The President’s Management Agenda is a roadmap to government agency mission attainment. It outlines a ten-year plan for how the Federal Government will deliver on mission objectives, efficiently and effectively serve the public and responsibly utilize taxpayer dollars; all while protecting national security. No agency is more committed to national security than this agency whose primary goals are anti-terrorism, legitimate trade and secure travel.

The Problem

Key Application Performance

When this agency began to see problems with the performance of a key application that was impeding workflow and critically impacting agents’ ability to do their job, they immediately began to investigate the cause. Agents in the field used the application in real time during face to face interactions that enabled them to ensure safe and legitimate travel and trade. The application performance shortfalls were resulting in long queues, frustrating agents and citizens. Problem reports began to inundate the agency's service desk.

Rapid Resolution Required

Not only were agents and the citizens they served impacted, at a higher level continuance of the problems could impact our national economy and security. They desperately needed deep insight into the problem and rapid resolution. Essentially, they needed to immediately improve their ability to deliver their mission faster and more efficiently. The agency looked at their network teams which are typically the first to investigate when performance problems occur.
Look Beyond The Network

The agency ruled out the problem as being network related but struggled with next steps as they lacked observability across their environment. Was the problem at the desktop, server or application layer? It was virtually impossible to triage the right resources to address the problem without knowing exactly where it was occurring.

The Solution

Swish Performance Monitoring Expertise

Soliciting the advice of Swish engineers who were deployed onsite, the agency implemented a digital experience management tool, Aternity from Riverbed. The team of engineers from Swish had deep expertise, training and experience in end-to-end mission-focused performance monitoring and optimization. They quickly assessed that Aternity was the right solution for the agency’s problem.

- Approximately 24% improvement in MTTR
- Approximately 15% drop in service desk volume

Rapid assessment and Mitigation

The Agency was able to quickly assess that the problem was with a key application and worked with the application team to mitigate. This resulted in increases in workforce productivity, improved citizen satisfaction, improved Mean Time to Repair (MTTR) (approximately 24%), and a drop in service desk ticket volume (approximately 15%) which in turn, optimized Service Level Agreements (SLAs) and Key Performance Indicators.

Swish Add-On Value

Best Practices at Work

Swish’s team of network and application performance management engineers were not only responsible for recommending Aternity for performance problem assessment, they also used their expertise in the Site Reliability Engineering (SRE) discipline to assist the agency in finding and mitigating the problem. SRE is a discipline that ensures scalable and highly reliable software functionality. With reliability being one of the highest priorities for this agency to meet critical mission requirements, Swish’s adherence to SRE best practices was essential to successful resolution. Swish also adheres to the Utilization Saturation and Errors (USE) methodology for analyzing performance and implemented this in assisting the agency with performance problem identification.

Aternity is a digital experience management solution that is designed to optimize business application performance. Aternity allowed the agency to see exactly what the agents were experiencing regardless of what device they were using.
Implementing Aternity:
- Increased productivity
- Improved customer satisfaction
- Improved MTTR
- Decreased service desk ticket volume
- Optimized SLAs and KPIs

Summary

Government agencies are mandated by the President’s Management Agenda to meet mission objectives, serve the public and be responsible stewards of resources while protecting national security. This agency had a mission-critical objective of ensuring anti-terrorism, legitimate trade and secure travel.

When they began to see a significant rise in service desk tickets with agents reporting similar performance issues, they knew that quick resolution was paramount. Agents were impeded in doing their jobs and citizens were experiencing the impact, both of which were threats to national security and the economy. They sought the help of onsite network and performance management engineers from Swish who recommended Aternity based on deep knowledge of the digital experience management tool.

Utilizing Aternity and Swish engineering expertise, the agency was able to pinpoint the performance problems on a key application and quickly mitigate the issue resulting in productivity gains, MTTR reductions, citizen satisfaction increase and service desk ticket decrease; all of which enable mission attainment and national security.

About Swish

Swish is a customer-centric, specialized integrator with an engineering first culture. Swish focuses on IT Modernization, Performance and Cybersecurity solutions. Swish strives to bring value to clients through continuous improvement expertise; robust services, superior engineering and creative solutions.

To learn more, please visit: www.swishdata.com