KANTON AARGAU

« Thanks to the intuitive, state-of-the-art web interface, we can create a service definition twice as fast as before. »
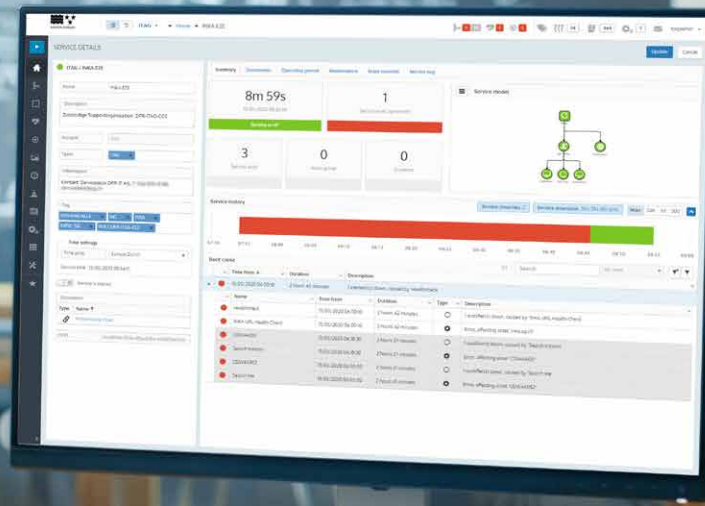

Stefan Kaufmann, System Specialist

Benefit

- ✔ Correlate data from the ecosystem to monitor a service

- ✔ Improved visualization creates transparency, increases acceptance and service availability

- ✔ High flexibility to address new requirements quickly

Thanks to the mobile app, the service status can be viewed "on the go" at any time

Ceeview
Flexible data correlation increases visibility and availability

The IT department of the Canton of Aargau (IT AG) uses Ceeview for centralized service monitoring. An intuitive user interface simplifies daily operations. The organization benefits from a flexible method to correlate data into services to optimize status visibility and increase overall availability.

IT AG employs around 120 people. It oversees major IT projects and operates a modern IT infrastructure. «Ceeview is our 'stethoscope'. It enables us to see how healthy our application and service-landscape is, anytime everywhere», says Stefan Kaufmann, System Specialist.

Core concept Service Model
Monitoring data are correlated in Ceeview according to criteria defined in the Ceeview service models. «It doesn't matter whether the data is collected directly from within Ceeview or integrated from the various specialized tools in the organization», says Kaufmann. The escalation is based on the service-model too. In the event of an issue, the responsible team/person can quickly assess the consequences for the respective services and take the right immediate action. Ceeview also alerts when incoming data is missing. This is particularly helpful when it comes to collect data from the ecosystems. «Because no news is not always good news», says Maurizio Mastropietro, Head of ITSM-CC.

Visualization improves transparency
The various Ceeview options for visualization enable IT AG to display adequate status information. «Ceeview presents service availability to responsible, and customer», says Stefan Kaufmann. Thanks to the mobile app, service status information is available everywhere anytime. Push notification can be subscribed to assure timely status change information. «This granular high-level information creates transparency, increases acceptance of the monitoring and leads to higher service availability», says Maurizio, with great satisfaction.

Minimal operational resources
The intuitive user interface in combination with a flexible service modeling simplifies daily work and increases the flexibility to address new requirements. «Today, we create and monitor a new service twice as fast as we did before with CA UIM», says Stefan. The Ceeview platform is extremely stable and needs minimal resources. «Installation, upgrades or applying patches to Ceeview is a matter of less than half a hour» concludes Maurizio.