

CASE



FREDERIKSHAVN MUNICIPALITY:

FROM DATA CHALLENGES TO OPERATIONAL EXCELLENCE WITH BIITOPS



FREDERIKSHAVN KOMMUNE



Frederikshavn Municipality has implemented BiitOps as the central data engine for their Asset Management Data Warehouse, leading to tangible improvements in daily IT operations and support. With increasing demands for documentation and compliance - particularly through the NIS2 directive—the municipality has established a solid foundation for both operational efficiency and executive control.

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THE CHALLENGE

FRAGMENTED DATA AND MANUAL PROCESSES

Before implementing BiitOps, the municipality's IT department faced significant challenges with asset management and data quality. Michael Lund Michaelsen, IT Consultant in IT Operations, Center for IT and Digitalization, describes the situation:

“We had virtually no overview of our mobile devices. We had to manually extract data from many different systems and compile it in Excel, and we ended up with ‘something like this’ data - meaning not very precise or reliable.”

This made it difficult to deliver the level of quality and service expected by both users and management. It also became clear that future compliance requirements would demand a more structured approach to asset management.



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THE SOLUTION

BIITOPS AS THE DATA ENGINE

Frederikshavn Municipality chose to implement BiitOps as the central data engine for their Asset Management Data Warehouse. A key strength of the implementation is BiitOps' ability to collect data as close to the source as possible. While BiitOps collectors are deployed directly on most devices, information about mobile devices is gathered from Microsoft Intune.

Frank Tanderup, IT Consultant in IT Operations, Center for IT and Digitalization, explains the value of this approach:

“Microsoft Intune is a fantastic tool for managing deployments, but it has certain limitations when it comes to serving as a data source for structured reporting. BiitOps' strength lies in how the system collects, cleans, and timestamps this Intune data, ensuring the necessary precision before it is integrated into our Asset Management Data Warehouse.”

Michael Lund Michaelsen highlights the fundamental shift:

“Now we have one source of truth—a unified asset database that other systems pull from. It has completely changed our foundation for work.”



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OPERATIONAL VALUE

FROM CRADLE TO GRAVE

A central part of the municipality's approach is their "from cradle to grave" asset management process. Frank Tanderup elaborates:

"The data we now have access to has made it possible to work toward a cradle-to-grave approach, where we capture an asset when it 'is born' in our network and automatically register it in the system. From there, we maintain it continuously throughout its lifecycle and automatically archive it when it is no longer in use. Automating this process has made it manageable with the resources we have."

For the IT operations team, the implementation has delivered tangible daily improvements.

"We haven't achieved everything we want yet - you never really do - but we now have a clear view of where the remaining gaps are, and we're closing them step by step," explains Frank Tanderup. "A good example is our Windows 11 rollout, where everyone in the department can monitor the current progress at any time."

The IT operations team uses Desired State dashboards to ensure consistent management of the server platform. Michael Lund Michaelsen adds:

"This approach has helped us reduce configuration drift and improve our service delivery. We now have the ability to continuously validate operational compliance across our environment."

STRATEGIC VALUE

NIS2 COMPLIANCE AND EXECUTIVE CONTROL

With the implementation of the NIS2 directive, the requirements for documentation and control have increased significantly. Flemming Skjøth, Head of Department at the Center for IT and Digitalization, explains the strategic importance:

“NIS2 sets clear expectations: it’s not enough to say we’re in control of our assets — we have to be able to demonstrate it. BiitOps supports us in meeting these requirements by providing the verified documentation and data we need.”

He continues:

“NIS2 also requires that, at the management level, we can independently verify that patching is properly handled. It’s no longer sufficient for IT operations to provide assurances — I need to be able to confirm it directly. BiitOps’ Windows Missing Updates dashboards enable that oversight.”

Flemming Skjøth also praises the team’s work on the implementation: “I’m very satisfied with the systematic approach my team has taken in collaborating with BiitOps throughout the project. Their structured way of defining data needs and working with data quality has been essential to the success.”

He adds:

“From an operational perspective, it gives us peace of mind that we now have objective data that management can rely on for compliance reporting. We no longer spend time compiling data for management reports — it’s fully automated.”



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LOOKING AHEAD

ASSET LIFECYCLE MANAGEMENT

BiitOps' reliable data collection enables comprehensive asset lifecycle tracking within the municipality's Asset Management Data Warehouse.

"We now have accurate data on when devices were purchased, deployed, and retired," explains Frank Tanderup.

Michael Lund Michaelsen describes the practical benefits: "The system maintains detailed configuration information and automatically tracks device compliance. This extensive data collection gives us a clear overview of our IT infrastructure, seamlessly integrated with our ITSM system through the Asset Management Data Warehouse. This means we have up-to-date and verified data readily available when supporting users."

CONTINUOUS IMPROVEMENT

Frank Tanderup is optimistic about the future:

"We now have the foundation to continue improving our processes. It's about continuously identifying areas where we can get even better - and we have the tool to act on it."

Michael Lund Michaelsen adds:

"With the single source of truth we now have, we can work much more efficiently. We no longer waste time searching for data or questioning its accuracy - we can focus on getting things done."

Frederikshavn Municipality's experience illustrates how BiitOps can serve as an effective data engine for an Asset Management Data Warehouse in a municipal context. The implementation delivers precise, actionable information that enhances operational efficiency, compliance reporting, and daily IT operations. The result is a more transparent and efficient IT operation that serves the municipality's needs.

