LFV Data builds Command Center for proactive service control

“We are seeing significant improvements in IT service quality and reduced incident resolution lead times. HP OpenView Service Desk enables us to consistently work as one unit across multiple sites.”

Suzanne Wellerbrink Rydén, Director of IT Operations, Management and Development, LFV Data, Sweden
Luftfartsverket (LFV), Sweden’s civil aviation administration authority, runs and operates 14 airports across Sweden. The number of flight passengers arriving at or departing from airports in Sweden is picking up steadily – and so is the amount of gate and flight information. More passengers means more air traffic, more baggage, more demand for parking facilities – and ultimately more data.

Backstage, LFV Data provides comprehensive IT services to the divisions of its parent company, including IT infrastructure provisioning and comprehensive IT Service Management based on proven ITIL processes. Leveraging the HP OpenView solutions suite, LFV Data has established a Command Center that provides comprehensive “radar” views of the entire IT infrastructure via large flat-panel screens.

**Full service provider**

LFV Data – also known as LFV IT Business Solutions – architects, designs and provides the IT infrastructure on which Luftfartsverket relies. The services portfolio of LFV Data ranges from DB server deployment and management to system administration and system design to VLAN and network implementation. Its core competency is the processing of gate and flight information. LFV’s business software of choice is IFS, a Swedish application package customized by LFV data for the specific needs of Sweden’s airports.

**Facing the challenges of the post-9/11 era**

“The impact of 9/11 and then the SARS scare brought our passenger volume down quite significantly. Consequently, our IT headcount was reduced and we had to do ‘more with less’ – in other words: we were expected to provide the same IT service quality for less money,” recalls Suzanne Wellerbrink Rydén, Director of IT Operations, Management and Development, LFV Data.

“In January 2003, we took on the task of merging multiple IT organizations within Luftfartsverket. Most of these were distributed across three sites in Stockholm, Gothenburg and Norrköping. This involves a major consolidation project designed to achieve greater cost effectiveness. For instance, we are launching a project to reduce the disparate parking systems used by our 14 airports to two and ultimately to just one. In stage 1 of this project, we will reduce 400 systems to 200. We are also streamlining the software side of our IT environment, eliminating a number of sub-optimal components and optimizing the process flow across the entire organization.”
Best practices based on ITIL

“To gear up for Service Level Agreements, we are bringing our processes in line with the ITIL methodology. Establishing best practices based on ITIL involves people, processes and technologies. To be accepted and ‘lived’ by the people involved, ITIL requires a certain amount of training. Ten of our IT staff have attended external training courses. All 84 IT staff at LFV Data have undergone some basic training in ITIL. Today, ITIL is our common language,” explains Suzanne Wellerbrink Rydén.

“When it came to choosing the right software for our ITIL implementation, HP OpenView Service Desk had an edge over other solutions because we were already familiar with HP Open Network Node Manager and Operations. Also, we went to see Service Desk implementations at reference sites.”

Command Center – it’s about sharing information

Located at Stockholm-Arlanda, at Sweden’s biggest airport, the Command Center established by LFV Data features a number of large flat panel screens that display the “big picture” of IT Service Management across all of Sweden’s airports. In addition to standard monitoring and event tracking tasks, the Command Center supports the effective sharing of information – literally at a glance. The Command Center has been very well received.

“Sharing information and ensuring transparency across IT management disciplines is what the ITIL concept is all about. And that’s exactly what our Command Center is designed for. Since our Command Center went live, we have seen significant improvements in service quality and reduced incident resolution lead times. Proactive control has enabled us to reduce the price of our basic IT service level by 8 percent,” notes Suzanne Wellerbrink Rydén.

Customer at a glance:

LFV Data – LFV IT Business Solutions

LFV Data is the IT organization of Sweden’s civil aviation authority. With main sites in Stockholm, Gothenburg and Norrköping, LFV Data employs more than 80 IT staff and caters to the needs of 3800 users distributed across 19 airports.

Lufthavsvägen, the parent company of LFV Data, serves 28 million passengers per year. Annual revenues amount to 5.4 billion Swedish crowns.

http://www.lfv.se
**Challenge**

- Doing more with less – combining cost reductions with higher service levels
- Disparate IT solutions distributed across multiple sites
- Shifting from technology management to customer and process centric IT Service Management

**Solution**

- Consolidation of hardware and software across the entire IT infrastructure
- Coherent IT Service Management based on the ITIL methodology
- HP OpenView Service Desk for ITIL based service and process management

**Results**

- Improved service levels through holistic views of the entire service chain
- Proactive control and transparency across all processes
- Improved customer satisfaction due to enhanced service levels and cost reductions

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