

The German Federal Office for  
Migration and Refugees  
Nuremberg, Germany  
www.bamf.de

### Industry:

Public Sector

### Employees:

2,200

### Oracle Products & Services:

Oracle Database  
Oracle Application Server  
Oracle Text

### Implementor:

Oracle Consulting

**“With our new ticket system, we can now process error messages and service queries much faster. The Oracle system also provides an overview of our department’s current tasks, so that I can assign the helpdesk staff—six hotline staff and seven PC technicians—as required.”**

– Thomas Süss-Rusniack,  
Departmental Manager,  
Department 233 (IT Service), The  
German Federal Office for  
Migration and Refugees

## The German Federal Office for Migration and Refugees Introduces IT-supported User Helpdesk System

The German Federal Office for Migration and Refugees (BAMF) is the center of expertise for asylum, migration, and integration in Germany. In addition to carrying out asylum procedures, it also performs tasks aimed at promoting integration, research into migration, protection of refugees, and the encouragement of voluntary return migration.

### Challenges

- Accelerate processing of IT error messages and service queries by the BAMF IT Service department’s helpdesk
- Implement a solution or knowledge database and IT-system for more efficient job processing

### Solution

- Worked with Oracle Consulting to implement an “IT Service” hotline ticket system and an “IT Knowledge Base” solution database to more effectively manage priorities and accelerate helpdesk service
- Linked to the inventory system at the Office for Statistics to provide clear assignment of existing hardware and software to 2,200 employees
- Provided an overview at any time of all tasks currently in progress (error messages and service queries), with an average of up to 300 new tickets per week
- Displayed all previously completed tasks and provided access to a comprehensive knowledge database, allowing BAMF to further accelerate future helpdesk requests and streamline workflow processes
- Allowed users to conduct full text searches of all items (articles, solutions, hints and tips etc.) and appended documents, via workflow-supported processing
- Allowed the company to allocate resources to meet requirements, set priorities and rank tickets accordingly
- Provided the ability to generate reports on processing times, existing tasks, causes of errors, and requirements