



## SUCCESS STORY

# An integrated automated IT management system

The IRKUT Corporation is a major holding company that owns several leading Russian aircraft designers and manufacturers (the Irkutsk Aviation Plant (IAP), the Yakovlev Aircraft Development Group and the Beriev Aircraft R&D group in Taganrog, to name a few). As a dynamic group of diverse companies aimed at boosting the manufacturing of civil and military aircraft in Russia, IRKUT has always been pursuing modernization and innovation.



## OBJECTIVES

A modern automated IT management system was needed by the IRKUT Corporation to further enhance IT performance, dependability and staff productivity. Remedy by BMC software was selected as the optimum solution. Jet Infosystems, IRKUT's trusted long-time partner, was contracted to implement the project.

## SOLUTION

Jet Infosystems engineers started with reviewing the existing IT infrastructure and its management. The joint project team consisted of 35 specialists including IRKUT department managers and key IT experts, as well as computer technicians, engineers and consultants from Jet Infosystems. Each project document was discussed and approved in line with IRKUT corporate policies.

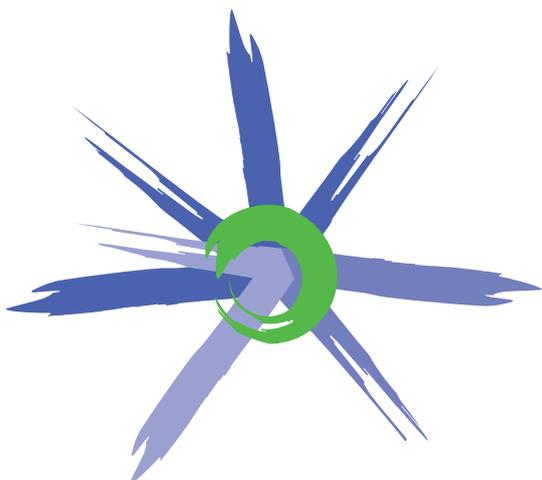
The project team prepared all the rules and instructions concerning IT incident management. A configuration database covering 34 hardware categories was compiled, procedures defined and formalized for the configuration management process to modify the composition and attributes of these categories as needed after changes in the IT architecture.

The automated system was deployed gradually. The project team developed six ready-to-use releases, each adding some functionality and user-friendliness to the previous one. Therefore, IRKUT specialists could start using the system immediately after the first release was installed.

## OUTCOME

After a few months in operation, ITIL-based incident and configuration management processes have reached the necessary maturity. The use of information systems has been automated and reliably managed in compliance with the stringent requirements of the aircraft design and manufacturing industry.

IRKUT Corporation management has received a reliable incident control tool conducive to shorter response times and resource savings. IT users are now getting superior technical support.





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Since its inception in 1932 the Irkutsk Aviation Plant has manufactured over 20 models of aircraft developed by virtually every aircraft design group in the USSR and later Russia. These machines, with cutting edge innovations unique at that time, were exported to 37 countries worldwide. In 1997 IAP became the first Russian aircraft manufacturer to achieve compliance with the ISO 9002 international management quality standard.

A primary production facility of the IRKUT Corporation and a powerful R&D center, IAP also provides full after-sales maintenance services for civil as well as military aircraft.

