



## Carilion Clinic's Service Management and Response Vision Relies on iWave Software

Carilion Clinic is a large and growing health services provider and educator that owns and operates eight large hospitals, over 80 smaller medical facilities, and a college of health sciences. With its primary service area in southwestern Virginia, Carilion Clinic employs over 250 individuals in its Technical Services Group whose activities rely on more than 800 servers, more than 9000 workstations and thin clients, and a robust LAN, WAN and telecommunications infrastructure.

To minimize downtime of these mission-critical resources, Carilion is implementing a variety of process-oriented solutions to ensure consistent service to end-users. Jason "Jed" Krisch, Manager, Technical Services, and head of the group responsible for these IT network elements, explains the importance of this effort: "Our primary goal at Carilion is to deliver the best possible health care services for our constituents, and to do so requires that we minimize IT downtime. Downtime can slow access to vital information required for patient care and also represents lost productivity, and lost revenue. In addition, downtime can create regulatory compliance risks if a failed system impacts our ability to comply with regulations such as HIPPA."

To minimize downtime, Carilion established a service management and response vision that calls for centralizing and automating responses to system alerts and incident reports generated by their core network management solutions. These solutions include Microsoft System Center Operations Manager 2007 (SCOM), HP Network Node Manager (NNM), and HP Service Center. In addition, to enable seamless and automated communications between these solutions, Carilion implemented iWave Software.

### The Service Management Vision

Although Carilion's network management software is certainly adept at proactively identifying potential incidents, and at generating appropriate alerts, the software relies on human interaction when an alert is generated by one of their systems. "With a manual system for creating incident reports, we cannot always say with certainty that all alerts are acted upon as quickly as they could be, or by the individuals most qualified to resolve the issues," says Krisch. "Furthermore, when manually transferring information from SCOM and NNM to an incident report in HP Service Center, there is always a risk of both delays and human errors. The bottom line here is that with a labor-intensive approach to incident reporting, incidents may not always be resolved fast enough to avoid impacting end-users."

To ensure the fastest and most consistent possible response to alerts, Carilion decided to automate the entire alert-to-incident report process. "Instead of relying on an individual to monitor their console or emails for an alert, and then enter an incident report into HP Service Center, we wanted to have this operation completed without human intervention," Krisch says. "We believe this is the best way to protect mission critical, patient-facing processes that rely on our IT infrastructure, while also optimizing the productivity of our IT staff."

### Customer Quote:

*"With iWave, we didn't have to change anything in our existing architecture to gain the integration we needed. There was no requirement for custom programming. Plus, iWave simplifies the configuration process and offers a wide range of adapters so that if we ever modify our management environment, we'll be able to easily integrate any new applications we might decide to add."*

Jason Krisch  
Manager of Technical Services  
Carilion Clinic



## CASE STUDY

## The Challenge

Carilion's challenge in meeting this objective was finding the right platform to enable seamless integration between their disparate solutions from multiple vendors. This search was more difficult than Carilion initially thought because most vendors that offer integration adapters only do so for specific software products from a single vendor.

In addition, Carilion wanted a non-disruptive integration solution. "What we required," Krisch says, "was the ability to achieve integration without extensive custom, and high-priced, modifications to our core applications." Carilion also wanted to be able to easily map—and if necessary, re-map—the flow of data across all systems without the need to incur support costs each time a configuration change was required.

## The Solution

Carilion's final integration choice was iWave Software. "With iWave we didn't have to change anything in our existing architecture to gain the integration we needed," Krisch says. "There was no requirement for custom programming. Plus, iWave simplifies the configuration process and offers a wide range of adapters so that if we ever modify our management environment, we'll be able to easily integrate any new applications we might decide to add."

With iWave, each time an alert is created in SCOM or NNM, the information is automatically relayed to HP Service Center where the alert is logged and an incident report is automatically created. As Carilion continues the roll-out of their service management and response system they will be adding other management applications which will often be able to automatically respond to these incident reports. If an automated resolution is not possible, the incident report will be assigned to a skilled person and all subsequent actions will be logged, time-checked, and escalated if required.

"The key to fast and effective alert resolution is fast and accurate incident report creation," Krisch concludes. "With iWave providing the essential data highway between SCOM and NNM, we can now create incident reports in HP Service Center instantly, reliably, and with complete accuracy. We're certain this will be the key to ensuring that our business critical IT resources are available to support the best possible patient health services."

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