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CITY OF FREIBURG

Report 01/2018

PROJECT OVERVIEW

Client: City of Freiburg
Requirement: Changeover from ((OTRS)) Community Edition 3.3 with numerous add-ons to KIX Pro; entire support scope taken over by cape IT
Scenario: Approx. 3,000 accounts, 2,500 desktops (of which 1,000 thin clients)
Special feature: Use not only for service desk but also as order management for other municipal services outside of IT
Integrated IT environment: Suse Linux Enterprise Server on VMware ESX, PostgreSQL, Groupwise, eDirectory, Zenworks, Active Directory, Igel Universal Management Suite, Nagios
Time frame: Piloting in June and completion of project in December 2016

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Sunny service prospects with KIX

The application areas in which KIX Pro is now used are wide ranging. And the sectors in which we have clients are also just as varied. In the administrative sector, the City of Freiburg is certainly one of our most diverse projects as our work there gradually grew. At the beginning KIX was solely used to improve the structure of the help desk; now numerous aspects for use have been added that we did not necessarily think of when the contract was awarded. Whether dealing with inquiries about vacation care in Freiburg, for example, or the integration of building services for the new town hall – so far, everything has been accomplished without any problems, and this expansion process is still far from over.

René Böhn, Authorized Officer
Head of Department for Software Development

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The City of Freiburg changed from KIX4OTRS with numerous add-ons to KIX Pro. The cape IT product is used in different departments, far beyond IT purposes on the service desk. Now, the software is also used in four more offices and in the building services of the new town hall. But the plans go even further – KIX Pro is also to be gradually integrated into the other departments.

Cape IT had not long approved the KIX service management system when the service desk in the IT department of the city began verifying the suitability of KIX in a test environment in June 2016. It was essential that the tests were very thorough as here KIX4OTRS was running with various add-ons which were also specially tailored to the requirements of the IT department in Freiburg. In December 2016, they then changed over to KIX Pro.

Initial situation

Almost exactly five years before, the city administration had introduced KIX4OTRS in order to improve the structure of the work within the help desk, as it was called at the time. Since that point, some add-ons had also come along. Despite all the benefits, such add-ons are also a disadvantage as each time there is a regular update to the basic software, they have to be manually updated. And soon the version

of ((OTRS)) Community Edition remained at version 3.3. The Freiburg IT department realized that KIX Pro already contained a number of their previous add-ons in the standard package. For example, the test phase revealed that the "widespread incidents" function amounted to the department's "multiple incident" add-on. "In any case, it is sensible to reconsider your own processes sometimes," explains Marcel Boos, Head of User Support in the Freiburg IT department. He adds that changing existing processes is sometimes more cost-effective than the expansion of software.

Project

The fairly outdated version 3.3 of ((OTRS)) Community Edition could have also become problematic. This is because updating to KIX Pro first off requires version 5 of KIX4OTRS. But this did not prove to be such a big hurdle, however. "It worked in one go just like a single changeover," reports Boos. The additional time spent was negligible. It took more time to adapt the queues in order to design the processing structure in a more granular fashion. Boos: "We have implemented a permanent change process." They ultimately opted for connecting "PostgreSQL" as the database, as well as Novell's PC inventory database "Zenworks", "Groupwise," and the "eDirectory" for user data. "Active Directory" is running in parallel for the latter, and the Freiburg-based IT department will change over to this permanently soon. Furthermore the "Universal Management Suite" inventory of the Igel thin clients is being managed as part of service management (CMDB). As before, KIX Pro is running on a server virtualized with VMware "ESX", with "Suse Linux Enterprise Server" as the operating system. This server falls under the care of the city's IT department. The administration of the KIX application, its updates, and patches have been awarded to cape IT as a support contract, however. The Chemnitz-based company would now also be tasked with any modifications or add-ons. "I felt this was important," says Boos. "Because such things always seem to cause problems. cape IT knows what it is doing and the support just works well." The service desk needs the load taking off them. It has six employees working there, plus the same number again for user support, i.e. problems that the employees at the city administration have with hardware and software. And there is much more to be supported than five years ago: It now consists of 3,000 accounts and 2,500 desktops, 500 more than before in each case. Here, the number of thin clients has increased in particular. It is now 1,000 instead of 450. Soon, the desktops will be migrated from Windows 7 to version 10. The number of tickets has increased in line with the number of desktops; in the last five years from around 50 to 80 per day. The reason for the increased use of the ticket system is also due to changed user behavior and expanding use. In the IT department alone, awareness has increased that work can be performed in an orderly manner using the system.

Conclusion

A lot has also changed on the part of the end users. In the event of problems, they can continue to contact the service desk via phone or e-mail. More and more are now using a web portal, however, which provides them with an overview of the processing status of their messages. Or they can click on a lifesaver ring icon (IBI-helpMe from IBITECH), which triggers incident messages like the web portal and immediately forwards information about the system affected to the service desk. Furthermore, users in each department have a so-called customer spokesperson, generally a "power user" who forwards issues. The service team have been specifically trained for dealing with employees; two employees are often on-site as "customer advisors" for training sessions and information events. "It is really beneficial," says Boos. "The reputation of the service desk, which was also good before, has improved further. We helped with this clear improvement in standing of the IT department in the city's administration."

Outlook

This has paved the way for Freiburg using KIX in a way that goes beyond IT purposes. The online editorial department (Communications office) for the city has a queue which they use to process internal orders and external inquiries. The same happens for geodata management. In the vacation care calendar, numerous leisure activities for children and youngsters in the school vacations can be called up via the city's homepage. The ticketing system is used to register the event organizers, approve the offers, and for general inquiries regarding vacation care. Recently, more than 700 employees from the city administration moved into the new Freiburg town hall. Here, all the building services are managed using KIX Pro. The aim is to gradually equip more departments with the software from cape IT. The growth in use speaks for itself. Boos draws an appropriate conclusion: "We are happy with the system; it is running smoothly and does exactly what we want."

City of Freiburg im Breisgau

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Marcel Boos, Head of the User Help Desk

ABOUT CAPE IT

The c.a.p.e. IT GmbH is a manufacturer of the Open Source Software KIX and KIX Pro and a cross-industry specialist for business processes in IT and technical service. The company wich headquarters is located in Chemnitz currently employs about 50 experienced, ITIL-certified employees at two locations and can rely on many years of project experience and extensive expertise.

Numerous field-tested add-on modules for data and system integration as well as for maintenance and repair management, service accounting and reporting contribute to the sustainable optimization of service processes. As a leading service provider, c.a.p.e. IT GmbH assists with training and upgrades as well as comprehensive service and support. In addition, it is involved in key industry associations such as the Open Source Business Alliance, BITKOM and itSMF.

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