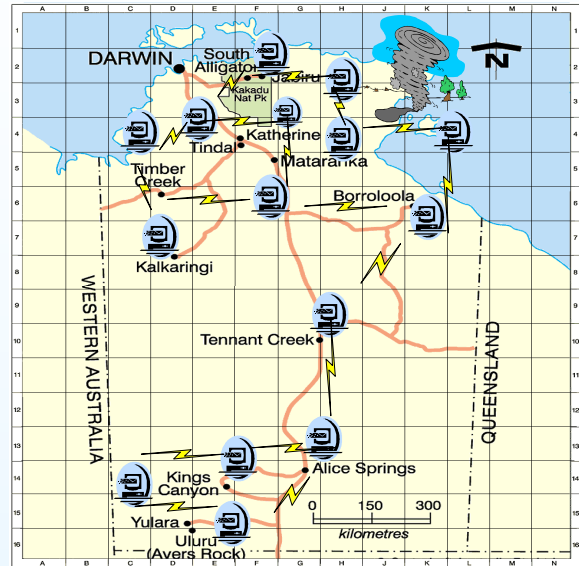


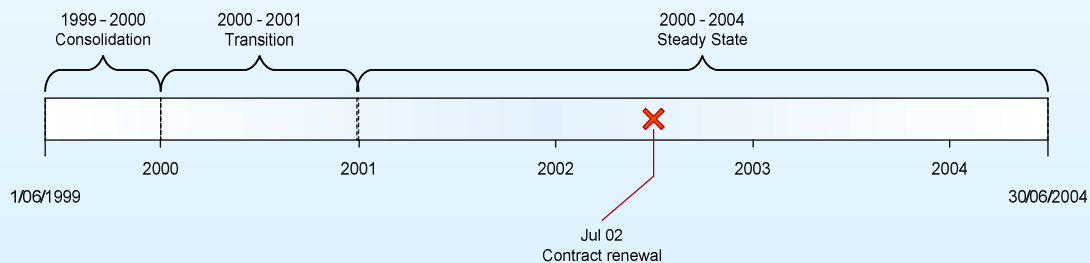
Glenn Schwarz Case Study—eMAG

Background

In 1999 CSM Technology was successful in winning the first outsourcing contract for the Northern Territory Governments IT Services. This service which was soon named eMAG (Electronic Messaging and Groupware Service) consisted of over 11,000 messaging users spread across 42 different departments and 4 messaging platforms being delivered via 200+ disparate servers.

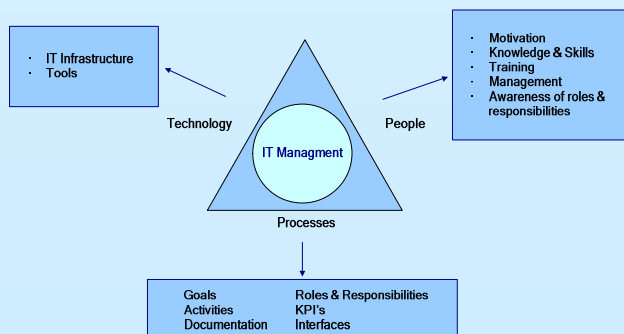


Timeline



The timeline above shows the 3 distinct phases of the eMAG service, These included a consolidation phase which included reviewing and documenting the current disparate environments, transitioning to the new environment/service and then into steady state.

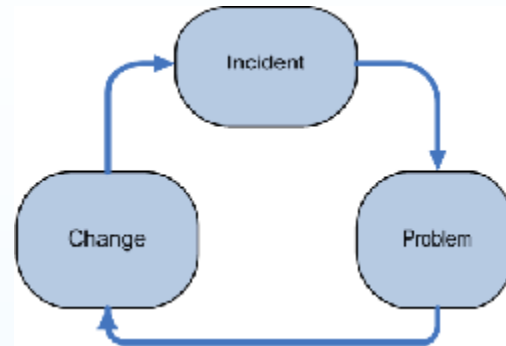
ITIL



Simple but still at the heart of any good ITIL Implementation. Technology, People and Processes were the important elements to the success of the eMAG service.

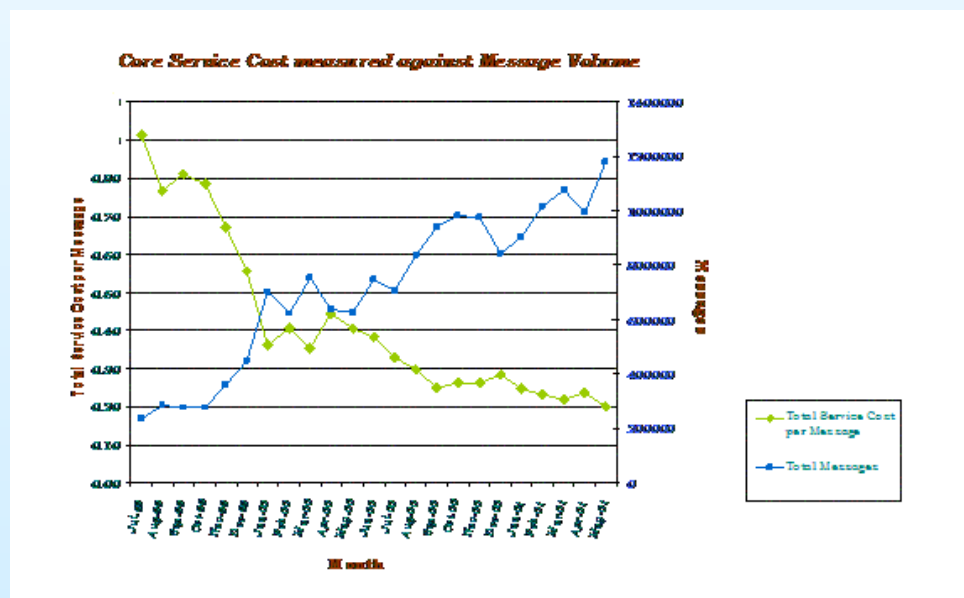
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Keeping it simple, ITIL can often be viewed as too difficult or expensive to implement. Keeping to a few simple but high impact processes allowed the Northern Territory Government to benefit from ITIL quickly and cost effectively.



Best Practice

In 2002 the Northern Territory Government had a best practice benchmarking conducted to justify an extension of the outsourcing contract. That benchmarking was conducted by Ostermann Research in the US and Internet Commerce Australia. As a result of that benchmarking the service was extended for another 2 years.



"The NTG is receiving a good service, contingent with best practice, for both performance and cost of the eMAG service. Outsourcing of eMAG can be concluded as being an unqualified success".