IBM

IBM IT Lifecycle Management and Governance Services – service management implementation

---
Highlights

■ *Facilitates fast, cost-effective deployment*

■ *Helps IT align with business requirements*

■ *Helps you gain greater control over assets throughout the IT lifecycle*

■ *Provides flexible options to suit your needs*

Confronting the IT service management challenge to do more with less

When it comes to IT service delivery, the pressure is building. IT departments are struggling to meet stringent cost-takeout mandates while fielding demands for added functionality and higher service quality. Add to those troubles a shifting workforce that doesn't always possess the skills needed to manage the IT infrastructure, and the result is often an overextended, overworked IT department that lacks bandwidth to focus on innovation. Many organisations want to standardise and automate IT service management (ITSM) processes to ease their maintenance burdens, improve service levels and boost IT staff productivity… but they don't always know where to start. The selection, implementation and integration of ITSM tools can be a formidable project, one that diverts resources away from core responsibilities and is subject to considerable risk of delay or incompletion.

IBM IT Lifecycle Management and Governance Services – service management implementation can help you overcome those challenges by establishing a structured approach to IT service management that is designed to improve your IT environment's resilience, even in the face of constant change. The service helps you implement an integrated set of systems management tools based on industry-leading software, including IBM Tivoli software.

IBM can help you establish common integrated ITSM functions – including change and configuration management, asset management, problem and incident management, and network and application discovery – so you can achieve the visibility, control and automation you need to manage your IT environment more effectively, in line with business expectations. Drawing from IT Infrastructure Library (ITIL) principles, we work with you to develop a framework that guides the adoption

of ITSM as it relates to processes, organisational structures, technology and information.

IBM's Process Reference Model for IT translates that framework into concrete actions for implementation, so you can follow through from design to production environment more easily. In the end, you stand to gain a more responsive, efficient, resilient IT department that can track and safeguard IT assets, adapt to changes quickly, and maintain the availability and performance of the IT infrastructure. With greater control over your IT environment, you not only can keep up with business demands more effectively, you also are likely to spend less time and money on maintenance and repair.

Supporting faster, more cost-effective deployment

A lengthy service management implementation can disrupt operations and drive up costs and neither is an acceptable scenario for the business. Thus, understandably, many IT organisations hesitate to undertake large-scale implementations and, instead, hedge their bets by promoting the status quo. Meanwhile, however, these organisations are missing out on the significant benefits to be gained by establishing a standardised ITSM framework. Besides, there are ways to reduce the risk of going over schedule and over budget.

Service management implementation from IBM can provide a way to deploy ITSM more quickly and cost-effectively than if you were to undertake it on your own. Because the IBM solution is 80 to 90 percent complete when you engage IBM, you can avoid months of design, development and deployment work, and can potentially launch the ITSM tools in your production environment in a matter of weeks. IBM also uses proven accelerators – best practices and reference architectures derived from years of experience and packaged for efficiency – to help reduce the incidence of unexpected problems and streamline the deployment process. Plus, with access to some of the world's most experienced ITSM professionals, you're less likely to get stuck simply because the next steps aren't clear. Having led numerous ITSM implementations in the past, IBM can help you overcome obstacles that could otherwise delay a project.

IBM offers accelerators for the following functions:

- *Service desk – providing advanced tools, including notification, escalation and a key performance indicator (KPI) dashboard, for handling incidents and problems and monitoring service level agreements (SLAs)*

- *Change and configuration management – providing IT process automation and workflow to help you track, measure and control the impact of change on service quality*
- *IT asset management – providing process automation for the entire IT lifecycle, including asset tracking, resource allocation, compliance and license management, reporting and procurement*
- *Network and application – discovery allowing visibility into complex network and application interdependencies to help track change history, manage inventory, and monitor application and data centre drift.*

Helping to align service delivery with business expectations

The efficiency and effectiveness of your IT staff and service management processes have a direct effect on service delivery quality. Likewise, service levels have a direct impact on business performance, whether it's measured in terms of end-user productivity, responsiveness to changing requirements, availability of business-critical systems or any number of other performance indicators. You need to be sure that your processes can accommodate frequent changes without disruption

and that IT service desk employees can resolve end users' problems quickly and definitively.

Service management implementation from IBM can help you define and automate processes across the IT environment so you can improve responsiveness and keep systems available for end users. With our extensive knowledge of ITIL best practices, IBM can assist with the development of reusable process models so you can enable quicker, easier change be it related to compliance issues, application functionality or other factors. A well designed IT service management system can result in a less brittle IT enterprise that has a lower risk of system failures or other unexpected side effects of change thus, helping to reduce maintenance costs.

Helping to improve asset tracking and control

Some of IT's biggest problems stem from the inability to track and control IT assets and resources. Without a clear view of the IT environment, you run the risk of losing assets, overrunning lease agreements (and paying late fines) or wasting money on unused software licenses. A network failure could go unnoticed. It might take hours to locate the root cause of poor server performance. Or storage capacity

could be utilised unevenly. You may also end up spending maintenance pounds on equipment that is no longer in use.

IBM can help you regain control over your IT environment so you can trim costs, improve traceability and boost utilisation. With IBM Tivoli software, we can help you integrate asset management functionality into your service management processes so you can manage assets more effectively from procurement to disposal. With a better grasp of your inventory, you can perform more comprehensive audits and can reduce the incidence of lost or stolen assets, avoid unnecessary software license purchases, plan proactively for asset lifecycle changes (such as lease expirations or rate increases), keep maintenance contracts up to date and gain better insight into the actual costs of asset ownership.

Providing comprehensive, customised implementation services

The deployment of service delivery processes and tools is not a one-size-fits-all activity. It needs to be tailored to your IT environment, your staff's capabilities and your service level agreements. Nor is the deployment limited to installation tasks. On the contrary, an ITSM implementation

should be accompanied by myriad activities, including procurement, planning, integration, process definition and training.

IBM can provide comprehensive, customised support for your ITSM implementation. We can help you define and roll out processes, tools, roles and responsibilities. We can deliver complete documentation of your ITSM framework and help you take advantage of standard analysis reports. Moreover, IBM offers the flexibility to install the solution yourself or to ask IBM to assist you – we are prepared to adapt our services to your needs.

Why IBM?

IBM IT Lifecycle Management and Governance Services - service management implementation is designed to be modular, allowing you to adopt ITSM best practices at a pace that's right for your organisation. And we excel at leveraging your existing assets – people, processes and cross-vendor technologies – to help you get where you need to be. To assist with your implementation, we offer broad practical experience, technical skills and methodologies derived from thousands of successful client engagements around the world. IBM maintains a commitment to ITIL principles, contributing to their initial development and expanding on their applicability with the Process Reference Model for IT. Today, we have 3,000 certified ITIL practitioners, and we use ITIL best practices to run some of the largest, most complex data centres in the world.

For more information

To find out more about IBM IT Lifecycle Management and Governance Services – service management implementation, contact your IBM representative or visit:

ibm.com/services

IBM United Kingdom Limited
PO Box 41
North Harbour
Portsmouth
Hampshire
PO6 3AU

Tel: 0870 010 2503
ibm.com/services/uk

IBM Ireland Limited
Oldbrooke House
24-32 Pembroke Road
Dublin 4

Tel: 1890 200 392
ibm.com/services/ie

IBM South Africa Limited
Private Bag X9907
Sandhurst
2146
South Africa

Tel: 0860 700 777
ibm.com/services/za

The IBM home page can be found at **ibm.com**