

Customer Reference | Product: **SolveDirect CUBE**

SolveDirect Integrates Germany's Fiscal Authorities on one Incident Management Platform



In June of 2005 the Finance Ministers of the 16 states of Federal Republic of Germany determined how to implement a uniform software to be used by all German federal states. The KONSENS project (Coordinated development of new software to the tax administration) was founded.

A tax software is created, which is jointly developed by several countries and used by all states. In the project lead are the German states of Bavaria, North Rhine-Westphalia, Lower Saxony, Baden-Wuerttemberg and Hesse. Hesse assumed project responsibility for the design and implementation of the IT service management processes - necessary for the cross-border collaboration. Today the Hessian Centre for Data Processing (HZD) is the central IT service provider. Roughly 800 employees develop and operate practical solutions for citizen-oriented administration at the sites in Wiesbaden and Fulda.

The Challenge:
16x16 Support Relationships on a Single Platform

The fiscal authorities of the German states and the federal government are closely connected. For cross-state queries it is necessary to access the data of other states. So an incident in one state will lead immediately to impairments in the fiscal authorities of the other states. Each state is both a customer and provider in the service process.

The central Incident Management (IM) platform manages a network of 16x16-support relationships. The states not only have a different degree of development of incident management processes, also the used help desk systems differ, e.g. BMC Remedy ARS, CA Unicenter, HP Help Desk, Front Range and others.

Highlights | Industry: Government

OBJECTIVES:

- Integration of the various help desk tools
- Central data storage for all service tickets
- KPI measurement and SLA monitoring
- Optional Web-front end for states whose help desk tools are not directly connected

RESULTS:

- Integration of all financial authorities of the 16 states and of the Federal German Government on a central platform
- Management overview of KPIs across all service processes
- Significant time savings through accelerated and simplified service management processes

This requires an extremely high effort of integration, and ongoing maintenance would be almost impossible. Other requirements for the IM platform were KPI measurement and SLA monitoring in real time and an optional web-front end for states whose help desk tools are not directly connected.

The Solution:
Service Integration with SolveDirect for Intelligent Incident Management

Fulfilling all these requirements and the suitability for efficient problem management were crucial in the selection of SolveDirect. SolveDirect guarantees the continuance of the existing systems and investments in each state and ensures cross-state cooperation in solving incidents. A particular challenge was the correct display of the ticket process: Often, one state has an incident while another is responsible for the resolution.



It gets even more complicated if more than two states are involved. For this case, a 3-state-workflow was developed in two forms:

- In the sequential workflow providers can change. For example, one state, the customer, reports an incident to another state, e.g. provider 1a (software development). This state may not be able to solve the incident, redirects it back to the customer who then reports the incident to another state, e.g. provider 1b (data center), which resolves the ticket.
- In the parallel 3-state workflow one state, the customer, reports the incident to another state, e.g. provider 1. This needs the support from another state, e.g. provider 2, to solve the incident and redirects the ticket. Provider 2 processes the ticket and returns the solution to provider 1, who in turn reports it to the customer.

The implementation was done in three phases: In the first phase, the technical complexity was reduced. SolveDirect CUBE was initially implemented in only two states that use the same system - BMC Remedy ARS. Technical concept details and standards were set. In phase two, the five states that are responsible for the KONSENS software development, were successfully integrated on the basis of this approach. They use different systems and processes and have different degrees of maturity. In the third phase the remaining 11 German states were connected via web-frontend to the incident management platform in just one month.

The Result:

Less Complexity, Faster Service Management

For this highly complex incident management process, an intelligent interface is necessary to always know exactly where the tickets are to be sent. With SolveDirect CUBE all possible processes to progress tickets can be displayed. Dispatching tickets to the proper German state is done via a 3-level categorization in about 1,100 categories.



>> „The most important point was to reduce the complexity. With SolveDirect CUBE we now have a centralized application for all service processes. Through the automated electronic data exchange between different systems, the service management processes were greatly accelerated and simplified. Each German state now implements just one connection, so only one interface for each state has to be maintained. We have an overview of all important key indicators of our service management and can make small adjustments ourselves. Without SolveDirect this would not be possible. <<

Peter Lacher,
Head of Distributed Systems,
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Meanwhile, five other German states and the federal government are directly integrated, six others reporting incidents via the web-frontend. Also the ELSTER support is connected through the SolveDirect platform. ELSTER is the online service portal of the fiscal authorities that enables the electronic transfer of the tax return via the internet to the fiscal authority.

On average 1,400 tickets per month are opened and edited in SolveDirect. For an excellent overview of key metrics different reports are used: volume reports, SLA reports to evaluate the processing time and response times of individual states, and specific KPI reports, that are defined KONSENS-wide and provide information for example how often a solution is rejected or how often there are further inquiries. In addition, the central problem management for registration and monitoring of known problems and possible workarounds is done via the SolveDirect platform.

The next steps are already planned: The remaining states helpdesk solutions should be connected directly to the IM-KONSENS platform. The focus is the use of the Incident Management KONSENS infrastructure for all cross-state incidents.