



evolve

Key Benefits

- > Facilities saved \$57,000 by going with Magic Service Desk
- > IT department is 260 percent more efficient than other schools
- > IT is able to process the same number of requests as last year with three fewer individuals on the full-time IT staff
- > Management benefits from flexible and easy reporting

Business Profile: Johns Hopkins Bloomberg School of Public Health supports 5,000 faculty members, staff members, and students with an IT staff of 40 employees. In a single year, the school processes about 15,000 incidents and tasks through the Magic database.

BMC Software Solution

- > Magic Service Desk Suite

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Nathan Kale
 Manager of Application Systems
 John Hopkins Bloomberg School of Public Health

Johns Hopkins Bloomberg School of Public Health

Magic Service Desk Suite

The IT department at the Bloomberg School of Public Health at Johns Hopkins University supports 5,000 faculty members, staff members, and students. Until December 2002, they used a Computer Associates product called Service IT for their help desk and an Access database for reporting. Unfortunately, because the reporting database could not be updated in real time, the school was failing to get accurate and timely information on its support operations. The Service IT vendor also announced that it would no longer support the application. As a result, Johns Hopkins needed to replace its current end-of-life product and find a solution that could automate processes, provide timely reporting, and increase staff efficiency.

After meeting with other staff teams, Nathan Kale, manager of application systems, and Jesse Jordan, senior network administrator, developed a requirements list to help in the selection of their new service desk tool. “We reviewed about a dozen vendors and narrowed our short list down to three: Magic Service Desk Suite, Computer Associates, and Heat,” states Kale.

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With an IT staff of forty employees, Johns Hopkins Bloomberg School of Public Health supports 5,000 faculty members, staff members, and students. In a single year, the school processes approximately 15,000 incidents and tasks through the Magic database. Utilizing the Magic Interface Wizard, Johns Hopkins synchronizes client information in Magic with data from an active directory implementation, ensuring that the constantly changing personnel information is always up to date.

“Initially, our faculty and staff had to keep track of a dozen phone numbers for the services they needed: facilities, help desk, and purchasing all had different numbers,” states Jordan. “Now that we have implemented Magic Self Service, there is one Web form for them to go to, and the request is automatically forwarded to the right group for response.”

Five kiosks have been installed across the campus for access to the self-service website, and to encourage clients to use the Web for all requests, Johns Hopkins has stopped publishing support phone numbers. By automating the request and notification process, Johns Hopkins has been able to process the same number of requests this year as they did last year—with three fewer individuals on the full-time IT staff—saving the Bloomberg school and the

About BMC Software

BMC Software, Inc. (NYSE:BMC) is a leading provider of enterprise management solutions that empower companies to manage their IT infrastructure from a business perspective. Delivering Business Service Management, BMC Software solutions span enterprise systems, applications, databases and service management. Founded in 1980, BMC Software has offices worldwide and fiscal 2004 revenues of more than \$1.4 billion. For more information about BMC Software, visit www.bmc.com.

University money. "Some of the other schools at Johns Hopkins average only 125 clients per technician, but the School of Public Health averages 325 clients per technician. That is a significant improvement in efficiency per full-time employee," states Kale.

The automatic notification functionality in Magic Service Desk, a Remedy IT Service Management Solution from BMC Software ensures that clients and staff members know the status of each request. This has improved communications, increased Johns Hopkins' customer-satisfaction ratings, and even prevented fraud. "Someone was trying to reset someone else's system password," explains Kale. "Magic Service Desk sent the owner an email confirmation, and she immediately called the help desk and informed the staff that she had not made the request."

IT has begun providing its services to other departments and will be rolling out Magic Service Desk to other units later this year. The support services department, manages room scheduling and media requests, and plans to use Magic Service Desk to accept requests online and to manage its workload. Another, the facilities department, also decided to utilize Magic Service Desk—and as a

result, saved \$57,000 by not purchasing another application. Finally, the warehousing group will use Magic Service Desk to track its housing inventory of chairs, desks, file cabinets, and other assets. Integrating Magic Service Desk with bar coding has improved efficiency and enabled the department to track its entire inventory easily.

Johns Hopkins continues to find innovative and alternative uses for Magic Service Desk, and both Jordan and Kale are impressed with Magic Service Desk's low maintenance, minimal downtime, and excellent support. "We have been very impressed with the support we've received from the Magic team," states Jesse Jordan. "The first time we received a proactive call from our support representative I was totally shocked because no vendor had ever done that before. We have been very happy with our partnership."

