metrics
Data Driven Decisions

Case Study

ADVISE FOR THE IT SERVICE CATALOGUE

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Plan, bill and manage IT services with a professional IT service catalogue

As an internal IT service provider, Lecos GmbH manages the digital infrastructure of the city of Leipzig and other municipal institutions. To make its services more transparent and manageable, the company has developed an IT service catalogue. This supports internal billing, strategic planning and staffing levels – and provides clarity for customers and stakeholders alike. Metrics supported Lecos GmbH on its journey to creating a professional service catalogue.

Lecos GmbH is an IT partner for small and large local authorities and municipal enterprises in the fields of culture, social affairs and infrastructure. Its strength lies in combining technological expertise with municipal know-how. Lecos supports its customers in designing modern administrative processes – from strategic IT and organisational consulting to operational data centre and IT services.

LECOS

Employees / Revenue (2023)
about 320 / over 50 Mio. Euro

- Benchmarking payroll prices and services
- Consulting on IT service catalogue:
  - Review existing service catalogue
  - Optimise service catalogue
  - Check market conformity of IT services

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As part of a transformation process, the company has begun to systematically structure and document its own IT services with the aim of creating transparency regarding services, responsibilities and costs in an IT service catalogue. Metrics supported the company in two consulting projects to develop the structure and design of this catalogue.

The IT service catalogue forms the basis for internal cost allocation, strategic management and communication with various target groups. A distinction was made between standard services and optional services, each addressed to different personas such as department heads, school authorities and daycare centres or other external stakeholders.

IT service quality is a question of structure

The central element of the consulting projects was the structuring of the catalogue into service groups, service names and service descriptions. Metrics reflected market standards and, together with Lecos, developed a model that takes into account both the requirements of public administration and the expectations of external customers.

The project shows that a well-structured service catalogue is more than just an internal selection list for IT services – it is a strategic tool for the further development of the IT organisation, its management and communication with customers and stakeholders.

“Working with Metrics helped us to structure our ideas for the IT service catalogue and align them with market standards. This enabled us to make more sound decisions about which services to offer and how to charge for them.“

Norman Bettermann, Chief Strategy Officer (CSO) Lecos

The benefits of professional IT service catalogues

A professionally structured IT service catalogue offers much more than just an overview of technical services – it is a central control instrument for modern IT organisations. By clearly assigning tasks, responsibilities and service content, it creates transparency about the ‘what’, “who” and ‘how’ of IT services. Departments receive a comprehensible order overview that enables them to select and commission specific services as needed.

At the same time, the service catalogue facilitates internal IT coordination: teams know which services they are responsible for and can organise their work according to defined service modules. Standardising services also makes it easier to compare with other organisations – for example, using benchmarks for costs, quality or staffing requirements. Especially in public IT units that serve diverse target groups and are undergoing transformation, a service catalogue creates the basis for service-oriented, transparent and future-proof IT management.

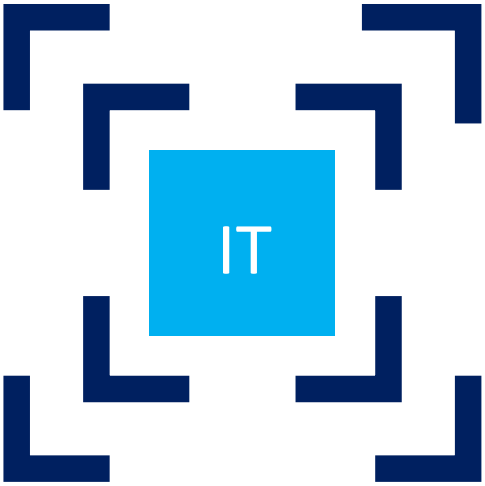
Metrics Service Library: De facto market standard

The Metrics Service Library (MSL) is part of our data lake of real service descriptions from the market. It provides an overview of the standard market design of IT services from a best practice perspective. This allows us to check whether IT services are in line with current market levels in terms of content, SLAs and prices – whether for billing, management or communication with customers and stakeholders.

Note: Determining staff size with an IT service catalogue benchmark

A structured IT service catalogue can serve as a basis for determining staffing levels in public administration – faster and more practical than traditional methods. According to the Federal Administrative Office's organisational manual (Chapter 2.4.3 ‘Guidelines for determining personnel requirements’), assessment is typically based on tasks, case numbers and processing times.

Metrics can systematically compare tasks in the area of IT services with standard market staff size benchmarks. This makes it possible, for example, to determine how many full-time equivalents (FTEs) are typical for first-level support for a given number of users. In contrast to manual measurement using a stopwatch and case counting, the benchmark approach offers a faster, more objective and transparent basis – especially for service-oriented organisations that are restructuring internally and offering their services to different target groups.



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Germany

Metrics Germany GmbH
Innere Wiener Straße 5 c
D-81669 München
germany@metrics.biz

UK, Benelux and Nordics

Metrics Maturity UK Ltd.
New London House
6 London Street
London EC3R 7LP
uk@metrics.biz

Austria and CEE

Metrics Austria GmbH
Walfischgasse 8/15
A-1010 Wien
austria@metrics.biz

Switzerland, France and Southern Europe

Metrics Switzerland AG
Poststrasse 23
CH-9000 St. Gallen
switzerland@metrics.biz