

IMPROVED INFORMATION TECHNOLOGY GOVERNANCE FOR BIEL THANKS TO THE COMPREHENSIVE DASHBOARD

OVERVIEW //

The customer

The Biel IT department is the service provider for the use of ICT (information and communication technologies) in the city administration. It provides the necessary services for smooth, digital work.

The project in one sentence

adesso analyzed the existing governance in Biel's IT, including appropriate KPIs as well as methods in an IT dashboard.

Methodology

Objective Key Results (OKR), Key Performance Indicators (KPI), Objective Goal Strategy and Measures (OGSM), Management by Objective (MBO), Change Management (CM)

About us

As an independent consulting and IT service provider, adesso ensures the success of your projects and the future-proofing of your applications. We develop the enterprise architecture for your IT projects and advise you end-to-end throughout the entire process with motivated employees, numerous partnerships – all under the umbrella of the capable adesso Group.

„High transparency and good governance are very important to me. To increase these at the City of Biel, we looked for a competent partner to support us in this area. I am very satisfied with the cooperation with adesso's CIO Advisory and even more with the result: we were able to significantly increase the maturity level of our governance.“

Hélène Mourgue d'Algue, CIO City of Biel/Bienne

Initial situation

Public institutions are obliged to account for their performance. For this reason, the city of Biel also regularly measures its IT governance. These measurements are based on the COBIT reference model, an internationally recognized framework for IT governance that breaks down IT tasks into processes and control objectives. But the results of these measurements are difficult for certain stakeholders to understand. In addition, operational IT measurement data that would enable continuous optimization of IT is sometimes missing.

A simple and clear solution would be an IT dashboard with a holistic view of IT functions. For this project, the city of Biel was looking for a consulting partner and found it in adesso. The assignment was to supplement the existing measurement data with operational IT measurement data and to build stakeholder-oriented dashboards.

Solution

adesso identified and defined a set of operational and aggregated strategic metrics, analyzed them with regard to their integration into the daily management process, and compiled them in an IT dashboard. This has been specifically developed to meet the needs of the stakeholders. This makes it possible for each stakeholder group to quickly and comprehensively see those key figures that are of interest to them.



Customer benefit

IT executives need key figures as a basis for decision-making. Together with adesso's CIO Advisory, the City of Biel has established a holistic yet pragmatic IT KPI system and integrated it into daily management processes. The KPI system introduced provides information about the effectiveness and efficiency of IT in fulfilling its tasks, as well as information about the security of IT and the satisfaction of employees and customers.

