



An ISM Journey in UK Government

*Discovery, Incident, Problem, Change and
Configuration Management*

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Introduction

- **IT Service Management**
 - Asset
 - Service Requests
 - Incidents
 - Problems
 - Change
 - Configuration
- **How do we bring this all together ?**
- **Where can investment demonstrate a real return to the business?**



Background

- ITIL aligned processes were documented and assumed be operational
- The organisation wanted to realise an integrated Incident, Problem, Change and Configuration Management solution
- They wanted a single CMDB, to share information, and to provide timely management reports and KPIs.
- They wanted to move away from RFCs in E-Mails and reports in Excel Spreadsheets.

A Snapshot of Challenges

- They didn't have an accurate view of what was plugged into their network. They had a VERY complex network
- They had Multiple asset databases - separate Vista, XP, Servers and Network Devices.
- Service desk was not integrated with Asset database – so they didn't know a lot about the callers assets
- They received a significant volume of help desk calls to check on the status on open Incidents

A Snapshot of Challenges

- Duplicate tickets being worked - A known problem often had a lot of incidents that should have been related, but it was a manual process
- They had little control over change, and acknowledge problems with unauthorised changes
- Changes were submitted by e-mail (then returned as the attachment was incomplete) then re-submitted etc.

A Snapshot of Challenges

- They had no configuration management database
- Teams of BA's with Spreadsheets compiled the weekly management reports capturing SLAs
- SLAs were not proactively managed – and were regularly breached



Programme Considerations

“A successful organization is built on a solid framework of data and information. To meet the goals of the business you must effectively manage the union between business processes and information systems.”

- Successful IT Service Management projects are delivered in phases - understand the big picture, but don't try and eat it whole.
- Focus on what delivers the most value to you and your organization, and deliver it in a strategic way.
- Engage the business, understand both business and technology drivers - use this to validate your strategy and delivery routes.
- Deliver value quickly, target prominent pain points and areas where improvement can be quickly demonstrated.

Phase 1 – Discovery

- Automate discovery of Configuration Items to be under Change Control
- Build an Accurate Asset Database, integrating disparate Workstation asset repositories
- Discover Business Services
- Establish a corporate CMDB

Business Benefit : An accurate view of the IT Estate

Phase 2 – Service Requests, Incidents & Problems

- Integrated Asset, Service Requests, Incident and Problem Management.
- Introduce structure and control to Incident, Problem, Change and Configuration through workflows.
- Service Desk has increased visibility of People, Assets, History and related incidents or problems.
- Service Desk call times have been reduced

Business Benefit : Integrated service management – all information available to the Service Desk. Reduced call times.

Simple Scenario

Brian Goodfellow phones the Service Desk

Create an Incident for Brian Goodfellow

– immediately you see his contact details, you can IM him, you can mail him, you can see his Mobile and Desk number

Click the person field, you see where he works, who he reports to, what he does for the company

Click the asset tab, you see my Laptop and Blackberry

Click on the laptop, you see the specification, support details, and installed software

Click Change history, you see previous tickets related to his laptop

Simple Scenario

- From a users perspective, be that the one calling or the one working on the service desk – all the information we can provide automatically is available.
- The call is shorter, service desk team can be smaller, the accuracy of the data is greater.
- The service desk operator can even take Remote Control of a workstation from the console

Business Benefit : Reduced cost of the service desk

Phase 2 - Self Service & E-Mail integration

- A user can search the knowledge base, and create their own Service Request from their browser or iPhone
- Knowledge base updates every time you close a ticket with the solution
- Reduces calls to log tickets, reduces calls to check status
- They can even e-mail Support@XXX.gov.uk and raise a ticket – they get a confirmation and ticket number

Business Benefit : Reduce cost of the service desk function

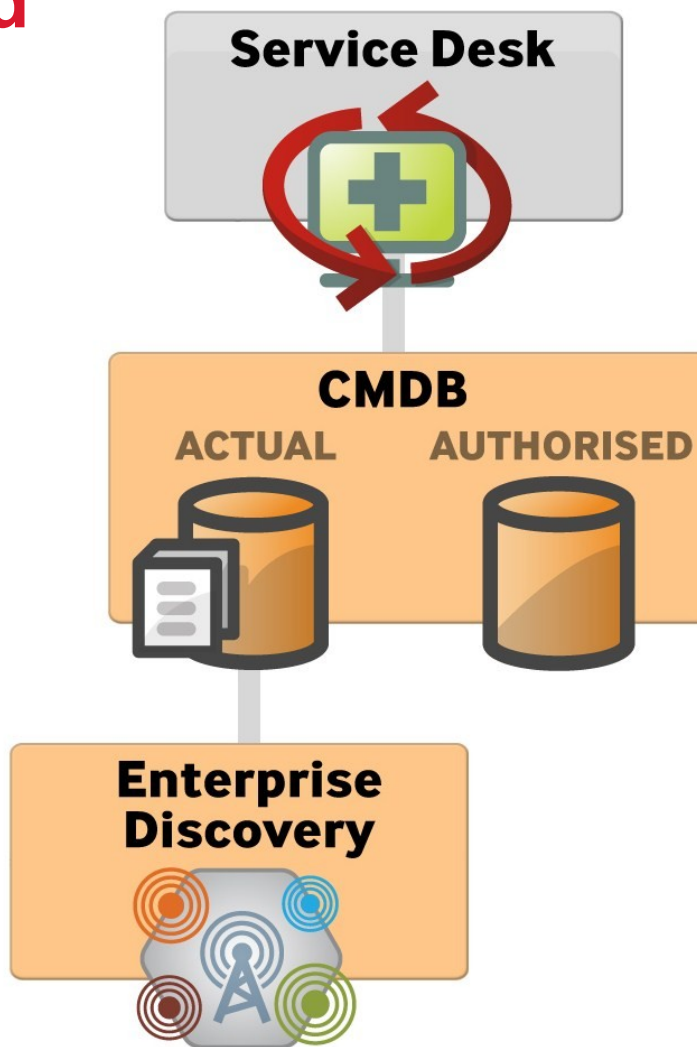
Phase 3 – Change and Configuration management

- Implement RFC Change requests online, not e-mail attachments
- Capture Change types, manage and enforce associated workflows
- Define the updates to the CMDB as a result of the change
- Understand the Business Services affected by a change, and provide accurate impact assessment.
- Increase control and compliance with view of unauthorized change

Business Benefit : Control and Compliance.

Actual and Authorised

- On Day 1 we base lined Actual and Authorised.
- The DELTA represents unauthorised change.



Phase 4 - Reporting

- Implement Pro-active SLA Management
- Implement KPIs / Management Dashboards across Incident, Problems and Change
- Comprehensive reports, customized and OOB
- Reports are scheduled and Mailed as PDF

Business Benefit : Accurate MI, Timely and at a lower cost

Phase 5 - Availability → Service Desk Integration

- Intelligent detection of events
- Programmable logic to determine actions such as raising tickets
 - Service Management Integration Tool
- Service Desk Flood protection
- End to End view – ITM updated with Incident Number
- Bypass expensive Triage on Service Desk

Business Benefit : Reduced downtime, automatic routing of tickets, reduced load on Service Desk

Take a pragmatic approach...

- Best practice looks the same, whatever the organization.
- Technology alone is not the answer, engage your business users and keep delivering
- Benchmark where you are today, and use this to demonstrate your progress.
- Chose an integrated portfolio - we feel that it is essential, interoperability accelerates delivery and removes pain.
- Successful governance ties IT's goals to those of the business – make sure you have business buy-in

Continuous improvements

Phase 1 – Discovery and Asset

Phase 2 – Service Requests, Incidents and Problem

Phase 3 – Change and Configuration management

Phase 4 – Reporting

Phase 5 – Availability → Service Desk Integration

Phase 6 – Order Management

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