


# Redmine in the Public Sector

## Solutions for IT Departments

 Whitepaper, AlphaNodes GmbH, EN version

[alphanodes.com/](https://alphanodes.com/)

### Contents

1. Management Summary
2. Requirements of the IT Department in the Public Sector
3. Solution Stack: Redmine and AlphaNodes Plugins
4. Use Case 1: IT Helpdesk for Public-Sector Staff
5. Use Case 2: IT Knowledge Management and IT Onboarding
6. Use Case 3: IT Asset Management and Access Security
7. Compliance, Hosting and Next Steps



# 1. Management Summary

Public authorities and government administrations are under growing pressure: data protection requirements, compliance obligations and, at the same time, scarce IT resources. The internal IT department must provide reliable services for its own staff, using software that is legally compliant, audit-ready and dependably available over a period of several years.

Redmine is an established open-source platform for managing tickets, knowledge and resources. Combined with the commercial plugins from AlphaNodes, it covers the core tasks that an internal IT department in the public sector has to handle every day:

- **IT helpdesk** for public-sector staff, with structured ticket intake, automatic assignment and SLA tracking
- **Knowledge management** for the IT team, covering standard procedures, guides and the onboarding of new staff
- **IT asset management** for hardware, software licenses and access credentials, with direct linking to tickets

All components are available as an integrated system from a single source. Hosting can take place either in your own infrastructure (in-house / on-premise) or with AlphaNodes in Germany, with all data remaining in Germany or the EU. → Open source guarantees audit readiness and protects against vendor lock-in. AlphaNodes has operated and developed the plugin suite for several years and guarantees multi-year maintenance as well as continuous further development, which is particularly relevant for long-term planning reliability in public-sector procurement cycles.

## What this whitepaper provides

- Three concrete application scenarios from day-to-day IT work in public authorities
- An overview of the plugins used and their functions
- Key compliance facts on the GDPR, the EU AI Act and data sovereignty
- Notes on purchasing, implementation and hosting options

## **2. Requirements of the IT Department in the Public Sector**

IT managers in public authorities operate within a tight framework of legal requirements, security demands and limited resources. Today, software has to deliver more than mere functionality: it must be operated in a legally compliant way, be cleanly documented and remain sustainably plannable. The following four requirement areas shape the choice of tools for internal IT work.

### **Data protection and data sovereignty**

The GDPR sets clear requirements for the processing of personal data. Particularly relevant for public authorities: data on staff, internal processes and IT access must not be processed outside the EU. Software in use must therefore be able to be operated in Germany or at least within the EU, with a clear data-processing-agreement relationship, a record of processing activities and traceable deletion concepts.

### **Compliance and audit readiness**

In addition to the GDPR, further requirements apply: IT security requirements depending on the type of institution, the EU AI Act when artificial intelligence is used, as well as sector-specific security standards. Public authorities must be able to demonstrate at any time what their software does, which data it processes and who has access. Open-source solutions offer a structural advantage here, because the source code can be inspected and the behavior of the software can be documented in a traceable way.

### **Procurement law and multi-year availability**

Procurement in the public sector is designed for the long term. Software introduced today must still be available and maintained in five to ten years' time. Vendor-independent solutions reduce the risk of a forced switch should a provider leave the market or discontinue products. Open source also allows the service provider to be changed without altering the software in use itself. This is an important protection against vendor lock-in and an increasingly required criterion in public tenders.

### **Cost-effectiveness and practical suitability**

Limited IT budgets and staff resources call for solutions that cover several tasks rather than many individual tools. An integrated system noticeably reduces training and maintenance effort. At the same time, the software must be intuitive enough that administrative staff without prior IT knowledge can use it too, for example when reporting their own IT problems or searching for solutions in an internal wiki.

### 3. Solution Stack: Redmine and AlphaNodes Plugins

Redmine is a proven open-source platform for managing tickets, projects and wikis. The commercial plugins from AlphaNodes extend this foundation with functions required for professional use in an IT department. Reporting forms the basis for several other plugins and is therefore part of almost every configuration. The individual components can be obtained as single licenses, in themed bundles or in the **Enterprise+** bundle.

Plugin	Function	Benefit for the internal IT department
Reporting	Analyses, dashboards, SLA functions	Basis for metrics, ticket overviews and the monitoring of processing times
Automation	Rule-based workflows	Standardizes recurring processes, automatic assignments and escalations
ServiceDesk	Ticket intake by e-mail from external senders	Staff report IT problems in a structured way without needing their own Redmine access
Templates	Templates for tickets, projects, wiki pages and responses	Standardizes requests and solution paths, speeds up recurring processing
Wiki Guide	Advanced knowledge management with approval workflows	Structured documentation of standard IT procedures, four-eyes principle for security-relevant content
DB	Structured management of information outside of tickets	Inventory of hardware and software licenses, management of maintenance contracts, certificates and supplier relationships
Passwords	Central management of access credentials	Secure storage of administrative passwords with a traceable access history

#### Purchasing the Enterprise+ Bundle

The Enterprise+ bundle can be purchased independently of hosting. Public authorities that already operate Redmine themselves or have it managed by an existing service provider can purchase the plugin license separately. Alternatively, functions of this bundle are included in the managed hosting packages from AlphaNodes (see section 7).

The ServiceDesk plugin is available exclusively as part of the *Enterprise+* bundle, because it requires Reporting and Automation as a basis. For IT departments that want to fully implement the following three application scenarios, *Enterprise+* is therefore the obvious choice. Single licenses or themed bundles are suitable if only individual task areas are to be covered.

# 4. Use Case 1: IT Helpdesk for Public-Sector Staff

## Initial situation

In many public authorities, IT requests reach the responsible department through a wide variety of channels: e-mails to personal mailboxes, direct phone calls, brief messages in passing. Requests get lost, the status of individual requests is not traceable, and the IT team can properly evaluate neither its own workload nor recurring weak points. Administrative staff, in turn, do not know when they can expect their request to be handled.

## Solution with Redmine and AlphaNodes plugins

The **ServiceDesk plugin** forms the structured intake channel for IT requests. Staff send their requests to a central e-mail address (such as [helpdesk@public.com](mailto:helpdesk@public.com)), without needing to have their own Redmine access. The e-mails are automatically captured as tickets in the system.

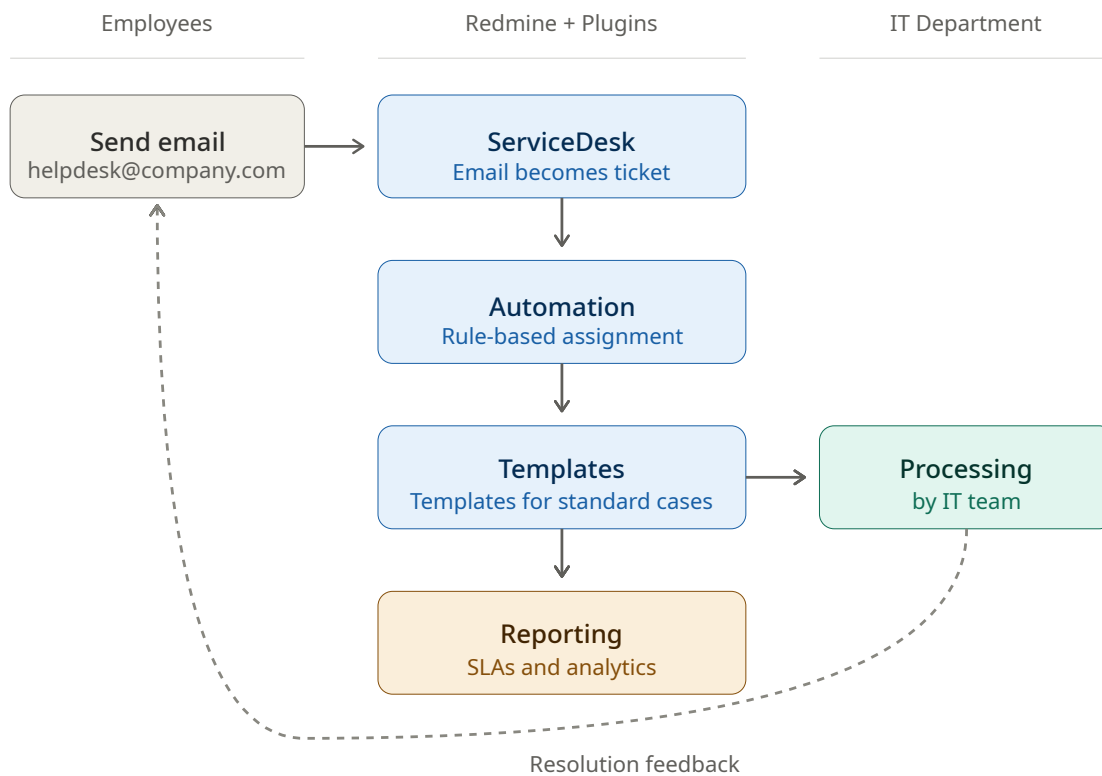


Fig. 1: Process of an IT request in Redmine with AlphaNodes plugins, from submission by e-mail through to the response to the requesting person.

**Templates** provide templates for the most common request types, for example printer problems, password resets or requests for new software. Staff receive follow-up questions in a standardized form, and the IT team uses predefined solution steps. This makes the

handling process more uniform, and new IT staff settle into the standard procedures more quickly.

The **Automation plugin** handles the assignment to the right people or teams. Tickets with certain keywords or from certain organizational units are automatically forwarded to specialists. Escalations when defined processing deadlines are exceeded happen without any manual intervention.

The **Reporting plugin** provides the necessary overview. SLA functions monitor response and processing times, dashboards show the IT team's current workload, and analyses make recurring problems visible that can be addressed through other measures such as training or hardware replacement.

### **Added value for the IT department**

- **No lost requests:** All requests are documented and traceable
- **Clear responsibilities:** Tickets automatically reach the right handler
- **Transparent processing times:** SLAs are defined and monitored
- **Reduced effort:** Standard templates shorten the handling of recurring requests
- **Management data:** Analyses show where structural problems exist

### **Plugins used**

Reporting, Automation, ServiceDesk, Templates

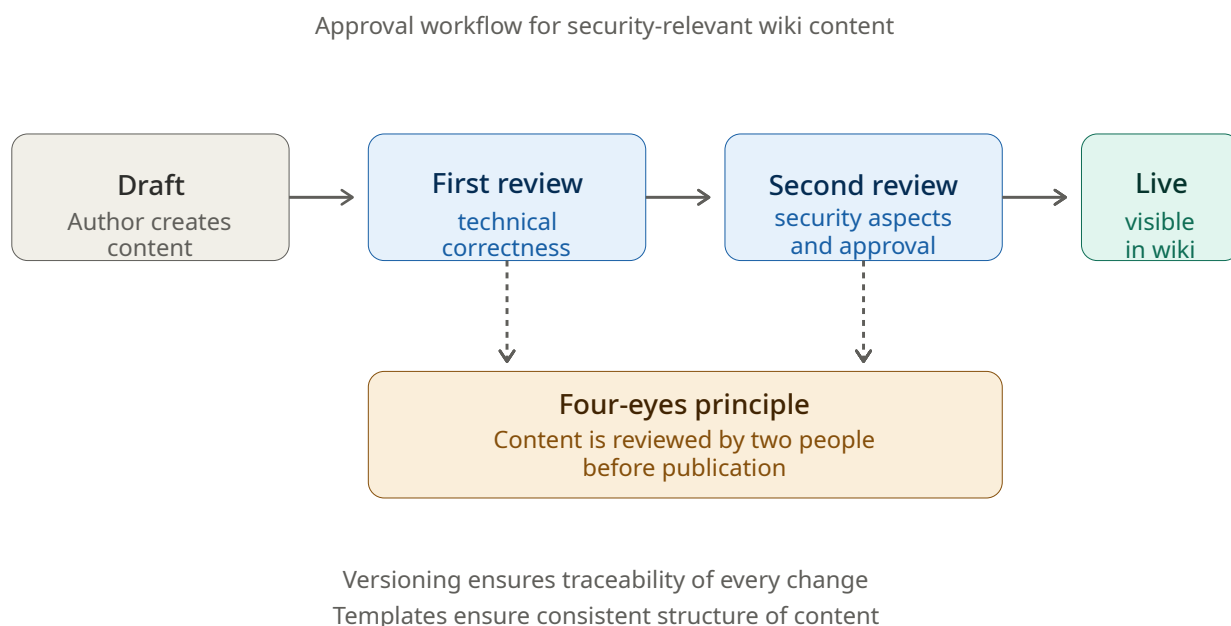
## 5. Use Case 2: IT Knowledge Management and IT Onboarding

### Initial situation

In many IT departments, essential operational knowledge resides in the heads of individual staff members. Standard operating procedures, emergency plans, configuration details and solution paths for recurring problems are not documented, or only patchily so. In the event of illness, vacation or staff turnover, this leads to bottlenecks. New IT staff take a long time to become productive, and security-relevant instructions exist without any review processes, which can pose particular risks in the public sector.

### Solution with Redmine and AlphaNodes plugins

The **Wiki Guide plugin** extends Redmine's own wiki functionality with structures that enable professional knowledge management. Content can be placed into an approval workflow before publication, in one or two stages. For security-relevant topics such as firewall configurations or access concepts, the four-eyes principle ensures that instructions do not circulate unchecked. Versioning and structured search turn the wiki into a reliable knowledge base.



*Fig. 2: Approval workflow for security-relevant wiki content. The four-eyes principle is implemented through two consecutive review steps.*

**Templates** supplement the wiki with templates for recurring content types. A new standard operating procedure thus always follows the same structure, for example purpose, prerequisites, steps, responsible parties and last review date. When new IT staff are taken on, an onboarding template serves as a checklist and ensures that nothing important is forgotten: access, training, documents and tools.

Typical content of an IT knowledge base structured in this way includes instructions for setting up new workstations, VPN access, printer installation, emergency plans for system outages, standard procedures for recurring tickets and internal guidelines for IT use. Via the **Reporting plugin** analyses can be created on which wiki pages are accessed particularly often or were last updated, which helps with the ongoing maintenance of the knowledge base.

### **Added value for the IT department**

- **Knowledge stays in the team:** Reliable documentation independent of individual people
- **Faster onboarding:** New IT staff find standard procedures immediately
- **Reviewed security documentation:** Four-eyes principle for sensitive instructions
- **Consistent quality:** Templates ensure a uniform structure of documents
- **Reusable:** Solution knowledge from the wiki feeds into the helpdesk's standard responses

### **Plugins used**

Wiki Guide, Templates, Reporting

## 6. Use Case 3: IT Asset Management and Access Security

### Initial situation

In many public-authority IT departments, important information is scattered: hardware inventories in Excel lists, maintenance contracts in mail folders, certificate expiry dates in the heads of individual administrators, access credentials in text files or personal password managers. When a ticket comes in, for example "the printer in the building authority isn't working", the search often begins: which model, which year of manufacture, which supplier, is there still a warranty? For security-relevant tasks such as firewall or server configurations, there is also a lack of controlled management of administrative access credentials.

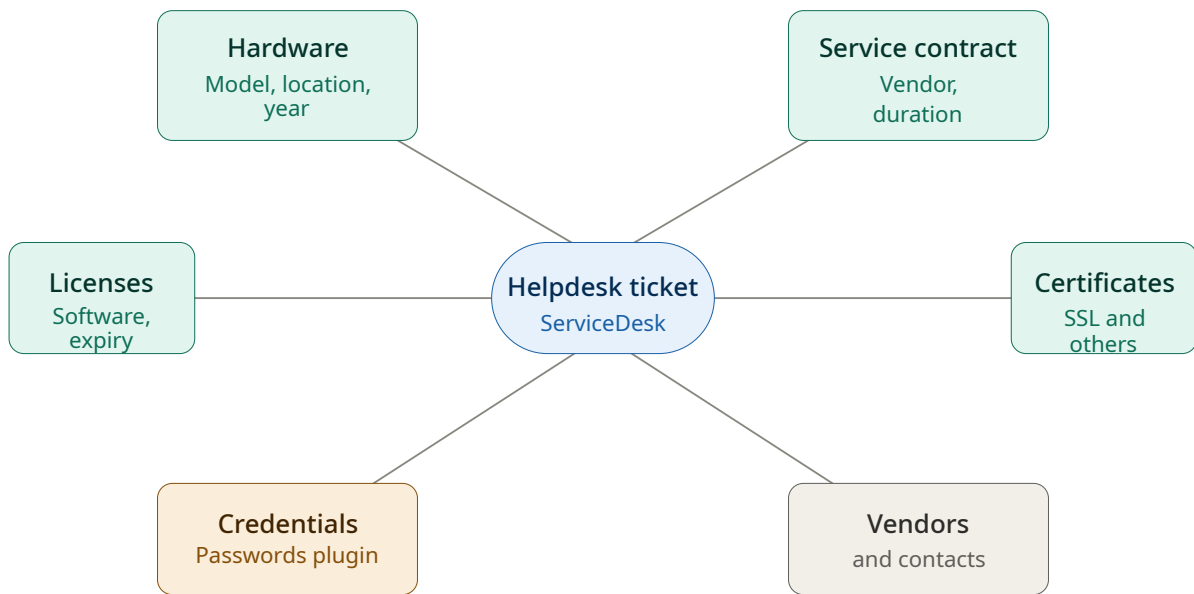
### Solution with Redmine and AlphaNodes plugins

The **DB plugin** provides structured storage for all information that does not belong in tickets but is continually needed in day-to-day IT work. This includes hardware inventories (workstations, printers, servers, network components), software licenses with quantity and term, maintenance and support contracts, SSL and other certificates as well as supplier and service-provider relationships. Through expiry reminders, the responsible parties are informed in good time before contracts, licenses or certificates come to an end.

A particular strength arises from the linking with the **ServiceDesk plugin**. Tickets can be linked directly to the affected asset from the DB. When handling a hardware ticket, the IT team immediately sees which device is involved, who is responsible for it and whether maintenance claims still exist. This shortens the processing time and, as a side benefit, provides a solid data basis for procurement planning.

The **Passwords plugin** complements this structure with secure central management of administrative access credentials. Who may access which passwords is governed via permissions, and every access is logged. This makes it possible to meet documentation obligations without access credentials remaining in uncontrolled notes or local tools. The **Reporting plugin** additionally provides analyses, for example on contracts about to expire, asset distribution per location or the frequency of tickets per device category.

What the IT team sees at a glance for each ticket



DB plugin links all non-ticket information to the current ticket  
Reporting analyzes which assets are most frequently affected

Fig. 3: Links around a helpdesk ticket. The DB plugin connects all relevant information with the current case.

## Added value for the IT department

- **Central overview:** Hardware, licenses, contracts, certificates and suppliers in one place
- **Early expiry warnings:** No certificates or maintenance contracts that expire unexpectedly
- **Faster processing:** Tickets are linked directly to the affected asset
- **Secure access management:** Permission control and logging for administrative passwords
- **Planning data:** A solid basis for procurement, maintenance renewals and inventory assessments

## Plugins used

DB, Passwords, ServiceDesk, Reporting

# 7. Compliance, Hosting and Next Steps

## Compliance and data protection

AlphaNodes is a German company based in Grünwald near Munich and is subject to the GDPR. The following compliance building blocks are available for use by public authorities:

- **Data processing agreement (DPA)** in accordance with the GDPR is provided as part of the hosting contract
- **Cloud hosting with AlphaNodes:** Servers are located in a data center in Bavaria certified to DIN ISO/IEC 27001, all data remains in Germany, no transfer to third countries
- **In-house hosting:** Data remains entirely on the public authority's infrastructure, AlphaNodes handles only operation and maintenance
- **Encrypted backups** several times a day (BorgBackup), automatic security updates at system level every four hours
- **24/7 monitoring** of critical components and rapid troubleshooting in the event of faults
- **Multi-factor authentication** available by default, single sign-on via SAML available as an add-on
- **Provider responsibilities** are documented in the terms and conditions and the privacy policy; usage-side compliance (GDPR, EU AI Act) lies with the deploying organization

## Hosting options

Two fundamental approaches are available, both allow the use of plugins of the Enterprise+ bundle or offer the option of adding further functions as a monthly add-on:

**Cloud hosting with AlphaNodes.** Redmine runs in the German cloud infrastructure, including updates, monitoring, backups and support. Available in three differently bundled packages. Data migration from an existing system is included.

**In-house hosting on your own server.** The public authority provides the server, AlphaNodes handles setup, maintenance, updates and support. Particularly suitable where there are strict data sovereignty requirements and in procurement structures in which hardware is provided by the authority anyway.

Which option is the right fit depends on the existing IT infrastructure, compliance requirements and scaling plans. A structured decision aid is available at

<https://alphanodes.com/redmine-hosting-decision-tool>.

**Purchasing without hosting.** Our plugins can be purchased as a single license or as part of a bundle. The **Enterprise+** bundle described here is also available as a pure annual support license if Redmine is operated in-house or via another service provider. In this case, only the license costs apply, with no further hosting fees. This is particularly relevant

for public authorities whose hosting is already covered by other means (their own IT, existing procurement structures).

## Further resources

- Product demo, all plugins free in a test environment: [alphanodes.com/redmine-demo](https://alphanodes.com/redmine-demo)
- Plugin overview in detail: [alphanodes.com/products](https://alphanodes.com/products)
- Downloads (Buyer's Guides, Cheat Sheets, onboarding checklists): <https://alphanodes.com/resources>

## Contact

AlphaNodes GmbH, Grünwald near Munich  
[alphanodes.com/contact](https://alphanodes.com/contact)

**Subject to change and errors excepted.** The information contained in this document comprises only general descriptions or performance features which, in a specific application, do not always apply as described or which may change as the products are further developed. The desired performance features are only binding if expressly agreed upon at the conclusion of the contract.

### Publisher

AlphaNodes GmbH  
Bavariafilmplatz 3  
82031 Grünwald, Germany

### For further information:

E-mail: [servus@alphanodes.com](mailto:servus@alphanodes.com)  
Web: [alphanodes.com](https://alphanodes.com)

**Last updated:** May 2026

