

» Federal Employment Agency

ITIL-Compliant Processes in the User HelpDesk



Bundesagentur für Arbeit

Federal Employment Agency

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Customer profile

The Bundesagentur für Arbeit (Federal Employment Agency) is the largest service provider on the employment market in Germany. It is organised with its head office, ten regional offices, 178 job agencies and around 660 local offices. Their tasks include giving careers advice, arranging apprenticeships and jobs, advising employers and making benefit payments such as employment benefit or insolvency benefit. The federal agency also carries out employment market and career research, employment market observations and reporting and collects employment market statistics. On behalf of the state it also pays Unemployment Benefit II (Arbeitslosengeld II) and child benefit in its role as the Family Benefits Office.

Initial situation

The Federal Employment Agency (Bundesagentur für Arbeit or BA) is one of the largest users of information technology in Germany. Their IT aligns its core applications to ITIL® standard processes. The ITIL-based user helpdesk is an integral component of the IT service organisation at the Federal Employment Agency (BA). It is available for around 160,000 users as the contact point for all questions regarding specialist applications, standard software and the IT infrastructure. This support is provided for the BA staff.

The Federal Employment Agency was facing the challenge of running the user helpdesk themselves again after a period of operation by an external provider. They had not had the desired level of independence above all with regard to software adaptations, controlling and reporting. Access to some data stock was not possible either. The prospect of evaluating ticket data stock with modern data mining tools together with the opportunity for actively designing the tools themselves were other significant advantages for the BA. The decision-makers at BA selected a combined option where they operate parts of it themselves and outsource others: processes, procedures, hardware and software are now the responsibility of the

BA. But the trained personnel for the first level and parts of the second level support are provided by an external help desk provider in a so-called body lease procedure. In addition to the strategic alignment of the IT and cost considerations, the increased independence was an important factor here.

Implementation

On the technology side the BA decided on the IT Service Management Framework (ITSM Framework) from MATERNA with the incident and problem management modules which are based on the Remedy system from BMC Software. The helpdesk processes were agreed between the BA and the external helpdesk provider. BA oriented the internal UHD processes even more closely to ITIL so that the processes are now implemented according to ITIL. MATERNA implemented the incident and problem management processes in the ITSM Framework. The high flexibility of the Framework enabled MATERNA to implement the project within the tight timeframe between concept and going live. The helpdesk was also connected up to the BA's asset database. Every day up to 70,000 changed data sets are transferred to the configuration management database (CMDB) in the ITSM Framework to ensure that

the 2.5 million IT components stay synchronised. This means that the user helpdesk always has the most up-to-date information about the configuration items.

In an earlier project MATERNA had already implemented change and configuration management modules in the environment of the data centre operations. This ensures that the service processes at the BA are supported by the standardised ITSM Framework platform.

BA has also implemented a process for IT request management. This describes how specialist requests are developed and defined: from the initial design phase in the specialist department, the implementation and right through to approval. The Framework also supports this process: it administers the requests and maps the workflows.

Advantages

- Integrated ITIL-compliant service processes
- Faster implementation of further ITIL processes or procedural changes
- Higher levels of flexibility for implementing extensions and adaptations quickly
- Standardised data base
- Information available quickly in the user helpdesk
- Higher cost transparency