues to realise value and benefits from ITIL and Service Management. The process developed by ESMI ensured that they attained benefits from the outset and are able to build upon them over the years of application. An awareness and understanding of Service Management has supported the effective use of FETAC resources and budgets, even during recessionary times. The quality of service and the drive for continuous improvement remains at the core of not only the IT department, but in FETAC as a whole.