

# WORKING TOGETHER FOR SUCCESS

## IT transformation and process optimisation at the Federal City of Bonn

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### THE FEDERAL CITY OF BONN SUCCESSFUL PARTNERSHIP

Bonn, the former capital of Germany, is now an international city with around 330,000 inhabitants. The city is characterised by a decentralised structure: four districts, each with its own district administration, enable efficient, citizen-oriented organisation. This decentralisation strengthens people's identification with their respective districts and shapes the diverse, cosmopolitan image of the federal city.



#### NON-IT EXPERTS

take on tasks  
without admin rights



#### HOURS SAVED

per user per year through  
automated processes



#### DAYS UNTIL PATCH

after detection of  
vulnerability

### THE CHALLENGE LEAN IT – MANY LOCATIONS

The IT organisation of the federal city of Bonn is lean: with only six employees in the customer centre (first-level hotline) and eight more in the helpdesk (second-level support), there are only a few IT specialists available for field service. Due to the decentralised structure, it was necessary to establish permanent contact persons for IT issues at the individual locations.

Over time, 120 employees were selected as so-called 'specialist administrators' for this purpose. Although they did not have comprehensive IT knowledge, they were given extensive admin and domain join rights and acted largely independently – which posed considerable challenges from a security and compliance perspective.

There was also room for improvement in the area of patch management: with only one patch run per month and no systematic, granular testing, there was significant scope for sustainable improvement



„The collaboration with the Federal City of Bonn was characterised by joint innovations. Valuable feedback and openness to new ideas led to the creation of features that are now available to all customers as standard product components“

Stefan Butter, Managing Director, five(9)s GmbH

## THE SOLUTION

### AUTOMATED PROCESSES INSTEAD OF ADMINISTRATIVE RIGHTS

As part of the migration to Ivanti EPM, the Federal City of Bonn introduced a standardised, **process-driven way of working** via the five(9)s Console. From then on, all specialist administrators worked without local admin rights. Here, **processes were automated** and made available as 'custom buttons' in the central **web interface**. The flexible **role concept** enables tasks and access rights to be assigned precisely as required.

In addition, the Federal City of Bonn integrated a lean Privileged Access Management ('Mini-PAM') including documentation and reporting to strengthen security sustainably.

The Advanced Patch module also sets new standards in patch management: vulnerabilities are addressed automatically, updates run through **multi-stage testing**, and critical patches are put into productive operation within just three days thanks to "**Fast Track**".

The administrators' conclusion: 'Great overview, **rule-based** – exactly what we need.'

*"The five(9)s Console enables us to guarantee consistently high quality, a clean and stable system environment, and traceability of changes on our end devices."*

Murat Akarsu, Central Software Service, Federal City of Bonn



## THE RESULT

### EFFICIENT, SAFE, SIMPLE

The introduction of the five(9)s Console has led to significantly **more efficient** use of Ivanti **Endpoint Management**. The simplified operation via **1-click actions** noticeably reduces the workload on the IT department. Specialist administrators also benefit from this: **processes** that were previously carried out manually via remote control now run **automatically** and in a **controlled** manner in the background – with full transparency and feedback.

At the same time, **IT security** has been **significantly increased**: the revocation of admin rights and optimised **test and rollout management** in the 'Advanced Patch' module contribute significantly to improving security.



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