Fsas Technologies
a Fujitsu company



Bavarian State Tax Office

# Transparency and efficiency in cross-agency IT operations

**The Bavarian State Tax Office (BayLfSt) operates numerous business-critical services and applications for a wide range of public authorities, including the IT Service Center of the Bavarian Judiciary (JusIT). To strengthen this collaboration over the long term and meet growing requirements for transparency, efficiency and traceability, BayLfSt and Fsas Technologies jointly launched a project to improve IT service management.**

## Challenge

Day-to-day IT operations between BayLfSt and JusIT had traditionally involved a high degree of manual work. Requests, incidents and changes were primarily coordinated by email or phone and then managed manually using Word documents.

This approach resulted in fragmented workflows, limited visibility into the status of requests and a high level of manual coordination. Both organizations also used their own established ITSM solutions and processes, making it difficult to establish a standardized approach quickly.

## Solution

Fsas Technologies conducted an extensive analysis to harmonize and streamline the shared incident and change processes. To support the harmonized processes, the project team implemented a technical interface between the existing ITSM solutions used by BayLfSt and JusIT, enabling seamless collaboration across both organizations.

In addition, the existing ITSM user interface was modernized, while extensive automation streamlined Change Enablement workflows.

## Results

- **More reliable change implementation with less disruption to operations**
- **Greater transparency through real-time visibility into request status**
- **Clearly defined processes and responsibilities with clearly defined handover points**
- **Increased user satisfaction through a modern look and feel**
- **A scalable solution that provides a foundation for extending the model to other public-sector clients**

***"By optimizing our IT services, we have taken our collaboration with the judiciary to the next level and significantly improved transparency, efficiency and operational stability."***

**Tobias Kratz, Head of ITSM Operations Unit, Bavarian State Tax Office**

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Industry
**Public sector**

Country
**Germany**

Website: lfst.bayern.de

Employees:

**20,000**

## The customer:

The Bavarian State Tax Office is the central technical and service authority of the Bavarian tax administration. It coordinates the work of the tax offices, develops IT solutions, ensures the consistent application of tax law and supports citizens, businesses and public authorities with tax-related matters. Its aim is to provide an efficient, fair and modern tax administration in the Free State of Bavaria.



**Transparency**
...through real-time visibility into request status



**Efficiency**
...through clear responsibilities and technical automation



**Scalability**
...for use with other public-sector clients

## ITSM as the basis for effective collaboration

Effective cross-agency IT operations require clearly defined processes, transparent communication and a consistent flow of information. The project therefore focused not on introducing new tools, but on optimizing the existing ITSM environment and the way the organizations' systems interact.

### Implementing an interface between the public authorities

Previously, collaboration involved a high degree of manual work. Change requests were entered into a Word template and emailed to the other organization. Follow-up questions were handled by phone or email, which meant that not everyone involved always had access to the same information and processing times increased. In Incident Management, IT staff sometimes worked directly in the other authority's ITSM system. This created additional coordination work, increased licensing costs and caused frustration among users who had to work across separate systems.

After conducting an extensive analysis of both authorities' change and incident processes, the project team defined a shared process with clear responsibilities and handover points. Close collaboration with process owners and users was central to creating a practical solution aligned with day-to-day requirements. This shared process provided the basis for implementing an interface between the two ticketing systems that coordinates ticket handling across both systems. Incidents and changes can therefore remain organizationally separate while still being managed through a seamless shared process.

## A scalable solution delivering long-term value

The digital transformation of German public authorities requires practical collaboration solutions that prevent siloed working and fragmented data while enabling shared services to run efficiently.
In Change Enablement in particular, the project provides the functional and technical basis for extending the solution to other public authorities. This enables effective collaboration between BayLfSt and its clients that extends beyond the existing Incident Management process. As a service provider, BayLfSt is therefore well positioned to deliver reliable, high-quality services and applications over the long term, with greater transparency, efficiency and operational stability.

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