

Union Investment launches ISO/IEC 20000-1:2005-conformant IT Service Management System



Union Investment

Industry:

Banking

Products:

Investment solutions in various asset classes and investment styles: equity, fixed-income, money market, alternative investments and quantitative structured funds

Employees:

2.409^a

Assets under Management:

166 bn Euros^b

^a Status: 21.2.2012

^b Status: 31.12.2009



Conclusion

“Since December 2009 the Union IT-Services GmbH is benefiting from a quality management system certified according to ISO 20000-1:2005. I would like to thank OMNINET for the constructive and demonstrably successful cooperation and for their support with the project ITIL@UIT.”

Christian Leitner,
CEO
Union IT-Services GmbH

The customer

With over 2,400 employees, the Union Investment Group is one of the largest German asset managers for private and institutional investors and is the asset management competence center in the cooperative financial association.

The Union IT-Services GmbH is the central service provider for all business divisions of Union Investment. It offers efficient support in the areas of Information Technology, Project Management, Organizational and Process Consultancy Services.

The requirements

In order to provide IT-Services in contractually agreed service quality (or better) to all their internal customers, Union IT-Services in 2006 began to implement a quality management system. In December 2009 the system was certified by the 'Deutsche Gesellschaft zur Zertifizierung von Managementsystemen' (German Association for the Certification of Management Systems) as meeting the requirements of the internationally recognized and industry-sector-independent norm ISO/IEC 20000-1:2005. Apart from the design and the implementation of the actual IT-Service Management processes according to the IT Infrastructure Library (ITIL®), it was especially important to automate the processes. Always bearing in mind the certification criteria of ISO/IEC 20000-1:2005, the automation based on OMNITRACKER of the following processes was planned together with OMNINET:

- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release Management

The situation at the start

The Union IT-Services GmbH had already been using OMNITRACKER for the processes Incident Management and Problem Management and for the basic functions of Configuration Management. The processes Availability Management, Capacity Management, Financial Management and IT Security as well as Service Continuity Management were managed by the Union IT-Services GmbH without tool support.

The aim

For a successful certification it was planned to implement the processes which had not been introduced so far, namely Change Management and Release Management as well as the remaining functions of Configuration Management. As the technology platform the proven software tool OMNITRACKER was selected, which at the Union IT-Services GmbH has the status of a strategic platform,

The course of the project

The implementation of the project went smoothly, staying within the given time and budget limits. Especially the well-coordinated and experienced team contributed to this: The functional and technical project management of the Union IT-Services GmbH was supported by OMNINET staff.

Within the shortest possible time OMNINET was able to implement the processes Configuration Management, Change Management and Release Management. Following the implementation period of two months, the first test period of one month - the objective of which was the introduction and acceptance of the CMDB - started at the beginning of October 2009. Following this, the processes Change Management and Release Management were proven in a second test period by staff of the Union IT-Services GmbH.

Immediately after the introduction of the OMNITRACKER-based implementation, the certification of all ten ITIL processes of the Union IT-Services GmbH could take place.

Approval and certification

At the beginning of December 2009, the German Association for the Certification of Management Systems approved the system. As a result, the Union IT-Services GmbH has since then had the benefit of an ISO/IEC 20000-1:2005-certified quality management system.



Email: sales@omninet.biz

Web: <http://www.omninet.biz>