



## CASE STUDY

# Hessen school administration gains effective IT services through innovation and teamwork

High quality software and agility provided  
for Teacher and Student Database (LUSD)



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### Situation

Schools in the German state of Hessen have been relieved of day-to-day administrative burdens thanks to the LUSD database application tool. But stakeholders were keen to facilitate greater levels of agility and flexibility in its future development. Together with Avanade, Department Z.6 of the Hessen Ministry of Education (HKM) established modern, fast and straightforward processes based on Microsoft Team Foundation Server (TFS). Objectives included faster implementation times, greater user satisfaction and a shift in attitude toward agility and cooperation.

### Business Goals

#### Increased agility and flexibility

Agility, flexibility and shorter feedback cycles were identified as a basis for high performance. At the same time, Department Z.6 felt it was important to ensure the stability of the application system and its continued development were not adversely affected, since the LUSD's availability is of critical importance for around 2,200 schools and over 6,000 users.

Avanade was tasked with bringing together the development and testing infrastructure required and all parties involved at the new project location in Marburg. In parallel, a new organizational structure was introduced and new roles were defined within Department Z.6. From the start, Avanade identified SCRUM as a process framework and TFS as the ideal option for supporting the agile process. The desired shift had to be achieved on the process side, guided by Avanade's expertise and mentorship. This meant abandoning the former method of major go-lives for improvements and modifications and the associated testing, stabilization and approval procedures which occurred only twice a year, and replacing them with multiple shorter and smaller cycles. The "sprints" involved in this approach entail a continuous process of testing and development.

### Results

#### Faster, flexible and stable innovation

Users now benefit from the faster implementation of improvements. Hessen now has the agile yet stable solution it wanted, based on powerful process/application lifecycle management and supported by professional tools.

#### Added value at-a-glance

- More transparency with a holistic process and application lifecycle management based on a central tool. This means maximum transparency for staff involved.
- Shorter release cycles are now possible. Optimal support from TFS and SCRUM for planning, development, testing and distribution provide a foundation for faster implementation of improvements and change requests, leading to increased user satisfaction.
- Higher quality due to defined processes, integration of quality control from the word go and tried-and-tested tools.

*Avanade really impressed us on all levels and in all respects. It wasn't just that a few things worked; we developed a close relationship based on trust. We see ourselves as a team, and is how we operate.*

Dieter Schwarz, IT application system owner, Department Z.6



#### About Avanade

Avanade is the leading provider of innovative digital and cloud-enabling services, business solutions and design-led experiences, delivered through the power of people and the Microsoft ecosystem. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation and has 30,000 professionals in 24 countries. Visit us at [www.avanade.com](http://www.avanade.com)

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