

client info at a glance

Company: Legislature of U.S. Virgin Islands

Industry: Government

Company Overview:

The Legislature of the Virgin Islands is the territorial legislature of the United States Virgin Islands. The legislative branch of the unincorporated U.S. Territory is unicameral, with a single house consisting of 15 senators, elected to two-year terms without term limits. The territorial legislature meets in the capital of Charlotte Amalie on the island of St. Thomas.

Business Value of TeamQuest:

The Legislature of the U.S. Virgin Islands uses TeamQuest capacity planning software to find and identify performance problems, plan for the future, assist in time management and be more proactive.



Legislature uses Capacity Planning Software to Optimize IT Services

MIS Director Emanuel O’Neal and his team of six serve the U.S. Virgin Islands legislature and employees. With a ratio of more than 70 customers to one IT professional, O’Neal and his team were busy firefighting, taking calls from unhappy customers complaining of service interruptions and slow downs.

“We were trying to eliminate the possibilities one by one,” says O’Neal. The MIS division couldn’t identify the cause. Customers were calling to say that the servers were the problem, the system was slow, or the Internet connection was bad.

“We wanted to provide more services and be more proactive,” says O’Neal, “but we were too busy with the day-to-day stuff.” Plans to get IP phones up and running, set up the ability for web casts, and work on a service calls database were stalled. User complaints kept the MIS department from providing essential services.

“We wanted to provide more services and be more proactive,” says O’Neal, “but we were too busy with the day-to-day stuff.”

The team couldn’t move forward with their projects until they uncovered the reasons for the pains experienced by their customers. Their productivity was constrained, as was their ability to be more proactive. They were reacting to problems as they occurred rather than proactively identifying the problems before they impacted users.

O’Neal discussed options with management and began looking for a tool to help his team:

- Find and identify performance problems
- Plan for the future
- Assist in time management
- Be proactive

Tackling Availability Issues

The team was like forensic scientists at the scene of a crime without the proper tools. The evidence was there, but they had no way to collect and analyze it to solve the mystery.

“We were looking at what our customers were doing individually and trying to answer the question ‘why is this so slow?’” says O’Neal.

O’Neal and his team then engaged in a TeamQuest software proof of concept that highlighted the improvements that could be made with the proper capacity planning tools. The organization uses Windows-based servers.

O’Neal and his team were able to see the bandwidth of the T1, but couldn’t see what was going through it. Using a network application agent, O’Neal was able to view the activity and resource consumption by individual users to get a better view of what was happening.

“We created workloads that corresponded to the applications and were able to see how much resource each user was consuming from the application,” says O’Neal. “Essentially, we were able to see the activity inside the T1 pipes.”

O’Neal realized TeamQuest software would meet his needs, but most importantly, it would make his job easier.

The software opened doors for O’Neal and his team. “We never had the ability to identify a specific problem or individual as far as trafficking and so forth over our network,” says O’Neal.

TeamQuest software helped “take some of the blame off of us. We were hearing ‘hey my people can’t do their work’ because of this issue or that and now we can actually identify the problem, create a report and show them the real issue.”

“TeamQuest software gave us the ability to look at how much data was going across or between an individual and the server that’s running the application,” he said. “Now we can pinpoint whether it’s something the user is doing or if it’s something with the server, for example.”

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“Now we’re able to fix a problem before it becomes a nightmare.”

IT Working with the Business

What O’Neal and his team found was that many of the users were sucking up resources. “Our users were running a million and one web pages,” he said.

It turns out many of the employees were streaming audio and video files at the same time they were running database applications.

“Customers still want to say it isn’t their fault,” he says, “but we have proof now.”

The MIS department plans to share more information with management by providing monthly or quarterly reports to each division manager showing each employee’s computer resource consumption on the Internet and network.

The U.S. Virgin Islands legislature finds value in TeamQuest software through improved customer service and application availability. Identifying problems before they affect end users has made O’Neal and his team more proactive, freeing time for those other projects.

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About TeamQuest Corporation

TeamQuest Corporation is the global leader in IT Service Optimization (ITSO), specializing in Capacity Management software. TeamQuest helps IT organizations consistently meet service levels while minimizing costs and mitigating risks. By combining performance data and business metrics, TeamQuest software enables IT organizations to provide accurate, objective information as input to critical business decisions. Companies around the world trust TeamQuest software to help them proactively improve service delivery and support best practices.

For more information, visit www.teamquest.com or call 1-641-357-2700.

In Europe, Middle East and Africa, call +46 (0) 31 80 95 00

In Asia Pacific call +852 3571 9950