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Success Story

Modern IT management reduces the costs of the federal city Bonn

Satisfied Customer since 2003

The Federal City of Bonn has placed its IT processes on a new technical basis. The ambitious goal of the commitment: more efficient management of the approximately 3,000 user accounts, higher data security and, last but not least, lower operating costs.

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Content

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1. Story

Manual change services and outdated user database raised security issues

«*It was a complete mess,*» says Franz Josef Skoda, responsible for the personnel and organisation office in the central administration of the Federal City of Bonn. The reason: the creation, modification and deletion of almost 3000 user accounts by the 50 departmental administrators in the various offices of the Federal City caused problems. In addition, it was difficult to maintain the information within the central administration in Bonn. Without standardised processes, requests were made at random, data was entered incompletely into the system or missing approvals were overlooked. «*It was no wonder that change orders were delayed,*» Skoda continues.

Skoda specifies the task at that time: All user and computer changes had to be requested decentrally from one of the department administrators - who, for example, was responsible for the IT in the Sports Office, the Residents' Registration Office, the Foreigners' Office or the Press Office. This could be done either verbally by telephone or in writing. There was no dedicated process or form for this step. In addition, the request was forwarded to the head office where it was processed by different people

who were responsible for different areas - such as setting up new email accounts, access to a file server or authorisation to use an application. The result was time delays of one to two days on average until an order could be executed. In addition, all change requests had to be manually transferred to the target systems. Inconsistent data and media discontinuities were the result.

The maintenance of the user database was correspondingly difficult. All of the 3000 user accounts had to be regularly checked by hand for errors. This revealed outdated data, orphaned or duplicate accounts. The problem: there were no transparent processes. In addition, there were no checks on the assigned user rights. There was also no proof of the changes that had been made. Modifications could not be traced and the lack of documentation called into question compliance with guidelines.

Improved data maintenance of user accounts and access rights searched for

A provisioning solution, according to the Bonn IT strategists' idea, should solve the problems. This should make it possible to automatically transfer the creation, modification and deletion of users and computer objects as well as their attributes to different target systems. Administrators should thus be able to process jobs more quickly and avoid having to maintain data twice.

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«*In a first step, we tried to develop our own tool to optimise IT service management. After some time, however, it became clear that programming our own tool would not meet all the requirements and would not be able to be integrated into the existing infrastructure,*» says Skoda. The city of Cologne also had similar problems with its IT management and together they set out to find a solution. The aim was to reduce operating costs, increase data and system security and avoid data redundancy.

Bonn decides for the provisioning solution from econet

It was high time for Skoda and his team to launch a Europe-wide tender: At the beginning of 2003, various offers were solicited from small providers and specialists to large IT companies. Two providers were shortlisted: together with the city of Cologne, Bonn finally commissioned the Munich-based econet AG to set up an automated change service in an environment of 3,000 Bonn and 8,000 Cologne users. With econet's cMatrix, changes can be initiated via standardised web interfaces and automatically implemented in the target systems.

The centralisation of order creation with the cMatrix solution, which is based entirely on service-oriented architecture (SOA) technology, significantly relieves the burden on IT administration today: This means that every departmental administrator does not initiate his or her own methodology to handle a request at the drop of a hat, but instead accesses a central system in which processes and procedures are predefined. In addition, the creation, modification and deletion of user and computer objects is standardised and their attributes are auto-

matically transferred to different target systems. In this way, administrators can process jobs more quickly and at the same time avoid maintaining data twice.

„Graduelle Verbesserungen hätten nicht mehr viel gebracht. Mit der econet-Lösung und ihrem behördenspezifischen Best-Practice-Ansatz nach dem Lebenslagen-Prinzip haben sich Leistungsfähigkeit, Service-Qualität und Kostenstruktur unseres IT-Betriebs nachhaltig verbessert. Und auch bei der Compliance-Erfüllung stehen wir mit sehr guten Noten da."

Franz Josef Skoda
Zentrale Administration
Bundesstadt Bonn

Standardised processes and automatic implementation simplify the management of user data

Project Manager Skoda explains the application with an example: As soon as a new employee is hired at the Federal City of Bonn, a department administrator enters all relevant data of the new user via an easy-to-use interface.

Directories are created automatically, the corresponding rights are defined and the required file storage and applications are activated. If an employee leaves the authority or changes position, it only takes one change in the IT service management solution and access to business-critical applications and data is automatically blocked. The transparent structures ensure that once authorisations have been granted, they are no longer overlooked and that all employees' authorisations are controlled and documented from the moment they join the

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Bonn city administration until the moment they leave.

The Bonn project differs from Cologne not only in the smaller number of users, different object properties in the user database and the external appearance of the user interface, but also in the different characteristics of the target systems. In contrast to Cologne, reporting in Bonn is also generated from the IT service management solution. In this way, various reports can be created for accounting or audit purposes, showing which users belong to which group or which resources are in an organisational unit.

It is important for Bonn to obtain information on resource use: «*We want a systematic recording, evaluation and accounting of performance data as well as complete monitoring of resources. Only through transparency about the actual IT costs can we generate money in the medium term,*» explains Franz Josef Skoda. «*Up to now, the total costs have hardly been recorded and turned over - with cMatrix, this will hopefully change soon.* »

More efficiency through standardisation and automation

The results are obvious: whereas in the past it took up to two days to process a change request, today it takes a mere five minutes. Skoda's conclusion: « *Previously, staff had to talk to up to four administrators to have changes made.*

Today, everything is much faster: a single administrator can change permissions and rights with just a few mouse clicks. Within 30 minutes, we can now replicate all rights and filing structures across the entire Federal City Administration. The long wait for missing accesses has finally come to an end. »

Through automation and time savings, Bonn's resources can now be used more effectively and also much more efficiently. This is because the newly gained capacities mean that the administrators can now work continuously on optimising the underlying IT infrastructure and thus deliver significant added value to the city administration.

The provisioning solution also proves to be a successful solution for security and transparency: the audit-proof logging of the processes enables a complete overview of who changed what and when at any time. The fact that the processes mapped in cMatrix can be changed or expanded quickly and easily thanks to the flexible architecture and that higher data quality is guaranteed by the central data management are further advantages.

Skoda's comments on the result are correspondingly euphoric: «*We are very impressed with the IT service management solution and the users have also accepted the solution very positively - we could no longer do our work without cMatrix. The solution has met all our requirements and does more than we expected: We can automate entire processes and not just create or delete users.*» In retrospect, Skoda believes that Bonn could have saved itself the effort of developing its own solution: « *With econet we have found a great partner who offers us an optimal price/performance ratio.*»

After these positive experiences, Skoda now has a taste for further projects. At present, the reporting tool is only available to a limited extent: For example, all costs for individual consumers can be recorded and reports generated, but not all group reports are currently available. However, within the next few weeks and months, Franz Josef Skoda's team will obtain the necessary functionalities to expand the reporting as needed. The Exchange Server 2007, which is to be integrated into the IT Service Management solution as a new target system, is also still a pipe dream. With the connection of the groupware and messaging system, access to mailboxes and calendars will be managed in the future.

2. Access Manager

econet GmbH, which has been active on the market since 1994 and is one of the leading providers of process-oriented software in the areas of identity management and service management with core competencies in provisioning, file service management and authorisation analysis, was acquired by BAYOONET AG at the end of 2019. The German software company from Darmstadt, which has been established on the market since 2001, is the manufacturer of the Access Manager under BAYOOSOFT, the business unit for management software. The focus of our solutions is on highly regulated areas and critical infrastructures in enterprise environments. Our quality management processes, certified by TÜV-Hessen according to ISO 9001, are an expression of our passion for sustainable business solutions and strong customer orientation.

cMatrix contains a comprehensive range of functions from the field of identity and access management. This tool was integrated into the BAYOOSOFT Access Manager at the beginning of 2020, which means that the previous functions are now available to you in a new interface. With Identity Management, you standardise and automate routine tasks in user and authorisation management and in the provision of IT services such as file services, mailboxes, software distribution or telephony. Not only individual tasks, but entire process chains are optimised, whereby the use of resources and error rates are far lower than with manual processing. The traceability of processes is a prerequisite for the fulfilment of central regulatory requirements.

Features:

- Fast and secure user provisioning
- Role-based access assignments
- Privileged account management for controlling and auditing super-user access
- Management of hybrid cloud services
- Graphical process editor for the design of complex workflows

Development and support of our software solutions are carried out exclusively in Germany by qualified employees of our company.

3. Contact us

Do you still have questions? We will be happy to answer them in a personal meeting. Pick up the phone now, send us an email or arrange your individual product presentation.

Your Experts for Automated Identity und Access Management

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Automated Access Management – Made in Germany

BAYOONET AG is a German software company established on the market since 2001 and the manufacturer of the Access Manager within BAYOOSOFT, our business unit for Management Software. Our solutions are aimed at heavily regulated sectors and critical infrastructures in enterprise environments. Our quality management processes - certified in accordance with ISO 9001 by TÜV-Hessen reflect our passion for sustainable enterprise solutions and distinct customer focus.

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