Hebei Provincial Department of Commerce

JP1/SD builds the infrastructure management for Hebei Provincial Department of Commerce's electronic government affair platform.

In whole province, the high efficiency platform which belongs to 11 cities, more than 35 provincial development area and 173 counties is coordinated unifiedly by management center which is running JP1.

Customer Background

Hebei Provincial Department of Commerce, which was built in August, 2003, was ever a government department which begin information building earliest and most. Now Hebei Provincial Department of Commerce cooperate with business department of its subordinate government department to build a high efficiency platform which covers 11 cities, more than 35 provincial development area and 173 counties in the province, including not only all the business resource in HEBEI Province but also automation process of document delivery, file approving, service acceptance. This platform is a typical case which shows the government's transformation from manage-oriented to service-oriented.

Information building spares no effort to improve the function and the profile of governments.

Hebei Provincial Department of Commerce as a pioneer in information building of province, strives to change the function and the profile of governments and improve office efficiency and spares no effort to build information infrastructure.
In 1996, original provincial opened office(one of merge part of Business Office) begin to carry out the strategy "Two warehouse and two webs"(Two warehouse: building project warehouse for inviting business and attracting capital, and investment customer resource warehouse. Two webs: building intranet for internal office and internet for public service.) Under the leaderships of JING Cheng who is in charge of carrying out the information building plan, the information building of Business Office is being implemented outstandingly.
"In 1997, whole office has an intranet having only 10 computers, and there are few applications. Now Business office has more than 200 computers, where one person has more than 2 computers averagely and each one is advanced, so it is one of the best for information building among province government offices. Meanwhile, Hebei Provincial Department of Commerce cooperate with business department of its subordinate government department to build a high efficiency platform which covers 11 cities, more than 35 provincial development area and 173 counties in the province, including not only all the business resource in HEBEI Province but also automation process of document delivery, file approving, service record." JING says. "The function scope of Business office covers those which belongs to more 10 offices several yeas ago and only 1/5 people is available, but the quantity of work increase for several times with the demand of services. We are required to improving work efficiency and perfect our service in order to bridge the gap between public and governments and raise the governments' profile. Now, all kinds of services like hot line, web information, inspection have been open, and information's collections and analysis are implemented automatically.

We have achieved the goal that small governments service big publics and the transformation from manage-oriented government to service-oriented one. All these profit from the good implementation of electronic governments strategy and a batch of excellent IT engineers.

High Efficiency Automation Management

With the continuous increase and extension of system scope and application, the quality of system running is required more reliability. It is no use to solve the problem by increasing human resource. JING Chen says, "Our information building should go through four phases. The first one is from nothing to having; the second one is from having to fully implementation, the third one is from fully implementation to interaction; the forth one is from interaction to electronic government affairs. Now we are in the interim phase from the third one the forth one. We should improve efficiency and level by using information technology. As a service-oriented government office, we have to face thousands of users and government office's human resource is reduced. It is impossible for us to manage all by human resource. So the emphases of next step is implement high automation of system and application management. HITACHI's JP1/SD is one of the software to carry out this strategy, which raising our automation level of system management and solve the problems of efficiency and cost."

Keep away from disturbance of virus

"Virus and system leak is a headachy problem for our administrator originally. Due to the users' limited ability, it is difficult for them to upgrade the anti-virus software and system patch themselves. And separated upgrading will consume too much network resources." The system administrator says, "Not being able to upgrade anti-virus software and system leak results in inter-infection among systems, which increases the work balance and difficulty of maintenances."
 "Now, we use JP1/SD software's dispense function to solve the unifiedly management and upgrading of system and virus patch. We define different group according to operation systems in client machine. For example, Windows 98 Group, Windows 2000 Group，Windows XP Group, etc. Then administrator defined unifiedly upgrading package of different version and specify the group and time for dispensing. The upgrade package will be sent to corresponding computers according to specified time and they can be executed to install upgrade automatically in the form of background process. All the process don't need human interaction and all the detail information of dispense and installation directly display on the administrator screen in the form of process bar. Originally, we have to upgrade machines one by one by using flash disk. Now we do all these quickly and simply."

Mr. Jing Cheng,
Information Systems Manager,
Hebei Provincial Department
of Commerce

"The user interface of JP1 is very user friendly, and it is easy to use. Even if we encounter problems, we can get very quick response from HITACHI by email and phone support."

JP1

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"Before, the assets analysis is registered by hand work. It is finished for 2 months. The cost of Human resource and time is very huge...Now we can do an assets analysis on demand. "

YU Ming says, "After deploying JP1, all the client machine can be upgraded synchronously and the risk of network instability and virus harm is reduced to least.

Easy maintenances of system

The information center of Business office is required to process request for maintaining more than 200 computers in whole office building. Averagely, it receives 20-30 pieces of fault consulting file every day, large parts of which need onsite work. Sometimes after deploying new system, administrator have to do onsite work for some time because of different abilities of users. All these increase administrator's working balance.

JP1/SD remote assistance let administrator solve problem by using network remotely instead of working onsite. Meanwhile, JP1/SD allow to deliver training information by multi-broadcast. Administrator can record his operation step and give the records to other persons as instructions.

Now 65% of on-site jobs in Business Office can be done by JP1/SD Remote Assistance, which reduces the time of solving problems and improves the working efficiency.
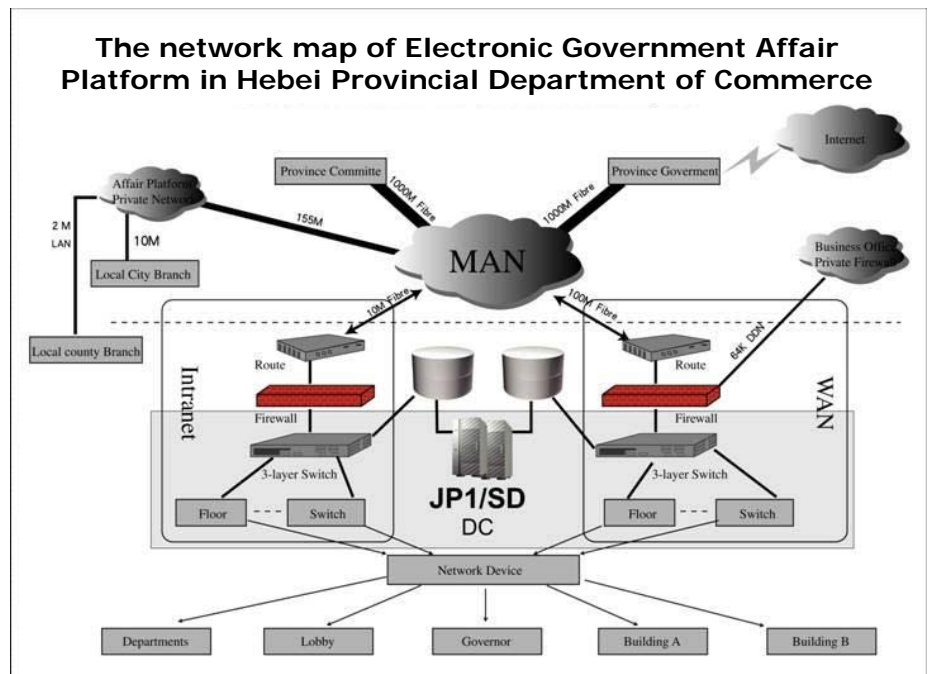
Clear assets analysis

The speed of upgrading Business Office System is very quick and computer facilities and software keep latest, which result that the assets analysis must be carried out every three month. Before, the assets analysis is registered by hand work. It is finished for 2 months. The cost of Human resource and time is very huge.

JP1/SD provides the function of clear assets analysis. It collects information of hardware, software, user in real-time. The update of configurations in client machine shows in a short-time and can produce the report of required items. Now we can do an assets analysis on demand. Because of the real-time-collection and warning function of JP1/SD, the installation of illegal can be checked out. All these keep the system clear and avoid copyright knottiness of installing illegal software.

Trust comes from quality and service

"We choose JP1 mainly because of the quality and HITACHI's service." JING Cheng summaries, "at that time there are other 3 national and international company. After we trying out and evaluating, we think JP1 has better performance of speed and reliability. Its function is not flowery and practically and efficiency of importing is top.

"At that time the JP1 engineer was in charge of server environment setup and we were responsible for client installation. During the installation of client, JP1 setup engineers provided us training in changing environments. All the processes about importing and training were finished within one week." YU Ming says, "The user interface of JP1 is very user friendly, and it is easy to use. Even if we encounter problems, we can get very quick response from HITACHI by email and phone support.

The network map of Electronic Government Affair Platform in Hebei Provincial Department of Commerce

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Contact Information