valuemation

usu
The Knowledge Business Company

CASE STUDY

OEDIV

>> AT A GLANCE

The Organization:
OEDIV KG
Business Sector:
Information Technology
Employees:
65 (2008)
Service Volume:
Administers approx. 500 servers for the Oetker Group and third-party customers, provides comprehensive ITIL-compliant services
USU Products in Use:
Valuemation Asset/CMDB Manager, Incident/Problem/Change Manager, USU KnowledgeCenter
Website:
www.oetker-gruppe.de

OEDIV KG is the IT service provider for the Oetker Group. In addition to serving the companies in the Oetker Group, OEDIV KG also provides considerable services to external, third-party customers. To implement a program of transparent and cost-effective IT service management, OEDIV now utilizes the USU Valuemation product line as the core system.

ITIL-COMPLIANT SERVICES FOR THE OETKER GROUP

OEDIV on The Way to IT Value Management

> THE CHALLENGES

- Increasingly complex customer requirements for organizing, defining and documenting service processes made necessary by laws such as Sarbanes Oxley and Basel II
- Implementation of ITIL standards as a practical and flexible approach, organized and mapped by a centralized tool

> PROJECT MILESTONES

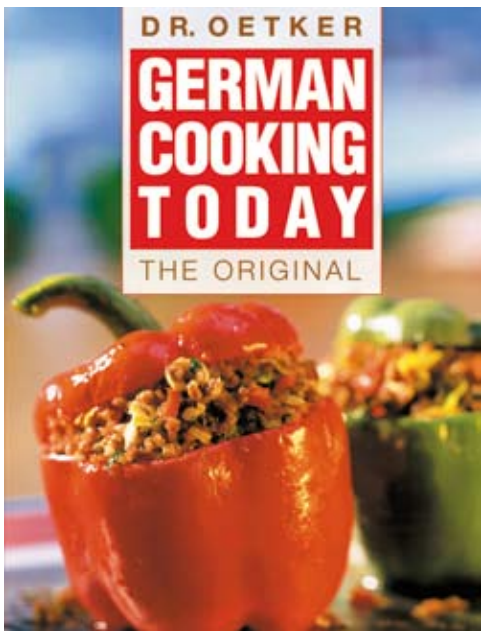
- Development of a comprehensive, company-wide process model that takes ITIL compliance and legally mandated reporting requirements into account
- Support of OEDIV processes by means of an integrated, comprehensive solution featuring a standardized data model and interface
- Creation of a Configuration Management Database (CMDB) and intensive product training with "Valuemation Academy"

> WHY USU WAS SELECTED

- USU's comprehensive, ITIL-compliant and integrated technology program for IT management
- After examining the options available on the market, OEDIV chose USU Valuemation based on its range of functions and features, ease of integration and modular structure
- USU's successful implementation of similar comprehensive projects

> BENEFITS

- The new CMDB transparently depicts and maps the complex IT topology in place at OEDIV
- Customer-oriented modular range of services for approx. 300 customers
- Quick decisions facilitated by the availability of latest data, defined and documented processes, roles and guidelines
- Efficient service-level management ensures provision of high-quality services, even with continuous growth.



Products from Dr. Oetker

"Efficient and effective processes are the basis for making service the driving force of our business. Thanks to the process-based availability of knowledge through Valuemation, OEDIV is on the right path here."
Hubert Klöpper,
OEDIV Business Manager

Evaluating the Initial Situation and Setting Objectives

Since 2006, OEDIV had been looking for a way to streamline its organization in response to increasing customer expectations and recent rules/regulations, such as Sarbanes Oxley, IAS and Basel II. To meet this need, the IT department at the Oetker Group developed a comprehensive process model for the entire company, one that took into account the guidelines in the ITIL standards as well as the corporate governance requirements mandated by SOX/ Cobit. When it then came to finding a way to best implement the model's core processes, OEDIV took a good look at the options available on the market and finally decided to go with the USU Valuemation product line.

Project Work

This USU technology was also supposed to map OEDIV processes and bring about some "quick wins" through gradual, step-by-step deployment. To increase the acceptance of this new arrangement among OEDIV employees, the first phase included intensive product training and installation of the core Valuemation modules. Following this, the second phase of this tightly scheduled project began with the creation of a Configuration Management Database. To this end, the standard USU data model was customized to meet OEDIV's specific needs. Based on this model, USU then integrated the inventory tool by means of a rule-based compare process. After only two weeks, the first topology scan supplied the data necessary for creating the CMDB. The roles and their rights were added to the tool and applied, and corresponding categories were defined.

Positive Effects

Close collaboration with OEDIV ensured that the creation of the CMDB, with the precise definition of processes, roles, classes and the like, was smooth and glitch-free. Step-by-step, the approx. 500 servers at OEDIV, with their considerable number of configuration items, were gradually added to the system. The new CMDB now transparently depicts and maps the complex IT topology in place at OEDIV. It represents the IT infrastructure as a logical data model that makes available all information about every one of OEDIV's IT components over its entire life cycle, from the purchase order to eventual removal from service, including all relevant dependencies such as IT inventories, contracts and software licenses. This newly achieved transparency provides quick, accurate and reliable hardware/software information on all elements in the service chain for internal use within OEDIV as well as for serving its customers. The new system's integrated approach means that all data are reliable and secure. This also means that fast, well-informed decisions can be made based on established processes, roles, and guidelines that make it easy to integrate new employees into the organization and for OEDIV KG to provide high-quality services as it continues to grow.

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