Tivoli® software

Address IT costs and streamline operations with IBM service desk and asset management solutions.

Highlights

- Use a common platform, Web user interface, data layer and workflow engine for both service desk and IT asset management capabilities

- Leverage an open standards–based, configurable platform built from the ground up on the IT Infrastructure Library (ITIL) to help maximize flexibility and interoperability

- Help service desk technicians become more effective and efficient by giving them accurate, complete IT asset management information

- Reduce IT asset costs and derive substantial value from IT investments by leveraging service desk incident and problem data in IT asset management

Imagine how tightly knit service desk and asset management capabilities could help optimize the availability of services and management of hardware and software assets. The service desk can be more efficient if it has access to relevant asset information from asset management tools. Conversely, asset management groups can leverage service desk data to develop insights that are useful in evaluating asset cost efficiencies and for planning.

However, most organizations find it very difficult to integrate these capabilities. They undertake costly, slow processes to custom code the required changes. Frequently, it is unclear which orga-nization has ownership over which responsibilities — who has to provide which sets of data, as well as who is responsible for specific management

tasks. Long-standing organizational and technological barriers stand in the way of effective integration. And the increasing complexity of technology threatens to make integration even more complicated.

Consequently, service levels and the effectiveness of asset management suffer. Without accurate, complete, reliable data from asset management tools, a service desk takes longer to handle service requests and resolve incidents and problems. Similarly, it is difficult to do asset management in a strategic fashion with inaccurate, incomplete and unreliable service management information.

To help IT integrate incident, problem, change and release management, customers can utilize IBM service

request and asset management solutions. Two key components of these solutions, IBM Tivoli Service Request Manager™ and IBM Tivoli® Asset Management for IT, give IT organizations a common platform for bringing people, processes and technology together to help optimize service availability and asset management. The offerings are not merely integrated — instead, they are part of a unified, shared environment and work together seamlessly. Using a common platform, data layer and workflow engine, they can help you take advantage of coordinated service desk and IT asset management capabilities.

Deploy a highly flexible, easily configurable platform

Both Tivoli Service Request Manager and Tivoli Asset Management for IT utilize a Web-architected Java™ EE platform. Advanced business process management is based on service oriented architecture (SOA), Web services and extensible markup language (XML). Because Tivoli Service Request Manager and Tivoli Asset Management for IT are built on an open standards–based platform, organizations can use them to help maximize reliability.

These advanced service desk and asset management solutions enable adaptation, configuration, rapid deployment, robust scalability and deep integrations with enterprise applications. The open standards–based platform helps increase access to third-party software and widens the pool of users who can customize and maintain your service management system.

Furthermore, Tivoli Service Request Manager and Tivoli Asset Management for IT feature built-in configuration tools. These tools give you a "drag and drop" interface to help simplify the process of making changes. No custom coding is required, and when IBM offers future upgrades, your custom configurations can be brought along. This helps you avoid the common problem of customizing hundreds or even thousands of business processes and being faced with the cost of redoing those customizations, either to take advantage of upgraded capabilities or because the vendor stops supporting the version you use.

Increase service desk efficiency and customer satisfaction with access to IT asset data

When you use Tivoli Service Request Manager and Tivoli Asset Management for IT together, a service desk technician can expedite incident and problem resolution. When a service request comes in, the technician has access to detailed, accurate IT asset data:

- Asset tracking and inventory data
- Vendor details
- Maintenance and repair information
- Purchasing and contracts information (purchases, leases, warranties and so on)
- System location, and user or owner contact information
- Software license management information

This information can help minimize mean time to repair in a number of different ways. Service desk technicians can expedite service request handling if they can immediately see detailed information about the assets involved, including asset type, components and model number. If the reported incident fits the profile of a known issue related to a particular asset, the service desk technician may be able to diagnose and resolve the problem more quickly. If a warranty applies, the technician can quickly pass the work on to the responsible party and spend less time

figuring out how to handle the service request. If parts or additional assets need to be ordered, the Tivoli solution can properly route the purchase request through the appropriate procurement processes.

Furthermore, service desk technicians who can access IT asset management information using the Tivoli solution are able to provide better service to the end users making the service requests. If assets need to be ordered, the technician can view inventory levels to help set reasonable expectations about when the problem will be solved. The technician can also keep track of order status to keep customers informed about what is happening.

Bringing accurate IT asset data to the service desk helps you optimize service desk efficiency, mean time to repair, service levels and customer satisfaction.

Leverage service desk data to help optimize IT asset management

When Tivoli Asset Management for IT draws on service desk information collected by Tivoli Service Request Manager, your organization can have greater visibility into the frequency and nature of incidents and failures associated with certain IT assets. Your IT asset management staff can use this
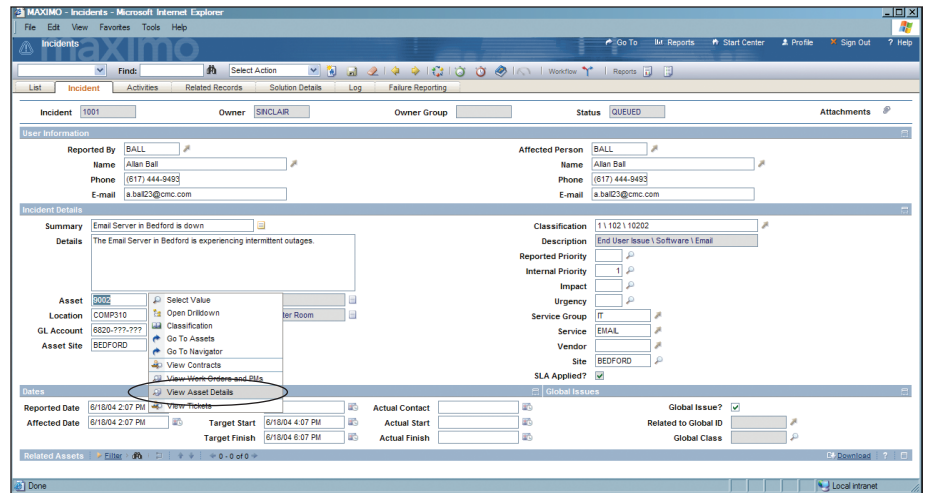
Using the asset detail menu, the service desk technician is able to quickly access relevant information about the asset — such as its configuration and any work recently performed or planned for it — and easily navigate to related records for additional details.

information to address issues with poor-performing assets, renegotiate with vendors, plan future purchases, extend the life of high-performing assets and more. In short, having a common platform for the service desk and IT asset management helps you reduce costs and derive the greatest value from your IT investments.

Examples of how IT asset management staff can use service desk data are many:

- If an asset has repeated problems, you can raise the issue with the vendor and, if necessary, use the data to help you renegotiate the contract.
- When an IT asset that is reaching the end of its lifespan has not had problems and is still useful, you can extend its life and direct the funds that would go toward renewal to meet a more pressing need.
- You could purchase an extended warranty for IT assets that have shown a greater likelihood to fail.
- If certain types of assets show tendencies to fail more than others, you could avoid purchasing the problematic ones.
- When you are preparing to purchase new assets, you can use the historical costs of downtime for various asset classes to justify the purchase of higher-quality assets, if needed.
- You can plan and budget for the appropriate inventory by tracking incident and problem trends.
- If service desk technicians can reorder IT assets, you could set up inventory thresholds to trigger alerts or even automatic reordering when inventory levels get low.

Support IT and business processes
With an architecture built from the ground up on the IT Infrastructure Library® (ITIL®) framework, Tivoli Service Request Manager and Tivoli Asset Management for IT support key processes throughout your organization.

On their own, the solutions include mature work management processes and support for proactive work activities. Built-in report designers and viewers, as well as role-based dashboards, help you view information that you can act on in ways that are meaningful to IT and business staff. And a centralized, graphical user interface (GUI)–based workflow helps you operate efficiently.

Additionally, Tivoli Service Request Manager and Tivoli Asset Management for IT integrate with a wide variety of operational management products from IBM and other vendors to help you automate important business processes. For example, you can use integration with IBM Tivoli Application Dependency Discovery Manager to facilitate automatic discovery of IT assets. Integration between Tivoli Asset Management for IT, IBM Tivoli License Compliance Manager and IBM Tivoli

License Compliance Manager for z/OS® gives you extended software asset management capabilities.

Deliver enhanced support throughout the enterprise with Tivoli Service Request Manager
To help maximize the availability of business-critical IT services, Tivoli Service Request Manager focuses on two key attributes: prioritization and responsiveness. By making it much easier to manage incidents and problems across your infrastructure, your organization can restore failing IT services rapidly and help minimize costly service desk calls. By drawing on accessible business reports and "on demand" views of key performance indicators (KPIs), Tivoli Service Request Manager helps you monitor and escalate incidents based on designated service levels.

Multiple "self-service" capabilities and a searchable knowledge base help end users and service desk technicians resolve problems faster. End users have Web-based, 24x7 access to updated incident status and solutions search, which helps minimize the drain on service desk technicians' time and also improve customer satis-

faction. Technicians can also use the knowledge base to improve first-call resolution rates and speeds.

The highly flexible Tivoli Service Request Manager has been built from the ground up on the ITIL framework. The software allows you to move from incident management to problem management to change and release management — all on a single platform. The change management capabilities incorporated into Tivoli Service Request Manager leverage a powerful visual workflow to help you automate requests and approvals.

From Tivoli Service Request Manager, you can manage a wide range of incidents and problems. It receives and records service requests and updates from end users, technicians and monitoring applications — even those related to non-IT assets such as assets associated with facilities, production and fleet.

Automate asset life-cycle management with Tivoli Asset Management for IT
Tivoli Asset Management for IT combines inventory, financial, maintenance, procurement and contract management for IT assets into one

easy-to-use Web interface. It helps you automatically track and efficiently manage the complete life cycle of assets. IBM solutions can manage both IT and operational assets, allowing you to leverage a single asset management platform for all asset classes to achieve greater efficiencies.

With Tivoli Asset Management for IT, you can control procurement, licensing and maintenance agreement costs. Thorough and accurate asset tracking help you make key business decisions effectively, redeploy assets where needed and avoid overprovisioning. A standards-based approach facilitates integration with key financial and HR systems, as well as automated asset discovery applications from IBM and other vendors.

Additionally, IT operations staff can use Tivoli Asset Management for IT to proactively plan IT needs. The software can help plan, review and report on work, resources and costs associated with implementing IT infrastructure changes. Plus, it can notify support staff about changes and schedule rollouts.

Tivoli Asset Management for IT helps you maintain and document internal, contractual and regulatory compliance issues for software licenses and

hardware leases. Tracking use and licensing helps you make sure that your organization pays only for the software you need, while also mitigating compliance risks associated with underlicensing. Detailed reports help you reduce cost and proactively maintain, manage and document compliance efforts across the organization.

With an end-to-end IT asset management solution available to you from any Web interface, you can enhance service levels and response times. Tivoli Asset Management for IT delivers asset and configuration information that helps improve first-call resolution rates by standardizing configurations. The software helps boost employee productivity through more effective management of provisioning requests.

For more information
With their shared platform, user interface, data layer and workflow engine, Tivoli Service Request Manager and Tivoli Asset Management for IT help you take a different approach to a common problem. Rather than undertake costly manual integration of service desk and IT asset management capabilities, you can quickly begin to take advantage of shared information and processes on a common platform.

To learn more about how IBM Tivoli solutions can help your organization better manage service levels and IT assets, contact your IBM representative or IBM Business Partner, or visit **ibm.com**/tivoli

About Tivoli software from IBM
Tivoli software provides a set of offerings and capabilities in support of IBM Service Management, a scalable, modular approach used to deliver more efficient and effective services to your business. Helping meet the needs of any size business, Tivoli software enables you to deliver service excellence in support of your business objectives through integration and automation of processes, workflows and tasks. The security-rich, open standards–based Tivoli service management platform is complemented by proactive operational management solutions that provide end-to-end visibility and control. It is also backed by world-class IBM Services, IBM Support and an active ecosystem of IBM Business Partners. Tivoli customers and business partners can also leverage each other's best practices by participating in independently run IBM Tivoli User Groups around the world — visit www.tivoli-ug.org

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