

El Dorado Irrigation District

## EID Manages a Deluge of IT Service Requests

### Business Overview

El Dorado Irrigation District (EID) is an irrigation special district serving nearly 110,000 residents in Northern California's El Dorado County. Providing drinking water for homes, schools and businesses and recycled water from wastewater treatment plants to irrigate yards and public landscapes, EID also operates a federally-licensed hydroelectric power project that includes an extensive raw water conveyance system of canals and tunnels. The District also owns and manages several dams, reservoirs, and outdoor recreation sites.

### Challenges

EID faced a deluge of IT service requests. As service tickets flooded in from the District's 215 employees, just five IT staffers handled these requests manually, spending countless hours logging and routing them, storing the data in an outdated service desk tool supplemented with Excel spreadsheets. Meanwhile, user-oriented how-to content was scattered across various file folders and SharePoint sites, making it

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— Tim Ranstrom, CIO  
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less likely users would attempt to solve their own network and computer issues.

End users had no visibility into the service desk tool and never received notifications when their cases were updated—leading them to contact the IT

department repeatedly for status on previously-filed tickets. Whenever they did so via email, the service desk tool automatically created unnecessary new tickets. Each IT employee could view only their own job queue, preventing them from collaborating to solve issues. Requests were routinely falling through the cracks. "The system was not very efficient or smart," said EID CIO Tim Ranstrom.



### Industry

- Utility/Environmental Services

### Challenges

- IT support desk employees bogged down with time-intensive, low-value ticket logging and routing
- No IT self-service portal
- High volume of phone calls and emails checking ticket status
- Lack of IT service desk transparency
- Service tickets falling through cracks
- Limited collaboration of IT staff

### Agiloft Solution Benefits

- Efficient, centralized, automated IT support desk system
- IT self-service, thanks to context-specific knowledge base
- Fewer phone calls and emails checking ticket status
- Transparency due to centralized ticket data and notifications
- IT support desk employees have more time to work on critical infrastructure projects
- Higher performance of overall IT networks and computers, due to pre-scheduled infrastructure maintenance
- More efficient and effective IT organization, thanks to data gleaned from KPI reporting

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## The Search

Realizing he needed to automate the IT service desk, and emphasize user self-service, Ranstrom engaged Info-Tech Research Group to find an ITIL solution suited for small and midsize companies. Of the three vendors recommended by Info-Tech, Agiloft was “top-rated in the functionality provided for the price point,” he said.

To determine if Agiloft’s ITIL Service Desk Suite would work well for EID, Ranstrom asked Agiloft to demo the product by configuring it to solve some of its toughest use cases. “Agiloft worked as advertised in the demo, and left nothing unaddressed,” he recalled. “We were very impressed, and felt comfortable that the product would meet our needs...The search capabilities were really powerful, and the client interface simple, elegant, and straightforward.”

## The Project

EID worked with Agiloft Analyst and Project Manager Misha Berkowitz, who handled most of the implementation. Berkowitz helped EID to finetune the service category definitions and service catalog strategy, customizing the complex, multi-threaded workflows, notifications, and escalation rules to EID’s exact needs. For instance, the system needed to respond to frequently shifting ticket priority levels and automatically share a requester’s tickets with their direct managers (in low-priority cases) and more senior executives (in higher-priority instances) to provide consistent and appropriate management visibility to issues.



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## Solution Benefits

The resulting IT self-service solution has been live for a year, handling over 300 new cases per month. It provides users with a context-specific knowledge base to guide them through actions to resolve known issues and enables them to easily create, update, and close tickets. IT staff also use the solution to log work orders for predictable, preventative maintenance tasks (such as patching and audits). It automatically categorizes and routes cases to appropriate teams, provides status notifications (which scale based on incident priority), displays ticket status, and offers key performance indicator (KPI) reporting.

The results have been dramatic. In just one year, user service requests initiated by phone calls and emails have dropped by 80 percent. “Now, if I get one or two ticket status requests per month, it’s noteworthy,” Ranstrom observed. Meanwhile, the average length of time that tickets are open has dropped by two to two-and-a-half business days.

Since the system now automatically handles so many low-value tasks (such as logging and



routing tickets), IT employees are directing more of their time and energy into high-value needs, including solving requests, performing preventative maintenance and projects replacing aging infrastructure, and innovating solutions with users.

Meanwhile, the KPI reporting helps Ranstrom optimize and transparently share IT department performance metrics. Specifically, the system allows him to view ticket volumes, response times, and time spent from three different viewpoints: the organization requesting the work, the team performing the work, and the type of work. "It's extremely powerful and insightful to be able to look at the info from these different perspectives," he said.

"I have recommended Agiloft many times," Ranstrom said. "It's a solid product and can be adapted to meet almost any business need."

EID's Process Control Team responsible for water treatment automation technology quickly saw the value Agiloft could provide and embraced it for their service request needs. Ultimately, EID plans to broaden the usage of Agiloft to all back-office needs, including legal, HR, and support analyst services.

"We are merely scratching the surface of its capabilities...We are very impressed with what we have seen so far, and excited to keep tapping into that potential...Overall, we have gone from the Dark Ages to a modern solution in one fell swoop." he summarized.

## Let Us Show You

What Agiloft has done for EID, it can do for you. Let us show you how. In a few hours, we can set up a custom proof of concept featuring your toughest business process. Give us a call to schedule a time.

## About Agiloft, Inc.

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