



Integration: the Secret of Service Management ROI

Consider, for a potentially profitable moment, two questions about service management:

1. Is it possible you're seeking too little ROI from your current (or prospective) service management investment?
2. Do you know the critical attribute of service management solutions that achieve or surpass their design objectives?

Service management of course, is the combined application of software, business processes and best practices to ensure that important services are delivered consistently and efficiently, restored quickly when interrupted, and managed as strategic assets. That high-level description should sound comfortably familiar to anyone with management responsibility for IT service delivery, or who has evaluated the many competing service management solutions. But hidden inside that spare definition is the potential for much more than just incident, problem and change management, or even ITIL conformance—as important as those capabilities are.

Ideally, a service management solution should give an IT organization the tools to incrementally realign its services to better meet the operational needs and strategic objectives of the larger enterprise. It should provide continuously escalating opportunities for IT to improve its own performance and capture hard-currency ROI as its services and the business organization's requirements converge. When properly implemented, service management should connect and streamline every aspect of IT operations, providing critical context for every decision.

Transforming Service Delivery with Context and Process

The key to that potential is multi-layer integration between the service management software and every other element of the IT environment that contributes to service delivery—systems, network, and security management tools; key business applications; and personal productivity tools. With comprehensive integration into the entire environment, service management systematically enhances the collective functionality and business value of existing management resources. It aggregates monitoring and performance information, creates a coherent view of enterprise operations, delivers it through a single interface, reveals the significance of previously fragmented data, and prioritizes management activity. It provides a supervisory layer for other management tools, adding policy and process engines capable of automating workflows and business processes across management systems, business units, and even enterprise boundaries.

Consider the benefits that such a solution might provide for stakeholders within the IT organization, for internal service consumers throughout the business organization, and for external business partners and customers.

Benefits for Employees, End Users and Service Customers

Service management with multi-layered integration makes IT services more accessible and responsive. It lets users self-provision needed services through a closed-loop service catalogue that automatically secures required approvals, authentications and authorizations. New employee provisioning can be fully automated and triggered by events in the HR system, ensuring that users have all the resources and services they need, even as their roles and responsibilities change over time.

Benefits for Service Desk Analysts

An integrated service management solution consolidates all the disciplines and tools analysts need to diagnose and correct problems in a single interface. Incident reporting and tracking, troubleshooting, problem resolution and managed change execution can all be accessed efficiently and securely without leaving the service management console. In essence, a well-integrated service management solution provides glass cube analysis of the entire environment, allowing the unique management views of all important tools and systems to be seen and understood in context, from a single vantage point.

Benefits for the IT Organization

For IT organizations, an integrated service management solution is the gift that keeps on giving, with tools and technologies that increase productivity, reduce costs, and improve service quality at every turn.

- Granular process management and automation capabilities provide the core requirements for ITIL adoption. They also support more efficient resource utilization through standardized processes, streamlined workflows, simplified asset management, flexible workload redistribution, knowledge capture and access, and user self-service.
- Inter-system communication links facilitate resource management by allowing personal calendars and other scheduling tools to be accessed within the service management console.
- Unified event management enables centralized monitoring

of system and network status, and swift, automated incident response that reduces downtime and increases productivity for users and IT personnel alike.

- Complete, accurate, real-time visibility into the assets under management reduces unscheduled service interruptions, improves cost and risk management, and helps IT consistently meet rigorous service level agreements.
- Integrated service management improves communication both within the IT organization and with its external stakeholders, and gives IT managers the performance management and analytical tools to make accurate, informed decisions.

Benefits for the Business Organization

By improving the availability and reliability of IT services, integrated service management reduces operational risk to the business and facilitates critical compliance activities. It drives enterprise-level goals into IT management processes to improve organizational alignment and expedite adaptation to change in the business environment.

Benefits for Customers and Business Partners

A service management solution with multi-level integration extends process and workflow automation across enterprise boundaries with open industry standards. It supports collaborative operations and efficiencies throughout the supply and delivery chains, improving both the services an organization receives from its partners and those it delivers to its customers.

Extend the Value of Your Service Management Investment

In fact, service management solution deployments worldwide are currently providing their owners with precisely the benefits described above. IT departments in these organizations are delivering services to the business that are more available, reliable, and responsive to business-side needs and expectations. They are setting and consistently meeting extremely ambitious service level agreements, all the while increasing productivity, containing costs and reducing risk exposure. It's an impact that transforms the relationship between IT and the business, and it all starts with comprehensive, multi-level integration in the service management solution. ■