Herning Kommune

IT Manager: PerformanceGuard gives speaking time in the boardroom

The commercial dependency of IT implies that the management of Herning Council cannot do with an information that says: "All lights are green in the server room", when they need to act professionally. PerformanceGuard® makes a difference in this respect by allowing to see IT performance from the end user perspective.

"Nothing compares to figures when communicating with the top management."

STEFFEN ØRNEMARK
IT MANAGER

In Herning Council initiative and energy are given high priority. The slogan of the Council "all options are left open ... " implies that the employees of the municipality have a direct focus on the citizens and on the needs of the companies and gladly take step to improve the development. It is a long time since businesses of science and experience and companies within development of green technology passed the textile industry in Herning Council. New times succeed in educations, communities within business and technology and ecologically sustainable development. Ambitions of that kind require IT services, which work optimally for the employees in Herning Council. It is not sufficient to have high uptimes on servers, if the end users are not satisfied:

- For many years, we have delivered the figures to the management, which were easy to deliver. However these figures did not say anything about, how satisfied end users were. In reality we have delivered numbers that showed: Everything is OK. However, this is not the same as: Everybody is happy, explains Steffen Ørnemark, IT Manager in Herninig Council.

End user satisfaction is of great importance. In a benchmark with 12 other councils and 10 private companies it became evident, that Herning Council is in control of both IT operation and costs. It appeared that the Mid-Jutlandic council was the most inexpensive in operation - that is lowest cost per end user and per device.

IT IS ALL ABOUT DIALOGUE
The Jutlandic common sense is obvious, when the politicians of Herning Council are to set ambitions for the future goals. It is a long time since everybody realised, that nothing can be done without the involvement of IT. It is not only about the performance of the individual employee. Everything falls apart, if IT is not working satisfactorily. If so, time will be spent on discussing problems instead of focussing on the future and the economical prioritizations.

- The reason for choosing PerformanceGuard® was the desire to get a constructive dialogue with our end users. We wanted to avoid the discussion of whether the system runs fast or slow. We wanted to meet our customers in a reasonable and service-oriented way, where we were able to pin out the cause for the deviations, explains Steffen Ørnemark.

IT IS ABOUT CREDIBILITY

Like in other organisations - private or public - it is the IT department that takes care of business:

- If I should say in a trustworthy way that it is the merit of the IT department, that Herning Council is working, I have to know that it is performing well. PerformanceGuard® can document this, explains Steffen Ørnemark. The statistics of performance, uptimes and response times from PerformanceGuard® are very popular in the top management.

- One measurement is better than a thousand opinions. Nothing compares to figures, when communicating with the top management, says Steffen Ørnemark with a twinkle of his eye.

IT IS ABOUT PROACTIVITY

The highest ambition for Herning Council is that the employees from Service Desk will be able to contact an end user by phone and say "Your IT did not run very fast yesterday afternoon, but we solved the problem" - this is the most perfect version.

- I do not know, when we reach that point. But one step in the right direction was to acquire PerformanceGuard®. By using this product we get the opportunity to see IT from the end user's perspective and get closer to a proactive problem solution, explains Steffen Ørnemark and clarifies this by mentioning reliance in the product:

- In Herning Council we thoroughly choose our business partners. And PerformanceGuard® is not the only CapaSystems product we use. Ever since 1st January 2009 Herning Council has used CapaInstaller® for administration of clients and servers in administration and school areas. As long as CapaSystems' products give us value, we are willing to look for other products from this supplier. We acquired PerformanceGuard® as CapaInstaller® was a success in our company and consequently we had confidence in our new purchase, concludes Steffen Ørnemark.

IT IS ABOUT UTILITY

The key words for Herning Council is dialogue, credibility and proactivity – but when all comes to all, it is the value for the business, that tips the scales.

PerformanceGuard®

- enables us to take active care of our end users
- saves unnecessary time for our end users by visualising bottle necks
- creates an overview of our hardware as to: Do we have the right capacity and do we replace hardware in an economical and reasonable way?
- visualises response times, performance and uptimes, which benefits the IT department and the management
- enables us to give precise answers, when our end users contact us with questions/problems
- shows us, if we need to adjust end user behaviour or if we need to make technological modifications
- enables us to reduce response times in Service Desk

FACTS OF HERNING COUNSIL

- Inhabitants: 85.852
- Area: 1.323 square kilometer
- Herning Council has used CapaInstaller® in administration and school areas since 1st January 2009. They have 15.000 licenses. On basis of a successful Proof of Concept Herning Council has signed a deal for 5.000 PerformanceGuard® licenses.
- Herning Council has planned to use Performance Guard to follow up on system deliveries from suppliers

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