



German Federal Employment Agency

Business Intelligence

The German Federal Employment Agency, the "Bundesagentur für Arbeit" (BA), is the country's largest service provider in the labor market. More than 99,000 employees serve roughly 5.5 million customers. In addition to providing advice, placement services, training and unemployment benefits, the BA monitors the labor market and prepares related reports and statistics. As a long-term partner of the BA, Siemens is supporting the successful implementation and introduction of an company-wide Business Intelligence system that will give the BA a completely transparent view of the German labor market and provide information about the impact and effectiveness of the labor policy measures being taken.

The project

The BA decided to implement a Business Intelligence (BI) system in response to rising demands on the quality and scope of labor market statistics and in order to be able to

produce such statistics with more flexibility. The BA wanted to be able to respond faster and more flexibly to new requirements, have instant access to all the necessary data and prepare custom reports ad-hoc. The BA's reform process and its enhanced controlling processes, which aim to increase its impact on the labor market while becoming more efficient, made the availability of informative statistics and performance indicators essential. The processed information is now available to management in an easily accessible and structured format as part of a management information system. Standardized processes and a shared technical platform for statistical, controlling and research reports provide efficient access to information and analyses.

Siemens has supported the BA for the entire duration of the project since 2001 and continues to provide support for the BI system's maintenance and strategic advancement.



Klaus Vitt, CIO of the Bundesagentur für Arbeit

"Business Intelligence is a basic prerequisite for managing operations-related tasks."

The challenge

- Consolidate data from more than 80 internal and external sources
- Make 20 terabytes of data available for direct access
- Set up extensive customer biographies as the basis for measuring the efficiency and cost-effectiveness of labor policy measures
- Compile and provide, each month, several hundred key performance indicators that reflect the situation on the labor market
- Provide access to thousands of reports and analysis for more than 14,000 users

Benefits for the BA

- Management Information System (MIS) enabling effective and efficient management at all levels
- Multi-stage target agreement process to implement business policy objectives
- Efficient resource usage
- Measurement of effectiveness and sustainability of labor policy measures
- Standardized reports and analyses
- Secure provision of reports via the Internet, also for external access

Benefits for BA employees

- Information base for management tasks and decisions
- Extensive database for detailed analyses and reports for targeted information provision
- Easy, web-based access to a broad range of data for strategic planning purposes
- Standardized and clear user interface via portal or cockpit
- Flexible report creation

The solution

The BI system provides a decision-supporting database for the statistics and controlling departments and for the Institute for Employment Research (IAB). It also generates the legally required labor market statistics based on regional, occupations, demographic and economic aspects. The management information system provides strategic and operational management information in the form of standardized reports, analyses and cock-

pits. In addition, the system generates indicators for assessing the performance of the employment offices and "ARGEN" (joint organizations with municipal administration). The performance indicators are presented in a cockpit that provides online access and analytical features. Employees in local authorities can access this cockpit via secure Internet connection. A budgeting and planning solution supports the annual budgeting process between local employment offices, regional directorates and headquarters. Via an operational data store, the system generates reports on operating process control improvements, for the in-house auditors and for data quality management.

Our services

- Development of a BI strategy and corresponding implementation activities
- Designing the application and system architecture
- Design and implementation of the data warehouse, data marts and ETL processes
- Implementation and customization of the front-end tools and the portal system
- Design and implementation of reports and analyses
- Design and implementation of cockpit applications such as MIS
- Consulting for the tool-assisted planning process
- Providing support for the introduction of standardized development processes, a test layout and configuration and release management
- Providing support for the introduction of a requirements management process
- User training
- Providing support during the operational transfer

Technical basis

- Data warehouse and data marts are based on Informix XPS, Oracle and SQL Server/Analysis Services
- Reporting and analysis: MicroStrategy for power users and Business Objects for information users
- TN Planning for the planning application

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Order No.
U29660-J-Z401-1-7600
03/09 | Printed in Germany

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