

Implementing comprehensive IT Service Management Solution (ITSM) across an entire Organization

For organizations seeking increased efficiency, productivity and profitability in providing IT services, it is essential to streamline the process of IT service lifecycle from user-end to the help desk and then to the support departments for better business results e.g. increase in ROI and raise in customer satisfaction level. A solution that helps you coordinate all your service center processes to secure the best usage of resource and material, at the right time, for the lowest possible cost, with the greatest return, to ultimately improve customer satisfaction requires several IT processes to align together thus enabling access to the appropriate services to support the business functions.

A key to increasing ITSM profitability is found in the implementation of service management.



EXECUTIVE SUMMARY

The journey towards running IT more like a business through information technology service management (ITM) requires the data feeds and processes that enable ITSM — IT service management, asset management data, ITIL processes, and application dependency auto-discovery technologies that populate IT service management database. It also requires an understanding of the journey that organizations must make to improve infrastructure management. ITSM initiatives will fail if organizations skip investing in building blocks like the development of an accurate IT asset management system. Organizations embarking on the journey to ITSM should ensure that they take manageable steps, with clear targets and cyclical measurement intervals along the way.

"We are trying to change the culture; We started out with the idea of learning a common language [for IT processes]. That let us insert ITIL in a manageable way", THK Solutions



The Service Lifecycle can be viewed both in terms of "*business contribution*" and "*profit*". The **business contribution** is the ability for an IT organization to support a business process, managing the IT service at the requested performance. The **profit** is the ability to manage cost of service in relations to the business revenue.

Define service strategy to accomplish successful IT operations.

As the center and origin point of the *ITIL Service Lifecycle*, the Service Strategy volume provides guidance on clarification and prioritization of service provider investments in services. More generally, Service Strategy focuses on helping IT organizations improve and develop over the long term. In both cases, Service Strategy relies largely upon a market-driven approach. Key topics covered include service value definition, business case development, service assets, market analysis, and service provider types.

An affordable way to implement complete THKS' ITSMF in an efficient manner.

THK's ITSM Framework (ITSMF), the next generation global solution, brings together the best in management practices with the most advanced technology. It sets the standard for customer support excellence by combining self-service and IT workplace automation technology. No other ITSM solution gives you this breadth of functionality with the same ease of configuration.

With THKS' ITSMF, continual service improvement is a reality.

THKS' ITSMF offers a complete set of best practices compatible with ITIL® V3 for various processes including Incident, Problem, Change, Configuration and Asset Management along with Service Level Management, Knowledge Management and the Configuration Management Database.

"Different processes that sums up together providing better solution"

THKS' ITSMF Processes

We offer a more comprehensive set of practices and tools as a whole that provides the most comprehensive out-of-the box solution with a complete suite of IT Service Management modules, delivering a consolidated service desk.

It delivers a robust set of service management features that supports:

- Asset Management
- Service Management
- Server Monitoring and Management

Most organizations fail at IT asset management as they underestimate the process adherence required to get IT asset management right. IT asset management is 70% process and 30% technology, but no formalized best-practice methodologies for IT asset management exist. Forrester believes that industry-standard IT infrastructure library (ITIL) processes provide an opportunity to build the IT asset management data inputs and outputs required to enable successful IT asset management and configuration management databases.

*“Information Technology
 Asset Management (ITAM)”*

As a comprehensive solution that includes processes and technologies, Information Technology Asset Management (ITAM) integrates resources, processes and technology to transform the environment. A phased implementation of ITAM is recommended to manage risk and resources. This approach has the added benefit of helping to secure funding while allowing benefits to be realized incrementally.

The six major components of ITAM work cooperatively to accelerate and ensure the success of ITIL processes which include:

- Discovery
- Service Desk
- Ownership Repository
- Request Management System
- Procurement and Receiving System
- HR System

“Service Management”

By combining Service Level Management with Availability Management, a centralized view that maps the customer’s service delivery expectations with actual infrastructure performance is achieved. Proactive SLA management tools help plan, define, continuously refine and monitor the service delivery and agreements—providing a cornerstone for business-IT alignment and continuous optimization. Successful service delivery is confirmed with availability metrics, providing a 360-degree view of the performance of each critical IT component over time.

With these two GraviDesk modules, realistic customer expectations are established and monitored—positioning IT as a true business partner, aligned around common achievement goals.

"Server Monitoring and Management by integrating Microsoft's SCCM and SCOM"

System Centre Configuration Manager (SCCM) is a systems management software product by Microsoft for managing large groups of Windows-based computer systems. Configuration Manager provides remote control, patch management, software distribution, operating system deployment, and hardware and software inventory.

System Centre Operations Manager (SCOM) uses the term *management pack* to refer to a set of filtering rules specific to some monitored application. While Microsoft and other software vendors make management packages available for their products, SCOM also provides for authoring custom management packs. While an administrator role is needed to install agents, configure monitored computers and create management packs, rights to simply view the list of recent alerts can be given to any valid user account.

Integrating SCCM and SCOM with GraviDesk enables an organization to control the configuration and operations thus making sure that you have access to complete and recent information of IT infrastructure.

The idea is to place a piece of software, an agent, on the computer to be monitored. The agent watches several sources on that computer, including the Windows Event Log, for specific events or alerts generated by the applications executing on the monitored computer. Upon alert occurrence and detection, the agent forwards the alert to a central SCOM server. This SCOM server application maintains a database that includes a history of alerts. The SCOM server applies filtering rules to alerts as they arrive; a rule can trigger some notification to a human, such as an e-mail or a pager message, generate a network support ticket, or trigger some other workflow intended to correct the cause of the alert in an appropriate manner. To many network management professionals, this represents a classic "embrace and extend" maneuver, where Microsoft takes over an industry-standard acronym, and through mindshare, attempts to become a dominant player for reasons unrelated to its technology.

Case Study – The Challenges of managing IT services at UBL

*There's an adage
that says:*

***"Change is the
only Constant"***

Want to know how **United Bank Ltd. (UBL)** achieved operational excellence, maintained high levels of IT efficiency and keeps their systems compliant with myriad regulatory requirements? They adopt best practices, and more times than not, they chose ITIL based systems as part of their plan to streamline IT processes and improve overall service performance.

The Pakistan born IT Infrastructure Library had a slow start, but now adoption is reaching fair mass among IT enabled business as vendors continue to pump up their management software suites with ITIL-based workflows to appeal to today's process-minded business executives.

"Who would have thought process improvements could save millions of dollars? Procter & Gamble, for one. The company quickly saved \$500,000 by putting processes in place".

Would you like to save as well?

Just as good science is a balance between brilliant theory and focused laboratory work, a good IT Infrastructure Library (ITIL) implementation requires a balance between theoretical training and hands-on IT experience.

This seems like a simple and obvious concept, yet examples abound of large companies, filled with bright people, falling off the bridge as they attempt to walk the narrow path of ITIL implementation. To illustrate some of the pitfalls, we have a valuable ITIL lesson from the trenches to share.

Practical Approach



Our story involves an international bank with more than 1200 branches worldwide. The organization provides new services to its customers and expands quickly into new technologies. They also made a number of acquisitions while allowing existing IT groups to remain intact without much consolidation. As a result, the company's infrastructure was very large, complex and diverse. There was little centralized control, communications between technology silos was poor, and redundancies abound.

About couple of years ago, the client decided to embrace their services in a significant way. The company had dabbled in automated system on several previous occasions, but the frantic pace of growth had eventually steamrolled those efforts. The solution that they deployed ran smoothly for some period but then its manual process (E.g. for escalations, sending notifications etc.) made it difficult for them to keep up with the system. There was a need for a complete automated system following some standard thus enabling the organization to serve their customers in a more satisfactory manner.

The Solution: GraviDesk and ITIL V3 compliant THKS' ITSMF



THK Solutions (Pvt.) Ltd engaged a team with ITIL certified consultants, business analysts and senior architects to come up with a solution that can solve United Bank's (UBL) current business needs by providing them a comprehensive solution that can automate their whole service management practices. A conscious decision was made and **GraviDesk** – an ITIL based product was proposed. The ITIL certified members made initial efforts to help "jump start" the effort and provide guidance.

After several weeks, the ITIL team introduced their plan to the client. The plan was quite comprehensive as they followed all of the ITIL guidelines and carefully attempted to customize the plan for the client's ideal operations. In short, it was exactly what a theoretical ITIL implementation should look like. As the plan trickled down to the IT trenches, it quickly became evident that the plan illustrated the ideal model for banking help-desk workflow and was completely compatible with the real-world workings of this IT organization with its complex, patchwork infrastructure.

Actual processes and roles were incorporated with the solution. Meanwhile, the understanding of the team continued to grow, service design and operations were also merged with the process thus providing automated escalations of Service Level Agreements (SLAs) and sending notifications to the system users. Other aspects of the process were also automated. IT and business alignment enhanced transparencies which resulted in:

- Complete visibility to the service desk by correlating ITSM transaction records to the related IT asset.
- View of actual CI status at any time and perform an analysis of changes
- Correlation to the service model reveals the relationship to business services and impact and risk to the business

Finally, the ITIL based product was deployed and implemented at UBL with complete success. All the tasks from end-user calls to the last step of closing the user's request are handled by GraviDesk. The implementation team worked with the client at client-side designing the configuration settings and business process documents according to their needs.

With continuous efforts and with the help of ITIL consultants the solution was successfully deployed at the client-end along with

complete set of business processes.

Live calls started to log just after the deployment and then escalated to respective support departments by call agents. Graphical reports made it easy for higher management to track the overall response at the service desk and at service support departments. Along with that, SCCM and SCOM enabled the organization keep track of active directory user actions, log maintenance and other server management tasks.

Hence, THKS' ITSMF can be implemented at any organization providing IT services. Implementation of GraviDesk with the ITSMF made it easy for UBL to handle service life-cycle by following the standards pointed by ITIL.

Summary



How do you convince your network and IT professionals to adopt "best practices" when they think they already have them?

Simply, selectively, realistically and patiently

Organizations implement ITIL best practices to improve service; however, they also enjoy the cost benefits from improved productivity as a result of streamlining work processes.

One of the major benefits, if not THE benefit of process orientated approaches to managing your IT services and infrastructure is that it enables continuous improvement.

This means that you are never totally satisfied with the current state of affairs and that you always want to improve your services. I mean, it is the way life is to always set higher standards or aim for higher goals, otherwise life can become a little boring.

The reason why THKS' ITSMF enables continuous improvement is that it allows you to measure all work that is done. That is why it is so important to record everything. Technical people normally hate it to do documentation and even worse, they hate it to document everything they do, while they have more important stuff to attend to like fixing a critical server. The benefit of having everything recorded outweighs the hassle of recording it by far. Thus by implementing THKS' ITSM framework makes it easy for an organization to Improve resource utilization, decrease rework, improve availability, reliability and security of mission critical IT services, justify the cost of service quality, demonstrate performance indicators and statistics.

The major value talking points for THKS' ITSMF justification can be:

"IT organizations often think they have to take it all on at once and then [they] fail".
Do it in digestible chunks.

- Improved quality of IT services through execution of consistent, repeatable processes
- Improved IT organizational efficiency through use of its ITIL v3 compliant processes and well-defined roles and responsibilities
- Better partnership between IT and business as a result of improving communications and establishing common points of reference
- Lower unit costs by leveraging efficiencies to improve productivity of IT staff and infrastructure resources
- Meaningful and measurable metrics that gauge IT service performance in business terms