CASE STUDY

EDUCATION INDUSTRY

Enhancing ISMS with an Integrated Risk Recording App and Jira Connection with Power BI and Dataverse

Industry: Private Education
Employees: > 4,000

Client Overview:
The client is a leading private university in Germany, offering over 200 flexible and accredited degree programs. Catering to diverse learning needs with options for online, on-campus, dual, and hybrid studies, with the client's emphasis on practical experience, digital learning tools, and personalized support. The institution partners with more than 15,000 companies for dual study programs, ensuring students gain real-world skills. Renowned for its high-quality education, client has received multiple accolades for its innovative and student-centric approach.

Challenge:
IU faced significant challenges with their Information Security Management System (ISMS) by the absence of an effective risk recording system hindering their ability to manage and mitigate security risks effectively.

Solution:
To address these challenges, the Power Doc 365 solution was implemented. This involved developing a dedicated Power App for risk recording, integrating it with Jira Service Management via a REST API, migrating data from SharePoint MVP to Dataverse, and incorporating Power BI for detailed reporting.

Key Components of the Solution:

- Development of a Power App for Risk Recording: Created a specialized app to capture and manage risks effectively.
- Jira Integration via REST API: Enabled seamless integration of risk recording with the existing Jira Service Management system.
- Migration to Dataverse: Transitioned from SharePoint MVP to Dataverse for improved data management and security.
- Power BI Reporting: Developed comprehensive Power BI reports for in-depth data analysis and risk monitoring.

Advantages of the App:

- Standardized Risk Recording: Streamlined the process of capturing and managing physical and virtual security risks.
- Simpler Administration: Simplified the management of ISMS, reducing administrative overhead.
- Improved Efficiency: Enhanced security processes, making them more efficient and effective.

Implementation Details:
Client approached Power Doc 365 with the demand for a State of the Art risk recording system for its ISMS. An initial consultation identified the company's existing deficits and requirements, leading to a detailed requirements workshop to define the solution's scope.
Power Doc 365 developed a prototype for a Power App designed specifically for risk recording. Following the prototype's approval, the project moved into the implementation phase, which included:

- Integrating Jira Service Management: Using a REST API, the app was connected to Jira, allowing for the seamless recording and tracking of risks within the existing ticketing system.
- Data Migration to Dataverse: Ensuring optimized and secure data management by transitioning from SharePoint MVP to Dataverse allowing more performant data operations.
- Power BI Reporting: Integrating Power BI to create detailed data analyses and reports, providing valuable insights into risk management.

The development process included extensive testing to ensure functionality and integration with Jira. Upon successful testing, the solution was rolled out and went live, offering automated risk recording and simplified risk management for the client.

Results:
The new solution provided the client with a robust and sophisticated risk recording system, significantly simplifying the management of ISMS risks. This integration enhanced the university's security processes, making them more efficient and effective.
The development and deployment of the risk recording app for IU demonstrate the transformative impact of tailored digital solutions in higher education. By leveraging Microsoft Power Platform and integrating with Jira, the client effectively addressed its risk management challenges, enhancing security and operational efficiency.