

Case Study

IT Baden-Württemberg Manages IT Services with USU

High performance and a high level of customer focus



At a glance

Organization

IT Baden-Württemberg
(BITBW)
www.bitbw.de

Industry

Public administration

Key figures

Approx. 40,000 supported
workplace computers and
3,800 remote connections
across the state at the
moment

Solution

USU IT Service Management
USU Knowledge Management

Challenges

As part of efforts to bundle together the state of Baden-Württemberg's IT in BITBW, IT service management (ITSM) processes are to be standardized across departments on the basis of ITIL® best practices. A period of six years has been set aside in which to phase out various individual systems and to replace these on a step-by-step basis with state-wide, standardized ITSM software.

Why USU

USU IT Service Management meets all the functional requirements of BITBW. The software solution offers an impressive level of flexibility, allowing customer-specific adaptations as part of customizing. Numerous references involving similarly complex projects demonstrate USU's capabilities as a specialist partner.

Project milestones

- Designing and implementing ITIL® core processes as well as operating, procurement and billing processes
- Setting up a configuration management database (CMDB) and optimizing data quality, data flow and processes
- Phasing out the previous tools and integrating complementary tools, e.g. for license management
- Training everyone involved in IT as well as customers, users and service partners
- Bringing the system into operation and making continual improvements
- Defining and implementing further standardized and individual IT services for customers

Benefits

- Taking on responsibility for operating the entire IT infrastructure of the Baden-Württemberg state administration by creating the technical platform
- Consolidating the system landscape for state-wide IT service management by phasing out isolated tools at BITBW and its customers
- Introducing a central service portal for providing standardized and individual services for customers
- Efficient management of the entire lifecycle of all IT systems and applications
- Automating processes as part of this lifecycle management

The state authority IT Baden-Württemberg (BITBW) is the central IT service provider within the state administration. It was established in 2015 as a key part of IT restructuring in the state. All institutions and service centers are customers and source their IT services from BITBW. On the basis of USU IT Service Management, BITBW offers a wide range of IT services and is consolidating the IT infrastructure of the state.

Modern IT services for the state of Baden-Württemberg

IT Baden-Württemberg (BITBW) is part of the Interior Ministry and operates commercially as a state body. BITBW currently has over 400 employees and offers its customers in the state administration a wide range of products. Its tasks include office communication (e.g. workplace computers), networks and network services (e.g. secure access to the Internet), data center (e.g. the BSI's IT baseline protection) and services (e.g. specialist applications). USU IT Service Management helps BITBW to manage the IT infrastructure and IT assets (hardware and software licenses) and to provide and bill IT services. Service customers use the solution to order IT goods/services and contact IT support via USU IT Service Management as the central IT ticket system or via IT self-service if they have any questions or if there is a fault.

Standardization, modeling and rollout of processes

From the start of the project, process design was very important for successfully implementing the ITIL® core processes at BITBW. During joint workshops with USU, the existing actual and target processes as well as the processes available as standard from USU IT Service Management were presented. Internal issues at BITBW as well as change requests and requirements were then discussed and the further procedure was clarified and planned. A tool for process modeling in accordance with BPMN 2.0 was introduced for support purposes. The individual processes were then brought together, optimized and redesigned, before the



modeled target processes were transferred to USU IT Service Management and tested.

Integrated, modular IT service management solution as a central tool

After setting up the service architecture and process landscape for the productive system, the infrastructure for operating the tool was provided. The USU modules were then installed, existing data from the old systems were migrated and external systems were connected via interfaces. USU IT Service Management went into operation at BITBW in January 2017 and since then has been rolled out gradually at customers. Instead of the previous heterogeneous and distributed IT system landscape, BITBW now uses USU IT Service Management as the central ITSM tool.

With USU IT Service Management, we were able to meet the project requirements in a first implementation phase in spite of the tight time frame. Both USU as a project partner and the tool proved to be flexible and functional. This allowed us to look at additional requirements during the first project phase.

Ulrich Buck, Servicemanager and Projectmanager