

KIX

SUCCESS STORIES



TELEMARK MBH

Report 04/2018

PROJECT OVERVIEW

Requirement: Changing the old service system ((OTRS)) Community Edition to KIX Pro whilst retaining the interfaces with the aim of ISO 27001 certification

Scenario: 3 support points on-site in the buildings of the public utilities in Lüdenscheid, Menden, and Iserlohn with 35 employees in total

Challenge: Migration of the existing system incl. the high integration depth in SugarCRM and SAP, as well as developing the CMDB in less than half a year

The following are in use: KIX Pro 17.3 incl. CMDB inventory, maintenance planner, Kanban Board, time recording, and customer-specific add-ons

IT environment: Linux, VMware, KIX Pro, Sugar CRM, SAP

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A fast turnaround to DIN-ISO 27001 compliance thanks to KIX

Our clients also sometimes have to undergo certification in accordance with DIN ISO standards. Frequently, you look at the expected restrictions, problems, and obstacles with concern. But it has been shown time and again that, with the right software, you can approach the certification processes relaxed. When applied and integrated correctly, our KIX Pro software is such a tool. It enables certification in line with the IT security catalog to be achieved effortlessly and easily. Telemark, one of our clients, approached us with precisely this issue, and alongside the required answers, also received its certification in accordance with ISO-27001 thanks to KIX Pro.



Torsten Thau, Authorized Officer/Innovation Management

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Public utilities must comply with the legal requirement of certification in accordance with the IT security catalog for their telecontrol systems. In the case of Iserlohn, Menden, and Lüdenscheid their service provider Telemark had to achieve certification in accordance with DIN-ISO 27001 ISMS in the shortest space of time. This was achieved with the changeover to KIX from cape IT.

When, in April 2017, the Federal Network Agency announced that public utilities also had to establish an Information Security Management System (ISMS) by January 31, 2018 – in line with the IT security catalog with the application of DIN ISO standards 27001 and 27019 – it was clear that it would be tight. This had consequences for Telemark, which was established from the telecommunications departments of the public utilities in Iserlohn, Menden, and Lüdenscheid, and which operates the supply networks of the 3 towns in the business segment of telecontrol and remote control. It was determined that they, too, as a service provider to these public utilities, had to provide evidence of certification in line with DIN-ISO 27001 beforehand.

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Initial situation

“We had an awful lot going on,” says Stefan Döbbe, Head of IT at Telemark, describing the situation. “One of our public utility customers alone has more than 200 telecontrol stations, for example gas facilities and electronic transformers, in around 160 locations.” Uninterruptible power supplies with their batteries are also subject everywhere to the scope of the legal requirements. These are subject to regular maintenance routines which must be documented in line with the IT security catalog. This meant Telemark needed a solution which reminds you of deadlines, keeps checklists, and records the maintenance work performed. At this point in time, Telemark was using ((OTRS)) Community Edition 3.3. This was closely linked with SugarCRM for working with other service companies and with the SAP system. The ticketing system had also been expanded with proprietary developments for recording the time of outsourcing work. “In order to manage our tasks, we had expanded ((OTRS)) Community Edition quite substantially. The adaptability of open source is good. But if you overdo it, then at some point you lose the ability to upgrade,” explains Döbbe. “And, in any case, we were also no longer alright with OTRS AG leaving us in the dark about future development lines.”

Projekt

Telemark investigated new solutions, amongst both commercial providers and in the open-source environment, and came across cape IT. “The integration depth of KIX won us over,” says Döbbe. Ultimately, the aim was to transfer the existing processes to a new, comprehensive system, to continue operations there with at least the same level of quality, and to secure certification for the future, too. The problem: Migration from ((OTRS)) Community Edition 3.3 to KIX Pro requires KIX4OTRS 5 from cape IT as an intermediate step. Furthermore, in this case, a CMDB that did not yet exist had to be established, and previous proprietary add-ons had to be re-programmed on the basis of KIX. At the end of May 2017, a workshop with cape IT developers was held on the process; in August there was the upgrade to ((OTRS)) Community Edition 5 (with KIX4OTRS), and in the second step to KIX Pro. In the meantime, the adaptations and re-programming of the add-ons were made. Here the Chemnitz-based company made elements from KIX Pro available in advance. As early as the end of August, the KIX environment went into live operation; the creation of the CMDB continued into September. Today, this CMDB is the basis of KIX. It includes all of the devices in the telecommand stations subject to compulsory proof, and their relationships. It also contains documentation, maintenance deadlines, and work performance records. In total, this is more than 20,000 elements, co-called Configuration Items (CIs), with everything saved in a MySQL database. A specially developed user interface was created for the industrial electronics techni-

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cians, who were previously used to paper documents rather than IT systems. They can use this to enter the required information into the database.

Conclusion

Following a test phase, at the end of October an external auditor checked the system, and Telemark's conformity with the DIN-ISO 27001 standards was confirmed in time. "Everyone really made a huge team effort," says Döbbe, summarizing the hectic weeks they had. "It wasn't only our internal developers that were fast; I really have to say that cape IT produced some outstanding work. They were always there when we needed them – no matter how short notice." Telemark has now taken even more steps. They are using the accounting module in KIX to forward work performance records in workflows to the applicable managers. From there, they are then imported directly into SAP HR following approval. A change-request workflow has also been set up for projects which ensures compliance with approval rules, for example the involvement of the applicable responsible people, right up to the IT security officer. Telemark has other business areas, too: Firstly, the company is a regional open access carrier which offers other carriers broadband pre-service products on the basis of its approx. 1,000 kilometers of copper cable and more than 300 kilometers of glass fiber. Secondly, Telemark is also an Avaya Sapphire Partner in the B2B telecommunications segment, and thirdly it offers free space in its own data center for data center housing. KIX is now also the standard in these business segments, serving the areas of help desk, fault management, and project accounting.

Outlook

The company is planning on doing even more with KIX. From their version KIX Pro 18, the RPC-API inherited from before will be replaced by the REST-API, which will provide more functionalities. As SugarCRM is also changing over to the interface, the relevant connections of both solutions will be reworked. Döbbe has even more requests for cape IT, namely "a more simple field service module." The present one is too closely linked to route planning for Telemark's needs, and therefore more complicated to use. He would like a module that provides staff with a view of tickets on a hand-held PC. Here he would like it to be possible for customers to acknowledge the performance of work directly. IT manager Döbbe is relaxed about the future. KIX is running stably on a VMware-virtualized Linux, and with fast runtime behavior. And he is definitely impressed by cape IT's support: "It's what you would always want."



Telemark
Telekommunikationsgesellschaft Mark mbH

“The integration depth of KIX won us over.”

Stefan Döbbe, Head of IT

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ABOUT CAPE IT

The c.a.p.e. IT GmbH is a manufacturer of the Open Source Software KIX and KIX Pro and a cross-industry specialist for business processes in IT and technical service. The company with headquarters is located in Chemnitz currently employs about 50 experienced, ITIL-certified employees at two locations and can rely on many years of project experience and extensive expertise.

Numerous field-tested add-on modules for data and system integration as well as for maintenance and repair management, service accounting and reporting contribute to the sustainable optimization of service processes. As a leading service provider, c.a.p.e. IT GmbH assists with training and upgrades as well as comprehensive service and support. In addition, it is involved in key industry associations such as the Open Source Business Alliance, BITKOM and itSMF.

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