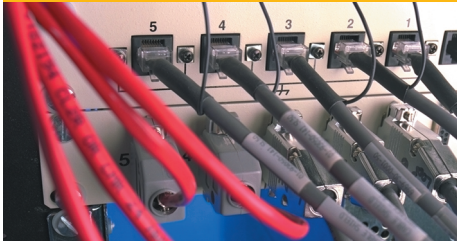


City Colleges of Chicago

CASE STUDY



TECHNOLOGY INFRASTRUCTURE SERVICES :: INFRASTRUCTURE PLANNING

Outsourced IT Department Reduces Costs and Increases Quality

AT A GLANCE:

- ❖ **Background:** The City Colleges of Chicago is a network of seven community colleges.
- ❖ **Challenge:** The attraction and retention of experienced and high quality information technology (IT) resources.
- ❖ **Solution:** divine, inc. was selected as the outsourcing partner to provide core IT services to the City Colleges of Chicago.
- ❖ **Result:** Outsourcing IT at City Colleges of Chicago was done to increase the quality and effectiveness of IT services while lowering costs.

BACKGROUND

The City Colleges of Chicago is a network of seven community colleges that provide comprehensive, affordable, and high quality education to a diverse population of Chicago area students and students around the world. City Colleges of Chicago is one of the largest community colleges in the nation. It provides degree programs, certificate programs, and continuing education programs for tens of thousands of students via classroom instruction and distributed learning.

CHALLENGE

The City Colleges of Chicago was facing a common challenge across educational institutions, the attraction and retention of experienced and high quality information technology (IT) resources that could maximize the benefits of technology. This situation created a risk for possible breakdowns in continuity of IT operations, exposure to inefficiencies in IT support, and challenges in realizing a technology vision for the colleges.

divine, inc. was selected as the outsourcing partner to provide core IT services to the City Colleges of Chicago. divine, inc. was the right choice for the City Colleges of Chicago because of its comprehensive set of experienced local consultants to fill team roles ranging from IT Management to programmers and system administrators. Additionally, divine could deliver a broad set of solutions ranging from Enterprise Resource Planning to helpdesk management to Web site development to technology architecture and planning.

The ultimate goal of outsourcing IT at City Colleges of Chicago was to increase the quality and effectiveness of IT services while lowering costs.

SOLUTION

divine, inc. started transitioning responsibility for core IT services in April 2001. Since then, the project team has successfully completed the transition and begun providing core IT services that include IT technical support, production management, IT operations support, and application maintenance and development related to Enterprise Applications - Financials, HR/Payroll, Student Administration, Web and Educational Applications. Additionally, divine, inc. has staffed the IT Management roles and is responsible for the operation of the Program Office.

RESULTS

divine, inc. is in the first year of a five-year agreement. The project team has established an IT metrics framework that has allowed for the benchmarking of IT operations at the City Colleges of Chicago. In lieu of using historical performance data, which did not exist, divine has been measuring performance over time against this benchmark to demonstrate improved quality of IT services at lower costs.

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About divine

divine, inc., (Nasdaq: DIVN) is focused on extended enterprise solutions. Through professional services, software services and managed services, divine extends business systems beyond the edge of the enterprise throughout the entire value chain, including suppliers, partners and customers. divine offers single-point accountability for end-to-end solutions that enhance profitability through increased revenue, productivity, and customer loyalty. The company provides expertise in consulting, collaboration, interaction, hosting and knowledge solutions that enlighten, empower and extend enterprise systems.