Landeshauptstadt München

RISKS UNDER CONTROL

Computacenter, working with it@M standardises and simplifies future risk scenarios for the City of Munich

Computacenter has been working with it@M, the central IT service provider of the City of Munich, to develop a method for conducting threat and risk analyses across 20 decentralised organisations. This method will now be applied to all new development projects, across all organisations, thereby standardising and simplifying the identification of future risk scenarios.

OBJECTIVE

Across the organisations of the City of Munich, various approaches to risk analysis have developed over time. In some cases, no risk management of any kind was conducted due to lack of resources. The City wanted risk management to be conducted consistently across all organisations, as this ensures that results can be compared.

SOLUTION

In line with the City's requirements, Computacenter developed consistent methods for the processing of risk analysis. These methods are based on the resulting hazard and measure catalogues, which are summarised in a questionnaire. In addition, these methods take account of the various security requirements of the City.

OUTCOME

Risk management now follows a clearly defined process with standardised methods, which are provided for all organisations by the central IT service provider it@M. A standardised procedure is in place for identifying threats, protective measures and risks. At the same time, responsibilities are clearly defined and analysis results can be compared.

SERVICES
- IT Strategy & Advisory Services
- Security

USER EXPERIENCE
- Increased user satisfaction

BUSINESS IMPACT
- Improved security
- Future-proof solution

 Foto: Nagy / Presseamt München

> Due to their complex nature, protecting administrative departments is a real challenge. Each organisation also has differing security requirements and needs a specific risk analysis for its specialist area. With our detailed methods, we have developed a viable and consistent risk management system for the City of Munich, which will also meet all future requirements.

Wilhelm Suffel, Senior Consultant, Computacenter

OBJECTIVE

Facing a major challenge

The central IT service provider of the City of Munich, it@M, coordinates cooperation between the IT units of 20 decentralised organisations. Its tasks also include IT baseline protection and risk analysis. In this context, the complex organisational structures and the need to take account of a wide range of internal requirements represent major challenges: the heterogeneous IT environment includes over 20,000 clients and approximately 2,000 servers running with a number of different operating systems.

Decentralised administration has also resulted in the development of different concepts and procedures. The task involved harmonising these, particularly following the restructuring of it@M. "At the same time, in order to introduce a new, centralised risk management solution, we always had to ensure that it was accepted by the various organisations, which have applied their own concepts over many years and have sometimes had to cope without risk management due to insufficient staff," said Wilhelm Suffel, Project Manager at Computacenter.

The requirement was that all future risk assessments needed to be conducted centrally by it@M on a realistic basis. Special emphasis also had to be placed on organisations that handle sensitive personal data.

SOLUTION

Standardised methods as a foundation

Computacenter has analysed the security guidelines and processes in the specialist departments of the centralised IT service provider and identified possible hazard scenarios for standard applications and infrastructure. "Based on these results, we have developed standardised templates and approaches for the efficient adjustment of processes aimed at information security, all of which it@M can now work with," explains Wilhelm Suffel.

The appropriate protective measure was developed for each specific threat within a particular area, while questionnaires are used to help identify risks.

Computacenter now supports it@M as part of a long-term partnership – both with risk management and with global process optimisations aimed at information security. For the purposes of risk management, which is compulsory for all organisations, approximately 130 analyses are conducted per year.

OUTCOME

A basis for everyone

Thanks to clear guidelines and methods adapted to the needs of the city administration, the new risk management system achieved high acceptance from everyone involved, including managers working in the organisations. The amount of time spent on risk analysis has been significantly reduced. Through the defined procedures, risk management has been anchored in the IT development processes for specific purposes and the results of the analyses can now be compared as part of the assessments. "We have therefore set a new standard in this field. This provides security when it comes to the procedures applied by the managers at it@M, as well as a consistent overview of all organisations," explains Wilhelm Suffel.

All analyses and strategies can now be combined, which means that they can be presented in a clear way for the management and used as a basis for future decisions. The methods developed by Computacenter are continuously being developed further and adapted to new requirements. And, last but not least, across the entire administration of Munich, awareness of information security has increased significantly.

ABOUT CITY OF MUNICH

Over 1.5 million people live in Munich. The state capital is one of the few German growth regions and, according to planning forecasts, the population is expected to grow by 19.3 percent between 2015 and 2035. This means that by 2035, there will be 1.85 million people living in Munich. Furthermore, the City employs approximately 40,000 people, and over 3,900 of them work in municipal companies.

The municipal company known as it@M is the City's service provider for information and telecommunications technology and began to operate as an independent unit on 1 January 2012.

MORE INFORMATION

To find out more, please send a mail to **communications.germany@computacenter.com**