

»» Efficient IT administration in the wake of structural reforms in the public sector



The Danish island Bornholm is known for its sunny weather and smiling residents but back in January 2003 there was not much to laugh about for IT manager Claus Munk. As one of the first regions in Denmark, Bornholm was to take up the challenge of the long planned structural reform that brings all Danish communes and counties together in large regional units. Bornholm was to prove that one large regional unit can be managed more efficiently and provide better service than the existing five communes and one county. It was a huge challenge, not least for the IT department who played a central role in fulfilling the high expectations while facing tight budgets.

Today, Claus Munk is smiling again thanks to LANDesk who helped solve what looked like a Gordian knot at first glance.

One island – 3300 PCs

- The task seemed simple on paper: We were to centralise all IT administration and support that used to be handled by the communes and the county, and build a joint IT department in Rønne, the main city on the island. The challenge was however, that the IT equipment remained in a decentralised structure, thus all 3300 PCs stayed spread out across the whole island. With only 22 employees in the IT department and no possibility of increasing budgets or manpower, we were facing a real challenge when the new regional structure was launched, says Claus Munk, IT manager in Bornholms Regionskommune.

The 3300 PCs form the life line to the public administration on the island. If they are not up and running, nurseries, schools, care homes, tax authorities, employment services etc. are unable to provide the service expected. The IT department plays a vital role in ensuring that the IT equipment runs optimally and as the central support department, it is also responsible for everything from system upgrades and software updates to patch management and real-time support no matter where on the island a PC-problem occurs.

Business needs:

- Management of 3300 PCs in the newly established Bornholms Regionskommune without allocation of extra resource
- Central deployment of software packages and upgrades to many different PC models spread out on the whole island of Bornholm
- Support of unskilled users

LANDesk solution:

- LANDesk® Management Suite

Business benefits:

- The IT department manages more PCs with less resource
- Complete overview of all programs and applications on each PC
- Upgrades of operating systems and software packages are managed centrally
- PCs are updated with the latest patches
- Efficient management of time and resources spent on support

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CLAUS MUNK

IT MANAGER IN

BORNHOLMS REGIONSKOMMUNE

Untenable support strategy

- During the first months we only delivered hands-on support driving out to each user whenever a problem appeared. We spent a huge number of hours on the road and the amount of overtime was enormous. We needed at least six more employees if we were to continue with that model but the budget did not allow for any new resource. Therefore we began looking for a solution that could automate some of the processes, says Claus Munk.

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Efficient upgrade across several PC-models

LANDesk is implemented in Bornholms Regionskommune's two networks – the administrative network that includes 107 public organisations and the school network that includes all the schools on the island. Each and every one of the 3300 PCs in the two networks is equipped with a standard package containing Windows and Office programs. The IT department is currently upgrading all the PCs to Windows XP and Office 2003 – a job that LANDesk handles perfectly:

- One of our biggest challenges is the many different PC-models in play because it makes it impossible to roll out the same package to everybody. With LANDesk however, we can create a universal image that works independently of the PC-model that needs to be upgraded. We simply deploy the image and when the user opens his PC, LANDesk adapts the upgrade to the PC-model in use. We save a lot of time and resource by using this function, says Claus Munk.

- We started upgrading to Windows XP and Office 2003 three months ago and as of today we have upgraded 59 percent of the PCs in the administrative network and 75 percent of the PCs in the school network. It is so impressive and I am very pleased with the process.

No user interference

Besides the standard package, a number of business specific applications are also in play on many of the PCs. It is these kind of applications and the many programs that the users download themselves that normally create problems in connection with support and upgrades. What is located where and in which versions? LANDesk provides the answers.

- With a single keystroke the employees in the IT department can draw a list of programs and applications located on each PC in the Regionskommune. We group the users that use the same applications and then the way is paved for easy updating of the PC's with exactly the software packages that each employee needs to fulfil their job.

- The users do not notice anything when we upgrade the systems or update their software. Everything is handled remotely after working hours. When the user opens his PC next morning it feels like a completely fresh PC but in the background there is a long path of programs and packages that we have implemented, explains Claus Munk.

Efficient resource management

Support is handled just as efficiently as upgrades. Previously, support was provided at site and the work went on until the problem was solved no matter how long it took. Today all support is provided remotely from the office in Rønne and there is a fixed timeframe for how long it can take to solve a problem. If the PC is not up and running within 15 minutes, a new image is rolled out. In this way the IT department can work efficiently with resource management and this is of great value in a stressful working day.

- We run a much more professional IT organisation today. The deployment of patches is also handled automatically by WSUS and we have established a very precise overview of our licenses so we meet all compliance regulations. It is a huge task to manage and survey IT systems that are spread out in such a large geographical area and I do not see how it would be possible without a strong management tool. With LANdesk we can manage all 3300 PCs efficiently and with minimum resources today and in the future, says Claus Munk.



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