

# Case Study

## Commune of Rome

"Efficient group management is based on shared knowledge of the equipment and results in the improvement in the level of service at end-user level". Emilio Frezza, Information Technology and Services Manager, City of Rome



### The customer

The Commune of Rome is the largest and most densely populated in Italy, covering an area of almost 1,300 square kilometers and with over 2.7 million inhabitants. The organizational structure consists of 23 departments (divided into areas of expertise of the services provided to citizens) and 20 municipalities (corresponding to urban areas). Approximately 26,000 employees work within the 200 plus offices which make up the Local Administration.

### The Challenge

For several years, the Commune of Rome has used external service providers for the supply and management of equipment (PCs, servers, and printers), issuing quadrennial requests for proposals for the provision of the service. In 2010, the new plan for group management and respective technological update, valid until 2013, was accompanied by a precise inventory of resources in the various offices, with the purpose of improving the level of knowledge regarding equipment and the sharing of information between the central management and the managers of the various local facilities. This served as a prelude to the deployment of an integrated platform for anomaly management (Service Desk) and IT change management (Change & Release Management), as prescribed by ITIL best practices.

### The solution

The plan for the management and renewal of equipment for the period 2010-2013 covers approximately 23,000 devices and is based on the definition of a set of Key Performance Indicators (KPI), included in the request for proposals. The purpose of this is to measure the performance levels of service provided, with the objective of increasing efficiency and minimizing the impact of changes, to natively integrate ITIL Service Support processes, and to resolve problems regarding the traceability of activities and sources of requests for intervention or change. Fujitsu has worked to create a solution built on a Configuration Management Database (CMDB) natively integrated and powered by an automatic discovery system to collect information on IT configurations. The solution has been implemented in partnership with BMC Software.

### The customer

Country: Italy  
Sector: Public Administration  
Employees: 26,000  
Website: [www.comune.roma.it](http://www.comune.roma.it)



### The Challenge

Coinciding with the quadrennial renewal of the group management contract and subsequent request for proposals, the Commune of Rome decided to conduct a precise inventory of its computing and printing equipment. The consolidated view of the established systems forms the basis of a monitoring and support process based on ITIL best practices.

### The solution

Fujitsu has built its own successful solution on an integrated platform for anomaly and change management which has acknowledged the need to link with KPIs to be able to measure system performance and levels of service. Having carried out an inventory of resources in spring 2010, the solution is today used to manage 23,000 devices in over 200 local offices.

### The Benefits

- Consolidated and shared view of equipment
- Optimization of response times to calls and intervention
- Definition of clear KPIs for measuring performance
- Automation of provisioning and updating and configuration monitoring

### The Benefits

The inventory of equipment within the Commune of Rome organization has been the cornerstone for deploying the group management solution which is now used by IT and by all the staff within the Local Authority: *"It has marked a momentous passage for us,"* says Emilio Frezza, Information Technology and Services Manager for the Commune of Rome. *"Compared to previously, we are now able to link each device to its respective user and trace any movements. With our coordination, the winner of the tender has done a great job and we now have a greater level of knowledge regarding our equipment than ever before".* The plan covers the management and maintenance of approximately 15,500 PCs and more than 8,000 printing devices distributed throughout the Commune of Rome. In the first year approximately 4,500 machines have been replaced, however the renewal process, which also includes a complete upgrade to the Microsoft Windows 7 operating system, is set to continue until spring 2012, affecting just under 10,000 systems (PCs, printers, servers, and storage).

The decision to proceed with the native deployment of ITIL Service Support processes, which are able to manage integrated process flows (event, incident, problem, and change management, amongst others) has enabled KPIs to be included in the request for proposals relating to both the IT services provided (for example the availability of services, applications, and systems) and the efficiency of internal ITIL processes which govern their management (such as monitoring of intervention times in case of fault signals and the relative quality delivered). *"The proposal was granted in April 2010, but the solution only became operational the following September, after completion of the inventory and organizational realignment."* says Frezza. *"Following the first months of testing, we can say that we have achieved a significant optimization in the number of calls regarding failures and a correlated reduction in response and intervention times, as well as in delivery".* To verify that the level of perceived improvement is also shared by the local employees, in addition to the indicators monitored by the IT structure, a Customer Survey has recently been organized to record the responses of those who use the systems and support services on a daily basis.

### Products and services

- System & Network management, administration, and monitoring
- Asset Inventory & Management
- Design of a CMDB natively integrated into the solution
- Service Desk, Change & Release Management linked to ITIL best practices

In line with previously defined indicators, the group management solution developed by Fujitsu anticipates a complete reduction of the risks associated with the technological refresh of an extensive group of systems, as well as promoting more efficient use of the human resources involved. In this sense, a positive effect can be noted in terms of logistical planning and also related distribution of staff. To counter the effects of the increase in infrastructure management activities, the plan provides for the automation of all aspects of provisioning and updating and/or configuration monitoring. In this way, solutions addressing the ability to run automated, repeatable changes, linked to monitoring procedures for automatic compliance and intervention of exceptions, can also be linked to the change management process.

Within a large-scale project, intended for a public body, an integrated approach to quality and security has also been defined, in accordance with international standards UNI EN ISO 9001:2000 and ISO/IEC 27001:2005. This is to ensure correct and consistent development of the activities defined in the contract and the traceability of all actions linked to the execution of the plan.

### Conclusion

The group management plan connected with the request for proposals in 2010 has provided the Commune of Rome with a consolidated view of its equipment which did not exist previously. The KPI definitions integrated into the solution have enabled the level of service provided to users to be accurately measured and the quality to be improved. This will be the starting point for future developments which are currently being assessed, the first of which is connected to creating virtual workspace, following an experimental phase within some local authority departments, such as 7,500 teachers and 6,500 members of the fire department who do not have a designated physical workstation.

*"The sharing of knowledge regarding equipment forms the basis of efficient group management and improvement of the level of service provided to the end-user".* Emilio Frezza, Information Technology and Services Manager, Commune of Rome.

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