CASE STUDY

Directory Services Team's Innovative COVID-19 Response Saves Virginia IT Agency Time and Money

At the height of the COVID-19 pandemic, the state agency providing IT help for all Commonwealth of Virginia employees relied heavily on the AIS Network Directory Services Team to automate quick provisioning of Google accounts and agency network access for 3,228 new staff who were hired to fill critical emergency response roles. The DS Team responded rapidly with an innovative solution that produced stunning results.

Client

The Virginia IT Agency's Customer Care Center helpdesk is the single point of contact for all IT support issues experienced by state agency customers. VCCC's mission is to provide "consistent, best-in-class support" to nearly 65,000 state employees.

Challenge

To combat the COVID-19 pandemic, state agencies quickly hired 3,228 new staff, including 1,075 contact tracers, who help stop the virus' spread by contacting those who may have had contact with an infected person. Each new employee required an agency user account with Google mail and network access. Already busy retooling the state workforce for remote work, the VCCC was now suddenly deluged with new requests. Individual accounts typically take 15 mins to provision, which would prevent the tracers and other new hires from getting to work immediately. Speed to the field was critical.

Solution

Imbedded seamlessly into VITA, the AISN DS Team is the sole manager of Virginia's user provisioning and security processes as well as the gatekeeper to accessing all agency network resources. Team engineers responded rapidly to VCCC's urgent requests, pivoting in the midst of the crisis to innovate. An AISN unique solution, including technical methodology and processes, was developed to enable the team to provision large batches of new user accounts.

Results

The DS Team's new process satisfies the VCCC's significant need to create user accounts quickly and efficiently and enables essential employees to begin work immediately. Each request for 30+ new accounts is now turned around within 15 minutes instead of days. In a very short period of time, large batches of requests are now successfully prioritized for Google and agency network access – with no significant wait times. The DS Team's ingenuity and automation reduced processing time by almost 97%, saving the VCCC considerable time and money.