

“We wanted to make a break with the past by transforming our technological infrastructure into a high-quality service approach. Fujitsu proved to be the perfect partner to help us manage this change.”

Daniele Lunetta  
IT Manager  
Italian Ministry of Labor and Social Policies

The Italian Ministry of Labor selects Fujitsu as its single partner for maintaining IT infrastructure, improving performance and simplifying management.

#### At a glance

Country: Italy  
Industry: Public Administration  
Website: [lavoro.gov.it](http://lavoro.gov.it)

#### Challenge

As part of a reorganization process, the Italian Ministry of Labor decided to completely change the focus of its IT infrastructure management, in favor of a service-based approach, and with a view to becoming a benchmark, not only for internal users, but also for organizations connected to the ministry.

#### Solution

Fujitsu was selected as a single partner for the digital transformation of technological infrastructure and related services. The company assumed responsibility for data center management and infrastructure maintenance, supporting the Ministry's technicians in designing the new architecture.

#### Benefit

- Improved level of IT services
- Simplified management and maintenance
- Greater continuity for development
- Introduction of managed maintenance with proactive servicing
- Option to implement backup and recovery service



## The customer

The Italian Ministry of Labor and Social Policies designs, implements and coordinates labor-market interventions to develop employment, and is responsible for the protection of labor, the adequacy of the social security system and social policies. Since 2016, the Ministry has worked towards a major organizational change, that of transferring the management of active and supervisory policies to two different institutions. With regards to IT systems, the Ministry will also operate, at least for the next two years, on the institutions' behalf as part of a "pooling" arrangement.

## Products and services

- Administration and Maintenance of all IT infrastructure (servers, storage, backup, network)
- Maintenance of VoIP, telephony and videoconferencing systems
- Maintenance of data center facilities
- First and second-level Help Desk services
- Management of mission-critical Oracle UNIX infrastructure
- Application and system services



## The search for a single partner

In 2017 the management and maintenance contracts for the Ministry's two data centers and workstation management were due to expire. At the same time, the Ministry was also facing a major change which, over the course of two years, would alter both its organization and approach to service delivery.

"We made the decision to transform our technological infrastructure alongside the ongoing major development," recalls Lunetta, "and we wanted to be able to serve others besides internal users. As a result, we implemented a service approach and architecture based on a private cloud, which would allow us to raise quality standards and enhance and later earn revenue from the services we deliver."

The Ministry decided to strengthen its second data center (700 km from one located in Rome) by implementing disaster recovery and backup functions. More generally, these new IT investments were diverted towards the technological upgrades needed to be able to offer services outside of the Ministry's area of activity.

However, in addition to the platform, there were the fundamental issues of management and maintenance, both of which were entrusted to several parties. The Ministry was quite clear on this point: in the new approach, services would need to be centralized and entrusted to a single partner.

## The best cost-benefit ratio

Using a Consip tool for the procurement of goods and services, the Ministry searched for the best partner to take responsibility for all its services: IT infrastructure maintenance, maintenance of videoconferencing and telephony systems, first and second-level Help Desk management, coordination of Microsoft and Oracle infrastructure and management of network equipment.

Fujitsu emerged as the winner, becoming the single partner for providing services to the 'new' Ministry, with a seven-year contract starting in 2017.

"The relationship between Fujitsu and the Ministry dates back several years," explains Lunetta, "but in this case, the Japanese multinational proposed the best solution in terms of cost-benefit ratio and vision."

"We are aiming to become one of the hubs (it is expected that throughout the Italian public administration system there are no more than 20 stakeholders who deliver services to third parties) which will,

ultimately, be able to improve the level of services for citizens, by providing computing power to companies and other intermediaries. We will communicate with citizens on a daily basis and achieve economies of scale across the entire public administration system."

## Enterprise-level IT

Fujitsu, the Ministry's single partner, coordinates a group of companies capable of providing 360-degree management of the required services, as well as simultaneously upgrading the IT Service Management to 'Enterprise' level. Fujitsu implements state-of-the-art technologies and practices, including the use of a knowledge base and virtual assistants, to improve the efficiency of resources dedicated to providing a first-line response to users.

Maintenance is carried out via the managed approach, i.e. proactive operations and interventions aimed at intercepting and resolving issues before services are disrupted or avoidable costs are incurred. Thanks to Fujitsu's expertise, there is also a plan to implement backup infrastructure on the two active data centers in the near future, as well as a capacity management dashboard as a natural evolution of proactive maintenance.

Fujitsu also deals with Business Intelligence (BI) and document management solutions, which were recently implemented after significant investment by the Ministry, and follows the development of a new infrastructure, which is extremely technologically advanced, based on Oracle software solutions running on Fujitsu PRIMEQUEST machines.

The team established by Fujitsu (26 people were assigned to the project) and the Italian Ministry of Labor is tackling one of the most delicate challenges: balancing services delivered by on-site solutions and those delivered by cloud-based solutions. Meanwhile, the partnership continues, with the aim of identifying and implementing new solutions for services targeting external customers and managing maintenance operations.

"We have all agreed on a series of SLAs," concludes Lunetta. "These vary according to the service and criticality of component undergoing maintenance: for example, the most strategic platforms will be subject to intervention within four working hours, seven-days a week. These parameters, which were once typical for large companies, are now also effectively applied in Public Administration."

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Tel: +39-02-265932.1