

VAMED AG: Configuration, Change and Incident Management with iET ITSM

Founded in 1982, VAMED has become the leading global provider of a full line of services for hospitals and other health care facilities, headquartered in Vienna, Austria. VAMED's portfolio ranges from project development, planning and turnkey equipment via maintenance, technical, commercial and infrastructure services to the total operational management of health care facilities. The group has implemented more than 650 projects in 72 countries on four continents.

In June 2012, VAMED took the decision to implement iET ITSM as its IT service management solution to optimize the management of IT assets and to support its ISO 27001 certification.

The Challenge

VAMED's IT department, with 25 employees, supports the Vienna headquarters and all 25 subsidiaries worldwide. These subsidiaries have more than 1,000 hardware assets and are directly connected to the IT head office via a wide area network (WAN). In addition, IT staff are the first point of contact for all site offices at all locations that are set up for the period of a project.

VAMED's IT service desk has been outsourced and the external IT service provider was already successfully working with an iET ITSM system. Because of the service provider's positive feedback and iET ITSM's good cost-performance ratio, VAMED decided to go with iET ITSM as well.

VAMED manages approximately 7,000 configuration items (CIs) in its configuration management database (CMDB). These include notebook and desktop PCs, monitors, printers, security software tokens and all chargeable third party software. Before working with iET ITSM, VAMED maintained this information in Microsoft Access databases.

iET ITSM has been implemented by Softpoint electronic, iET Solutions' partner in Austria. The project started in August 2012.

Configuration Management

At the beginning of the project, VAMED imported all relevant hardware and software data, including user information from the Microsoft Access databases, into the iET ITSM CMDB. At the same time, Altiris' client management software was integrated via an interface.

Changes can now be controlled using a 'list of differences'. This list shows discrepancies between the actual state according to Altiris and the target state as per iET ITSM. Differences can include, for instance, users who are recorded as having access to specific software in iET ITSM while in reality the software has not been installed on those users' hardware assets, according to Altiris.

"A great added benefit provided by iET ITSM is the historical information it holds about all our IT assets. Now we can understand the changes to any asset much more easily and know exactly when devices were transferred between users. This is also true for the associated users - we are now always aware of who uses which assets and what happened to decommissioned assets. Because the system is integrated with our client management software, we are always sure that we are working with the most recent data in iET ITSM," explains Thomas Gallistl, Head of IT Services at VAMED.

BENEFITS FOR VAMED

- ▶ Transparency thanks to comprehensive documentation
- ▶ Comparison of actual state and target state of the IT infrastructure
- ▶ Traceability and full history of IT assets
- ▶ Simplified work routines through using templates with related dependencies and authorizations
- ▶ Optimized collaboration with external first-level service provider
- ▶ Support for ISO 27001 certification

THE SOLUTION AT A GLANCE

- ▶ Configuration Management Database
- ▶ Configuration Management
- ▶ Change Management
- ▶ Incident Management
- ▶ Integration with Altiris Client Management
- ▶ Management of 7,000 configuration items
- ▶ Support for 25 subsidiaries and 1,000 hardware assets

For every asset order VAMED creates a new CI and allocates an inventory number. When the asset is delivered, a barcode with the inventory number is printed and attached to the device. At the same time, the number is assigned to the CI in the CMDB. After Altiris has compiled the inventory of assets, an automatic comparison with the CMDB starts using the serial number as a unique identifier. During this process additional asset information, such as technical attributes, installed software and licenses, is applied to the CI in the CMDB.

Change Management

iET ITSM change management supports the IT department in the procurement, installation and decommissioning of IT assets. Change templates for the various processes facilitate work for the employees. Each procurement is handled as a 'change'; all related documents such as orders, delivery notes and invoices are appended to the change and can be accessed from iET ITSM at any time.

When provisioning systems for a new employee, the whole process, including creating a new user, processing the acquisition, setting up hardware and software and allocating an asset such as a cell phone, is logged within the iET ITSM software. VAMED's IT services team uses change templates to record the dependencies and authorizations for assets allocated to a user.

For the acquisition of equipment a change template called an 'investment proposal' has been developed. This form manages everything an employee can order from the IT department. The equipment acquisition process involves several different teams which have been allocated various responsibilities and tasks.

More standardized processes are now available for changes such as the sale of decommissioned devices or for an employee leaving the company.

"We greatly value the detailed information on configuration items (IT assets) and changes that we can access in iET ITSM. Now, all IT personnel can follow up on the status of an order at any time, and we can see immediately when something has been purchased, delivered or sold," explains Gallistl.

"By documenting the allocation and recovery of IT equipment and all actions related to granting and revocation of user privileges in iET ITSM, we have created a vital foundation for an effective access management system. This was a requirement that arose from our ISO 27001 certification," says Christina Haas, Information Security & Risk Manager, VAMED Management and Services.

Special Feature: Action Management

VAMED customized the iET ITSM action management module to meet the company's needs. Usually staff use the iET ITSM change management module to manage their tasks. As this involved completing a lengthy form, VAMED decided to switch to using the action management form. This form contains only the information that is absolutely necessary to fulfill a task or an activity.

To provide a good overview, VAMED extended the action management form to also include details such as the change description, related contacts, diary entries and attachments. Documents can now be attached to actions as well as changes. This allows relevant documents to be accessed not only from the change form but also from all related actions.

Incident Management and Service Desk

First level support for VAMED is provided by an external service provider. The service provider originally worked with its own custom installation of iET ITSM, while second-level and third-level support was provided by VAMED's internal IT department using a different system. This meant that support services were delivered using two separate systems.

ABOUT VAMED

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VAMED's portfolio ranges from project development, planning and turnkey equipment via maintenance, technical, commercial and infrastructure services to the total operational management of health care facilities. With its portfolio of services, VAMED covers the entire range of health care, from wellness and preventive medicine via medical care and nursing to aftercare and rehabilitation.

VAMED is Austria's leading private provider of rehabilitation services and, through VAMED Vitality World, the company is also Austria's largest operator of thermal spas and health resorts. In the year 2013, the VAMED group was responsible for some 16,000 staff worldwide, generating a volume of business of €1,400 million.

www.vamed.at

ABOUT SOFTPOINT ELECTRONIC

The software development house Softpoint electronic, with its head office in Steyregg near Linz, Austria, was set up in 1987 and currently employs 29 staff. Its activities are focused on implementing IT service management solutions and on implementing and operating IT systems. Regular staff training and accreditation (e.g. ITIL®) guarantee that its customers' stringent quality requirements are met. The company's target group in the ITSM business sector includes industrial, commercial, banking and public enterprises in Austria.

www.softpoint.at

Now the support process has been simplified so that first-level, second-level and third-level support teams all use the same iET ITSM system. This has the advantage of allowing incidents to be managed across all support teams using the latest data in the configuration management database.

Employee information such as location and phone number, and additional iET ITSM relevant data, including information about teams and their roles, are maintained in the active directory system, which is integrated with iET ITSM.

Outlook

VAMED is currently working towards implementing additional standard changes and server management with iET ITSM. An online portal through which employees can order hardware and software and have access to IT systems is already at the testing stage.

ABOUT iET SOLUTIONS

Building on more than 20 years of industry expertise, iET Solutions, a division of UNICOM® Global, is recognized as a leading global provider of IT Service Management (ITSM) and Software Asset Management (SAM) solutions for mid-size and large enterprises. Over 51,000 users in 26 countries partner with iET Solutions to drive the success of their IT operations and infrastructure.

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