

>> prosystems IT GmbH

Comprehensive ITIL® Implementation is more than just Process Quality

prosystems IT GmbH

Rabinstraße 4
53111 Bonn
Germany
Phone +49 228/33 66-0
Email: welcome@prosystemsit.de
www.prosystemsit.de

Customer profile

prosystems IT is an IT service provider based in Bonn, Germany, with special savings banking know-how and belongs to the Wincor Nixdorf group. The company can already build upon many years of experience and specialist knowledge because prosystems IT grew out of the merger between the IT departments of several savings banks. So it is well-versed in all the specific business processes and their special requirements. Around 250 staff look after around 400 branches, over 2,000 ATMs and over 12,000 workplaces at their customers.

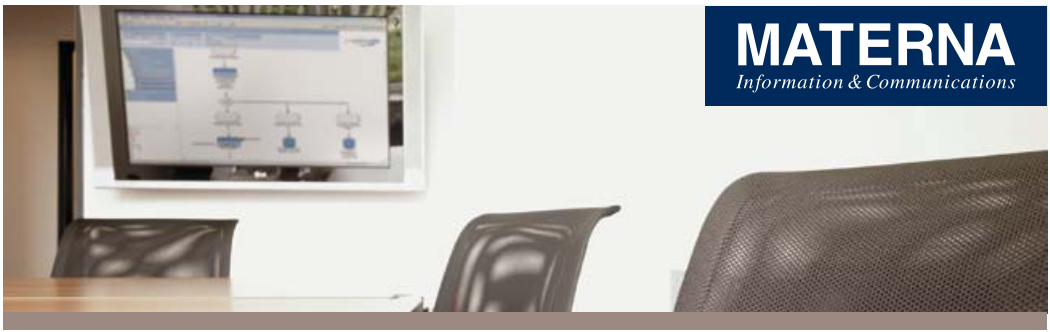


Initial situation

Having merged the IT departments of four banks together with their IT subsidiaries it was down to prosystems IT to reconcile the different approaches and structures in their IT operations. So as to be able to master this balancing act, the company aligned their IT service management processes consistently to the best practices in the IT Infrastructure Library® (ITIL®). An ITIL-compliant process architecture forms the basis for optimised client orientation.

Since 2005 prosystems IT has been relying consistently on ITIL best practices. Their experience shows that a comprehensive approach with a focus on communication strategy is the key to success.

prosystems IT started by introducing a central service desk and the three support processes of incident, change and configuration management. Problem management and service level management followed shortly afterwards. The supporting tool "assyst" from Axios Systems is also used.



Implementation

After the introduction stage, pro-systems IT initiated a comprehensive stakeholder analysis in close cooperation with MATERNA. Such an approach evaluates procedures already in use and documents and structures current requirements for further optimisation of business operations. MATERNA presented the results in the form of a catalogue of measures based on the central modules of MATERNA's consulting methodology for IT service management – "Service Excellence". The measures focused on three central aspects: communications strategy, process modelling as well as process and service quality orientation.

This led, among other things, to a process portal as part of the internal communication strategy where the individual processes and tools already implemented are described in detail. The portal provides information about the targets, advantages and contents of the IT service management processes already implemented. Up-to-date KPIs for the processes are recorded centrally and are available for view on a weekly basis. The portal also provides an interactive process map which includes detailed information about all processes and activities.

As part of their consultation services, MATERNA designed, among

other things, tool-independent modelling conventions. In the central convention manual there is documentation about which and how information is mapped as part of the process modelling. In cooperation with the MATERNA consultants and based on these conventions, the favoured process modelling tool was customised for pro-systems IT. Using the modelling conventions and the tool now adapted to pro-systems IT's needs, it is easy to design and adjust new processes step by step: standardised modelling is constantly guaranteed.

In addition to this, the project partners established a standardised procedure on the basis of the MATERNA consulting methodology for continuously measuring the process quality.

In June 2007 pro-systems IT decided to obtain independent official certification for the comprehensive alignment of their ITSM organisation according to ISO 20000. Such certification requires an integrated approach in IT service management which means that all the processes described in the norm have to be implemented. This is an important requirement for being able to make targeted use of all synergy potentials. As part of an initial status assessment, MATERNA tested all disciplines relevant for ISO 20000 in advance and documented any

discrepancies to the norm. Any recommendations for action were derived from this and MATERNA accompanied their implementation.

After all the requirements had been put into action and the processes proved to have the necessary maturity, the actual certification began. The audits required for this were carried out in the autumn of 2007 by TÜV SÜD. Shortly before Christmas 2007 pro-systems IT became one of the first thirteen German companies and the first in the financial services sector to be awarded the ISO/IEC-20000 certification.

Advantages

- ITIL-compliant process architecture
- Comprehensive process portal with weekly updated process KPIs
- Modelled processes and further details are easily accessible
- Simple design of new or changed processes on the basis of the modelling conventions
- Utilisation of synergy potentials by implementing a comprehensive IT service management approach
- ISO 20000 certification