

## Siemens IT Services and Solutions

### Thoroughgoing Automation of Service-Request Processes Enhances the Efficiency of SIS

**Siemens IT Solutions and Services developed a framework which enables IT services to be set up, administrated and combined on the basis of cMatrix, econet's solution for identity and service management. Thanks to this innovation, the provider of IT services can now deliver its services much less expensively, faster, and in higher quality.**

As one of the internationally leading providers of IT services, Siemens IT Solutions daily provides comprehensive IT services to its customers, thus helping to assure that they remain competitive in their markets. To be able to respond quickly to new requirements and requests from customers, Standard Request Management, which serves as an interface to the customers, must run as speedily as possible and with the greatest possible cost-efficiency.

Erik Wittmann, global head of production support, explains the process which leads from ordering to provision of the requested service: "In order to automate service requests in the holistic process chain, we instituted various mutually coupled methods, beginning with a Web-based user-order system for receipt of requests via helpdesk and service-desk systems, and an enterprise service bus (ESB) which forms the interface

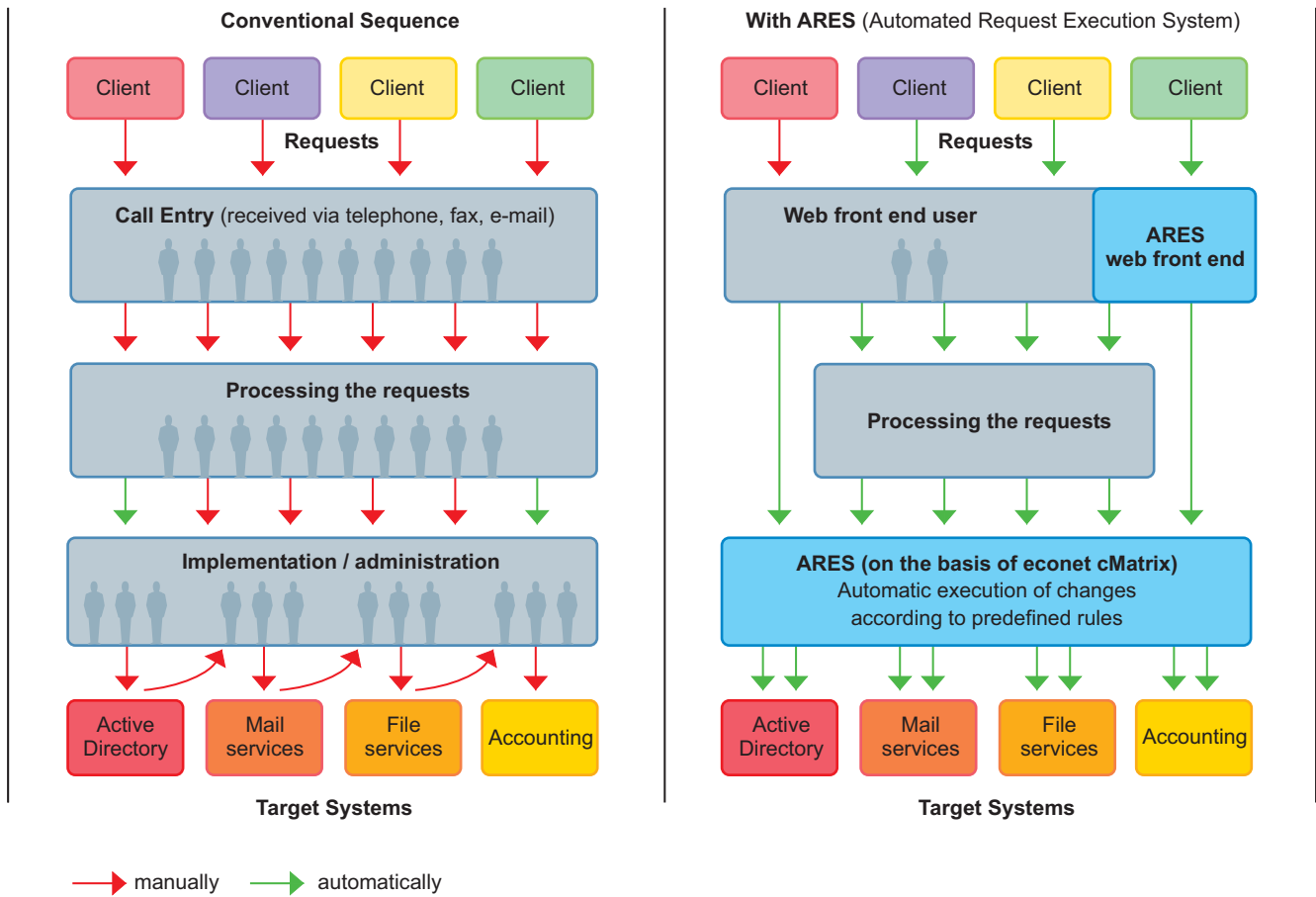
between the applications and guarantees a standardized ex-change of data." For the final step, i.e. implementing the requests in the target systems, a solution was needed which can automatically process the data from the upstream operation on the basis of intelligent guidelines.

#### **The decision in favor of econet cMatrix**

For this purpose, Siemens IT Solutions and Services launched a project known by the acronym "ARES" (Automated Request Execution System). The project specified scalability and flexibility as essential factors. At the start of the project, approximately 25,000 users were scheduled to benefit from the automated provision of services. A tool was needed which would have the necessary dimensional flexibility and would also not require specific coded processes, but would instead support modelability.



**Service Request Management  
at Siemens IT Services and Solutions**



econet’s ITIL-certified and service-oriented cMatrix solution offered an adaptable, scalable and client-capable tool, with a framework in which functions can be used and contexts can be depicted. Wittmann explains: “The decision in favor of econet AG entailed greater effort at first because we had to configure the system and custom-tailor it to suit our needs. But the long-term usefulness outweighed the initial labor.”

**Flexibly design processes**

The introductory concept, presented in 2004, started by depicting the entire process model. The change management was simultaneously redefined and standardized.

Previously, for example, an administrator had manually granted access rights to a file server.

**Permission workflows**

Thanks to ARES, this process now runs automatically: the PC's user identifies himself in a web front end, where he submits his request. If his request is provisionally granted on the basis of a predefined role, the request is conveyed to the responsible individual, who either confirms or denies the granting. This accelerates the handling of requests and eliminates the need for manual processing.

Siemens IT Solutions and Services could rely on the existing exemplary workflows and structures in the

**With help from econet cMatrix, Siemens IT Solutions and Services was able to completely automate the implementation of service requests for IT services. Slowdowns due to media breakage are now a thing of the past. The labor required for administrative tasks could be significantly reduced and the error rate was markedly lowered.**

cMatrix framework for the sequences which needed to be determined. Much potential for improvements in the analysis and the new definitions were discovered in the processes themselves, and Siemens was accordingly able to take advantage of these discoveries and realize the potential.



Frank Walloschke, director of production support for ARES at Siemens IT Solutions and Services, recalls: “We introduced a restrictive system for the organization of authorizations. In so doing, we completely redefined the corresponding process and ultimately adapted the solution to fit the concept.”

**Thoroughgoing automation**

The provider of IT services developed a broad framework based on a service-oriented architecture (SOA) in which IT services can be set up, administrated and combined. This solution made it possible to completely automate the complex process chains involved in implementing service requests for IT services such as e-mail, file storage, user-account management or applications. To accomplish this, the technicians first defined what was supposed to happen when a new user or a new authorization was created.

The process machine processes the requests on the basis of these rules and by relying on metadata which, for example, helps to determine the correct target service for a given request. This is followed by access to the target systems, for example, by entering the authorizations on a file server or generating a new share. These processes can also be triggered via request and approval workflows.

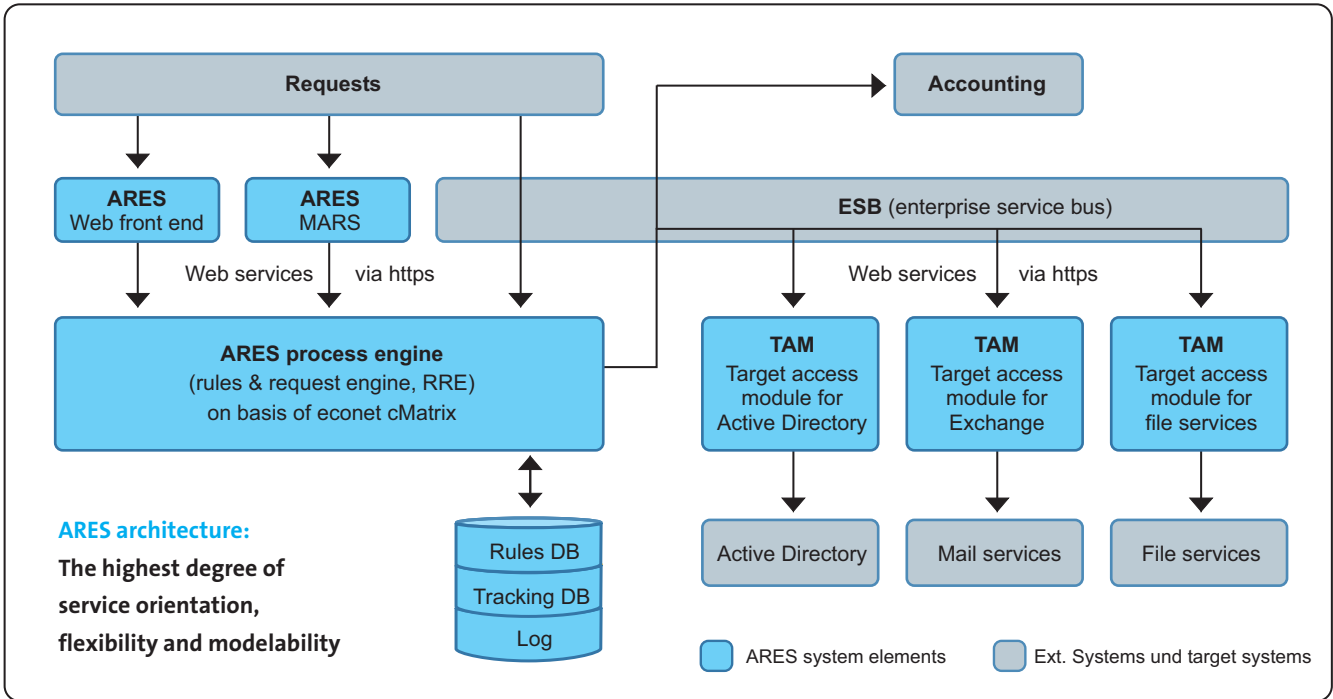
**First-class results**

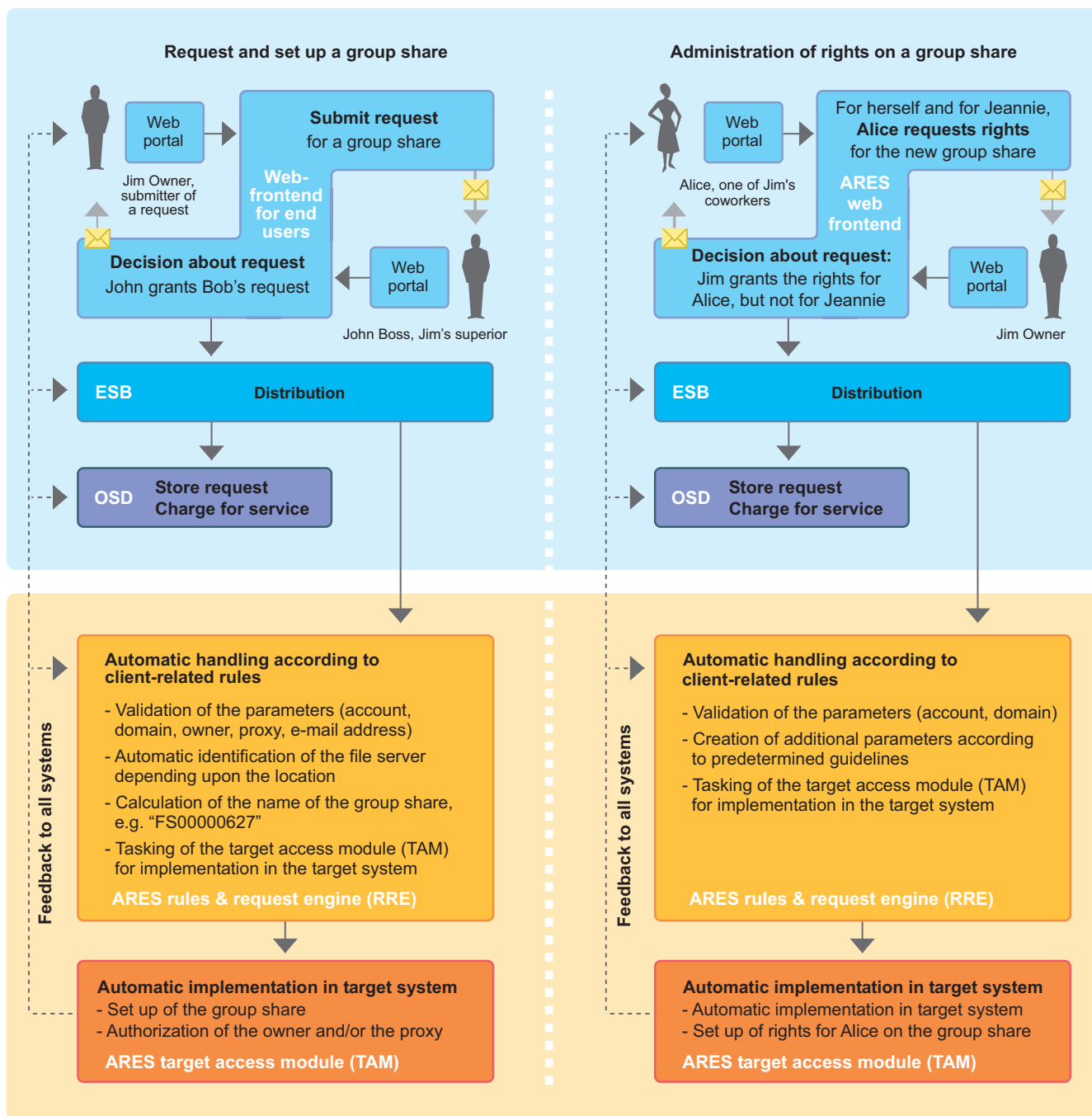
The system was implemented within just two months’ time. Since then, its user dimensions have grown steadily continually: the 25,000 users at the end of 2004 have increased to more than 100,000; the final stage is designed to serve 300,000 users. Ever since its implementation, services can be provided less expensively, faster and in better quality. For example, the labor for administrative tasks has been halved and the error rate has been significantly reduced.

If an error nonetheless occurs, the mistake is followed by an automatic notification with a precise report about the error. Every entry is automatically checked, thus improving the quality of the data in the active directory. The high degree of automation makes it possible to use the resources more fully and more efficiently.

**Expansion planned**

Plans call for the collaboration with econet to undergo further intensification in the future. The automation of the service management is slated to extend beyond the IT area and will soon encompass other fields too. The user account for new employees is already running fully automatically. It is conceivable that the field could be expanded to include telephone connections, as well as access authorizations with keycards.





Thoroughly automated processes in service requests, visualized through the example of "Request and Set Up of Group Shares." The spectrum of automation includes sequences in which human agents participate (request and approval workflows), technical processes for the implementation of requests in the target systems, and feedback sent to all participants and systems.

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