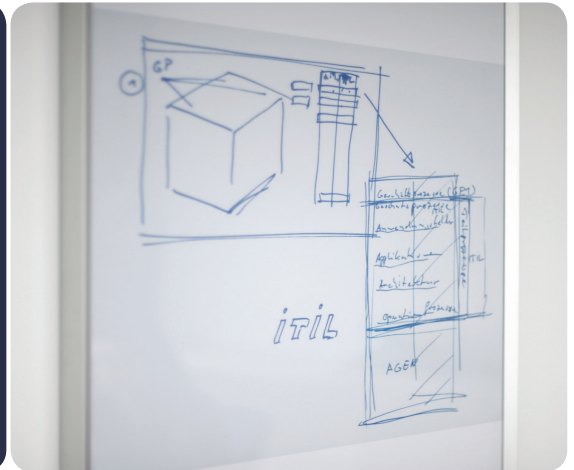


IET CHANGE AND RELEASE MANAGEMENT CONSULTANCY

CASE STUDY IT CONSULTING



AT A GLANCE:

Sector: Political system

Employees: 200

Project duration: 9 weeks

Change and release management are, along with incident management, the key processes in an IT organisation. They ensure that changes to the IT configuration are properly planned, evaluated, authorised and documented, while keeping downtime to a minimum.

A public authority based in Munich used an Office-based solution for its change and release management processes. This solution had become obsolete in managing around 200 servers and 14,000 clients in more

than 600 local offices and was to be replaced by a solution based on the iET ITSM suite.

matrix supported this project with consulting, design and implementation services.

CHALLENGE

- Replacing an existing document-driven change and release management system using the tool iET ITSM 5.03
- A very quick turnaround was required for implementation due to tight deadlines
- The integration process could not disrupt ongoing operations

SOLUTION APPROACH

In order to model the processes on the iET ITSM suite, the existing processes were, first of all, analysed, partly redefined and documented. This provided the basis for adapting the ITSM solution to the customer's requirements. The iET ITSM software solution was particularly well-suited to implementing the requirements quickly and efficiently thanks to its modular design.

PROCEDURE

- Analysing existing change and release management processes
- Analysing the processes in the iET ITSM solution
- Defining objectives taking into account the particular timeframe, and collecting, evaluating and documenting the resulting requirements for the processes
- Designing processes based on the requirements, taking into account the roles assigned, the mutual dependencies between each other and with other processes (interfaces)
- Drawing up the project plan (resources and scheduling, including a test plan)
- Implementing the processes using iET ITSM 5.03

METHODS & PRODUCTS DEPLOYED

- Data modelling (Entity Relationship Model)
- Requirements Engineering
- iET ITSM 5.03
- iET Enterprise 11.2

RESULT - CUSTOMER BENEFIT

- Renewed, optimised process with effective tool support
- New change and release management processes implemented on schedule
- Processes transferred to the new structure with minimal impact to ongoing operations
- Automated documentation of processes
- Enhanced transparency in terms of processes and infrastructure

ABOUT MATRIX



Consulting competence and services based on long term operational experience are the main characteristics of matrix technology AG. These attributes - combined with intense personal commitment to cooperation and service quality - enable us to succinctly describe complex IT structures and add value together with our partners and customers: *With matrix IT's easy!*

matrix technology AG was founded in 2000 as a privately owned corporation and is now an established and well recognised IT service and consulting enterprise. The company headquarters is located in Munich, with a highly satisfied customer base ranging from large enterprise and service provider accounts to SME businesses and cloud partners. Our main services and offers:

- **IT Operations:** standardized local and remote Managed Services, customized IT Services and IT Outtasking, Cloud Services
- **IT Consulting:** ITIL process consulting, IT project management and technical consulting
- **IT Solutions:** ITSM tools, data management solutions, including hardware and software for data center environments
- **IT Experts:** on-site-support for IT projects and IT operations, Global Professional Services

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