

Infrastructure Optimization

Evidence Case Study: Comisión Nacional del Agua

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New IT Infrastructure Gives Agency Better Manageability, Helps Boost Revenue

In charge of managing water reserves throughout Mexico, Comisión Nacional del Agua (National Water Commission) monitors water availability and manages a range of other water-related projects. The commission's employees work in 13 separate regions throughout Mexico. Each of those offices had its own IT infrastructure, with different operating systems and servers. To solve that problem, the commission wanted to create a centralized, standardized IT infrastructure that was easier to manage and used fewer agency resources. In late 2005, the commission tested and ultimately deployed a centralized IT environment based on Microsoft® Windows Server® 2003 and other Microsoft software. As a result, the IT department now has better control of IT services. In addition, the commission has a more secure, more reliable system that has enabled the agency to increase revenues and improve its services.

Situation

Comisión Nacional del Agua (the National Water Commission) is a government agency headquartered in Mexico City, Mexico. The commission, which has more than 17,000 employees, is responsible for the management, administration, and preservation of Mexican national water resources. Its goal is to find sustainable uses for those resources.

In addition to preserving water resources throughout Mexico, the commission's tasks include determining water availability, designing new hydraulic development projects, and establishing national hydraulic regulations. To handle those tasks, the commission has several separate offices located throughout the country. Some 2,568 Comisión Nacional del Agua employees work in the central Mexico City office, more than 9,000 work in 13 regional management units, and 5,478 work in state management units.

Although those employees work in many different locations, the commission did not have a centralized IT infrastructure in place. A single IT department managed all operations, but each office had its own IT infrastructure—with the result being the implementation of multiple Microsoft® operating systems and numerous outdated servers. For example, one office used the Microsoft Windows® 95 operating system, while other offices used Windows 98, Windows 2000, and Windows XP. Having such a range of systems and servers proved very difficult to manage for the commission's IT staff.

In addition, there were few security tools and procedures in place. "The commission had grown quickly, but in a disorganized manner. We needed to have more control of IT services from the administration side," says Omar Vazquez, Manager of IT Infrastructure, Comisión Nacional del Agua. "We wanted to be able to manage individual and group policies and we also wanted to upgrade all of our systems."

To compound the problem, the commission had been decreasing its IT budget each year, which meant that fewer and fewer resources were available for system upgrades and overall IT management.



<http://www.cna.gob.mx>

Country or Region: Mexico

Industry: Government

Customer Profile:

Comisión Nacional del Agua (the National Water Commission) is a government agency that is responsible for the management and preservation of national water resources in Mexico.

Business Situation:

The commission's employees worked in several different locations, each containing its own IT environment. In addition, there were few security tools and administration procedures in place.

Solution:

In late 2005, the commission deployed a new centralized, standardized IT environment based on Microsoft® Windows Server® 2003 and other Microsoft software.

Benefits:

- Better IT management
- Reliable, scalable system
- Increased revenue

Software and Services*:

- Microsoft Active Directory®
- Microsoft Exchange Server 2003
- Microsoft Internet Security and Acceleration Server 2004
- Microsoft Office Professional Edition 2003
- Microsoft Systems Management Server 2003
- Microsoft Windows Server 2003 Enterprise Edition
- Microsoft Windows® XP Professional

Comisión Nacional del Agua realized that it needed to implement an entirely new IT infrastructure that would not only enable better management of agency projects and initiatives, but also increase the IT department's presence in the agency. "We wanted to make IT more agile and responsive to the business, increasing the benefits we could provide to the users," says Vazquez.

Solution

In late 2005, Comisión Nacional del Agua conducted a pilot test of a centralized solution that features processes outlined in the Microsoft Infrastructure Optimization Model. This set of processes helps organizations review the manageability and maturity of existing IT tools while also helping them eliminate expensive, manual management processes. The solution, which includes the use of updated Microsoft software, is designed to help organizations optimize and standardize IT infrastructures through the use of standards and policies that enable easier management of computers and servers.

After the pilot was deemed successful, the commission deployed the solution, which consists of Microsoft Windows Server® 2003, Microsoft Exchange Server 2003, Microsoft Systems Management Server 2003, Microsoft Internet Security and Acceleration Server 2004, Microsoft Windows XP Professional, and Microsoft Office Professional Edition 2003. The IT department uses the Microsoft Active Directory® integrated directory service to help it manage the network.

The commission migrated its systems and servers to those versions over the course of four months. The upgrading of the commission's central office infrastructure was accomplished in two months, with the remainder of the offices upgraded in another two months.

"After exploring other options, we realized that the standardized solution that Microsoft proposed to increase the reliability and agility of our infrastructure was the best choice," says Vazquez. "Internet Security and Acceleration Server works as our firewall, being part of our security perimeter," he says. "In addition, we have automated patch management with Systems Management Server, and we have upgraded our collaboration and messaging capabilities with Exchange Server 2003."

Benefits

The new centralized infrastructure at Comisión Nacional del Agua has automated processes and given the agency's IT department better control of IT services, which has enabled the department to become more productive. The commission now has a more secure, more reliable IT environment that has enabled it to increase revenues and offer better services to citizens.

Better IT Management

Because the commission's IT infrastructure is now standardized and centralized, the agency's IT department has better control of IT services and can provide better administration and management. The pairing of organizational administration with technological administration also gives the IT department a more efficient method of implementing user policies. This in turn has helped increase overall security within the infrastructure by helping to reduce virus and spam attacks.

Also, because the commission now has a fully managed IT environment, it will reduce its infrastructure maintenance costs by more than 70 percent and redirect those savings into core business development, according to Vazquez. In addition, because the IT department can better manage the commission's systems and servers, it has more time to focus on helping network users with other issues. "This solution has enabled us to increase the productivity and agility of our IT department and centralize the administration and standardization of our infrastructure," says Vazquez. "It has also

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Omar Vazquez

Manager of IT Infrastructure
Comisión Nacional del Agua

increased positive perceptions about IT services among our employees and allowed us to focus our resources on the creation of IT services, rather than maintenance.”

Reliable, Scalable System

Because the solution uses a standardized set of upgraded Microsoft software, the commission’s IT department can now administer IT services from a single point and provide a better overall experience for the more than 17,000 employees using the system. “Since deploying the solution, we now have a secure and reliable environment,” says Vazquez.

Increased Revenue

While the new IT solution has increased the productivity of the IT staff, it has also helped increase productivity for the commission as a whole. According to Vazquez, having a centralized IT infrastructure has enabled the agency to grow its revenue over the past year. Because the new infrastructure is easier to manage, it has lowered IT administration costs. In addition, Comisión employees working in regional and state offices have an easier system to use, which has given them the opportunity to devote more time to new business efforts.

**The following recently released products are now available:*

Microsoft Exchange Server 2007

Microsoft Internet Security and Acceleration Server 2006

2007 Microsoft Office system

Microsoft Infrastructure Optimization

With infrastructure optimization, you can build a secure, well-managed, and dynamic core IT infrastructure that can reduce overall IT costs, make better use of resources, and become a strategic asset for the business. The Infrastructure Optimization model—with basic, standardized, rationalized, and dynamic levels—was developed by Microsoft using industry best practices and Microsoft’s own experiences with enterprise customers. The Infrastructure Optimization model provides a maturity framework that is flexible and easily used as a benchmark for technical capability and business value.

For more information about infrastructure optimization, visit:
www.microsoft.com/io

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