

Asklepios: iET ITSM deployed to ensure reliable operation of Asklepios clinics' IT systems

True to its vision: 'United for Health', Asklepios focuses primarily on people and cutting-edge medicine. It has more than 130 clinics and healthcare institutions which accommodate more than 26,000 beds, and employs around 44,000 staff who help it post a total annual turnover of EUR 2.5 billion (2011). Asklepios has evolved over the last 25 years into one of the three largest private hospital and healthcare institution operators in Germany. This top-class performance is also down to the reliable, sustainable operation of its entire IT infrastructure. For this reason the hospital operator introduced iET ITSM, which supports 11 IT service processes.

Special requirements of the healthcare sector

The Asklepios Group's IT department, located in Hamburg, deals with three main areas of activity. It develops and implements the Group's IT Strategy. It is also responsible for operating the cluster, which is the biggest healthcare cluster, covering six clinics and more than 10,000 employees. Another of the IT department's tasks is to run all centralized systems, including commercial and clinical applications, as well as e and Internet. The Group IT department is supported by local IT departments in all the regional healthcare institutions.

The Asklepios data centre is ISO 27001 certified and must also comply with the new EN 80001 standard. Special requirements in terms of security and data protection apply in the healthcare sector, which have also been defined in this standard. Medical practice is seeing an ever-growing number of medical products being integrated into IT networks; the EN 80001 standard specifies tasks, responsibilities and activities so that the risk management of IT networks involving medical products is safe and efficient, as well as ensuring data and system security.

The clinics' IT components must always conform to the ongoing system operation in terms of safety compliance and trouble-free performance. This involves securely

monitoring the whole IT environment.

A monitor must not suddenly fail during an operation and the transfer of data and alarms must not be interrupted. This places stringent requirements on change, release and configuration management.

Consequently, Asklepios attaches as much value to the quality management of its IT system as to treating its patients. All clinics and institutions are subject to internal quality management, which is constantly used to help ensure that the best possible range of medical services and processes is provided. The company is working towards ISO/IEC 20000 certification in the IT sector. 2013 is the date when certification should be achieved for the service management system supported by iET ITSM for all 250 services described in the service catalogue.

Challenge: Transparency and Quality

The Group IT department used to use a proprietary ticketing tool for incident management, which ran under Lotus. Change and problem management was covered using SharePoint services. The lack of integration between the two processes was causing considerable operational problems.

Process performance could not be measured and no improvements could be made. These reasons led the Group IT department to redefine its processes and to

THE SOLUTION AT A GLANCE

- ▶ Integrated solution for 11 ITSM processes
- ▶ Integration of the SCOM and SCCM into the CMDB
- ▶ Integration of iET CMDB Intelligence
- ▶ Applications for licence and quality management
- ▶ Dashboards for displaying the key data clearly on a daily, weekly and monthly basis
- ▶ Approximately 250 changes and releases per week
- ▶ Around 4,000 incidents and service requests per month
- ▶ Licenses for 70 concurrent users

look for an IT Service Management (ITSM) solution that could offer them the best support.

Extensive process integration

Asklepios deploys iET ITSM for its entire IT service management and models the following 11 processes in an integrated solution:

Incident Management

The service desk responsible for the whole of Germany handles approximately 4,000 incidents per month, split roughly between 50% faults and 50% service requests. Since iET ITSM has been implemented, the rate for resolving incidents first time has risen from 40% to 55%, while the number of unresolved incidents has been reduced by two thirds.

There is a self-service facility available for customers to relieve the strain on the service desk, which they can use to enter incidents and track their resolution.

Stephan Welz, Head of IT Change Management in the Asklepios Group IT department, appreciates the adaptability of iET ITSM: "We wanted to set up the 'major incident' category in iET ITSM to allow us to offer even more customer service options. We managed to implement this ITIL recommendation quickly and easily. If necessary, we can now give an early warning to potentially affected users. This is effective if several users report the same problem, such as a server service that is down. Once the fault has been remedied, all users are automatically informed again."

Problem Management and Known Error Database

Integration with incident management means that incidents are processed more quickly and this improves the rate of resolving them first time.

Change Management

Even bigger releases are controlled by the Group IT department using change management where they are created as projects. Stephan Welz is very excited by the action management feature in this process: "The action management function in iET ITSM is brilliant! All the other tools

that I'm familiar with control the planning, distribution and execution of individual tasks via email. In iET ITSM the action management feature allows you to create in a simple manner action plans for processing tasks and authorisations. It is much easier to understand and reduces email traffic considerably." Stephan Welz appreciates the uncomplicated way of using this feature and the somewhat less "formalized" approach of the change management application.

Release & Deployment Management

This application is mainly used for planning and implementing software distribution.

Service Catalogue Management

The service catalogue is a key component of the Asklepios service management system. All 250 services offered by the Group IT department are clearly presented in the service catalogue and linked with the appropriate service level agreements. The processes are assigned to the services.

The service tree in iET ITSM has been split into two levels. The top level provides the business view, while the level below it provides the IT view to:

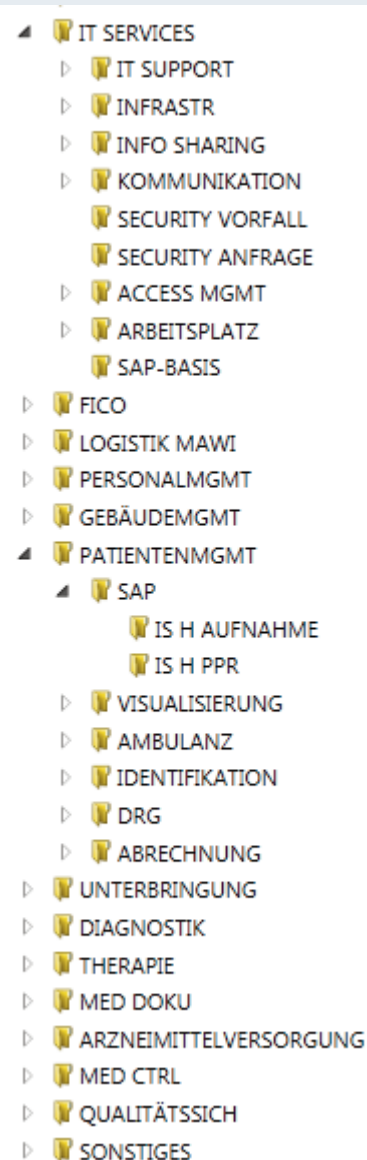
- ▶ the first level is made up of business processes in the clinical environment based on the clinical pathway
- ▶ the second level displays the IT products being offered in the form of services

New services, changes to and the removal of services are created and processed as actions in change management. This ensures that the service catalogue is always up to date.

Listing all the services in the service catalogue also makes service reporting to the customer easier for Asklepios, as well as the assessment of services in service level management.

BENEFITS FOR ASKLEPIOS

- ▶ Transparent process
- ▶ Opportunities for measuring and improving processes
- ▶ Optimised documentation and communication
- ▶ 15% rise in the rate for resolving incidents first time
- ▶ Reduction in the number of unresolved incidents by two thirds
- ▶ Achieved a 26% reduction in the number of incidents exceeding target service levels.



Above:

Asklepios' service catalogue holds 250 services

Service Level Management

A service level agreement (SLA) has been defined for every customer in iET ITSM and linked with the supporting services. SLAs are classified using internal service levels with bronze, silver and gold status, depending on how critical a service is to a business. This classification ensures that the Group IT department provides a high level of customer satisfaction and the same quality of services for all customers.

License Management

Asklepios added a license management application to the standard iET ITSM solution. All licenses are input in this. Agreements are scanned and saved as file attachments. If you click on a PC you can see all the licenses and agreements relating to it. This makes the job easier for the service desk and in configuration management.

Access Management

General system privileges, user password management (verification/warning of a password's imminent expiry) and privileges for special applications etc. are managed in access management. Standardized requests, such as password reset or account requests, are treated as service requests in incident management.

Business Relationship Management

In the Asklepios Group regional managers are personally responsible for looking after the 114 clinics and 20 medical centers across Germany. They make regular visits to their customers and make a note of IT-related feedback, requests and criticism. A record of individual discussions is stored in iET ITSM for documentation purposes. Regional managers are kept up to date all the time about their customers' incidents and problems and can discuss these matters with them. A short satisfaction survey about iET ITSM is carried out after every discussion for quality assurance purposes, which is available for subsequent evaluation.

Quality Management

Asklepios adheres to the ITIL recommendations on continual service improvement and has developed its own application for this in iET ITSM.

This is used to gather all improvement proposals, which are checked, prioritized and forwarded to the appropriate locations for implementation four times a year by management. All measures can be fully tracked and their success verified.

Configuration Management and CMDB

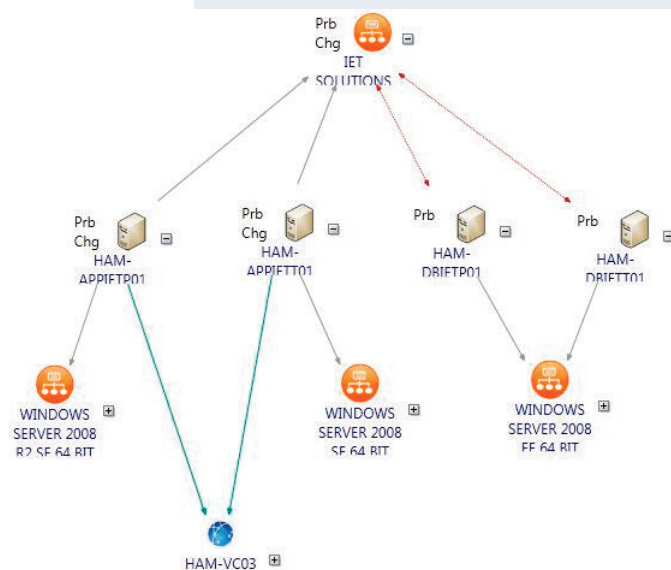
With the aim of producing a clearer picture of its IT infrastructure, Asklepios made a logical separation between its data center and workstations in the configuration management database (CMDB). The data center in Hamburg and all the workstations in the six Hamburg clinics feature in this, including the relationships of each configuration item (CI). On the clinical side, workstations include not only PCs and laptops, but also all medical devices, such as card readers, PCs in operating theaters, X-ray machines, CT and MR equipment etc. The CMDB contains around 27,000 CIs. This includes the 600 servers, data cabinets and network components in the data center, as well as the 6,600 PCs, X-ray viewers, OP PCs and maintenance contracts for the clinics.

Microsoft's System Center Configuration Manager (SCCM) was integrated into the CMDB using the iET CMDB Intelligence tool. The SCCM scans the entire IT infrastructure every day and stores all the CI data in its own database. Data that is relevant to the CMDB, such as the amount of RAM and hard disk space and the OS version, is used to populate the CI attributes and is written in the CMDB for this purpose.

The data supplied by the SCCM is compared every day using iET CMDB Intelligence with the baseline and checked manually in the event of discrepancies. If there are no discrepancies detected, the data is automatically transferred to the CMDB.

"We're delighted with iET ITSM. Our users can use it intuitively and amendments and extensions can be implemented quickly and easily."

*Stephan Welz,
Head of IT Change Management,
Asklepios Group IT department*



Above:
27,000 Configuration Items
including their relationships in
the CMDB

At the start of the project all 6,600 workstations, including their relationships, were input manually into the CMDB. The configuration for each workstation is now supplied via the SCCM and is transferred to the CMDB using iET CMDB Intelligence. The daily scan operations mean that the data is always completely up to date and is available for planning changes and releases or for handling incidents and problems. Prior to implementing the SCCM and integrating it into the CMDB, about 20 students were employed as a one-off to input the workstations' details manually. This is an extremely time-consuming task prone to errors that will no longer be required in future.

Asklepios is currently working on integrating Microsoft's System Center Operations Manager (SCOM) into iET CMDB Intelligence. The SCOM is deployed as a monitoring tool for all the server systems. The details of all the servers in the Asklepios Group are being input via the SCOM and should be saved in the CMDB as CIs with all the necessary attributes and relationships identified. As in the case of the workstations, a daily data synchronisation process is carried out between the SCOM and the baseline. This process makes it easier to recognize unauthorized changes. Further connections are planned for network components like CiscoWorks.

ABOUT ASKLEPIOS

The healthcare group Asklepios Kliniken GmbH is one of the three largest private hospital and healthcare institution operators in Germany. The Group pursues a strategy which focuses on high quality, innovation and sustainable growth. This has provided the basis for the dynamic development of Asklepios since it was set up more than 25 years ago. The Group currently operates 140 healthcare institutions and employs more than 44,000 staff. In the 2011 financial year more than 1.7 million patients were treated in the institutions of the Asklepios Group.

www.asklepios.com

ABOUT iET SOLUTIONS

iET Solutions is a leading global supplier of service management and software asset management solutions. The company's flexible software suites allow its customers to fulfill compliance requirements, mitigate audit risks and realize business value by managing, automating and continually improving their services.

iET ITSM, the IT Service Management solution, is designed to support ITIL best practices. iET Solutions has been awarded with certifications from the OGC, now part of the Cabinet Office, the APM Group and the PinkVERIFY™ 3.1 certification for 12 ITIL® processes. Additional components are available to help businesses manage their IT infrastructure (CMS/CMDB), manage licenses and entitlements and analyze and optimize business processes. More than 600 companies in 26 countries benefit from the iET Solutions software offerings.

iET Solutions is a division of UNICOM Global, which operates in every major market worldwide via US and European subsidiaries and a network of international business partners. iET Solutions is now part of Macro 4 Limited in the UK.

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