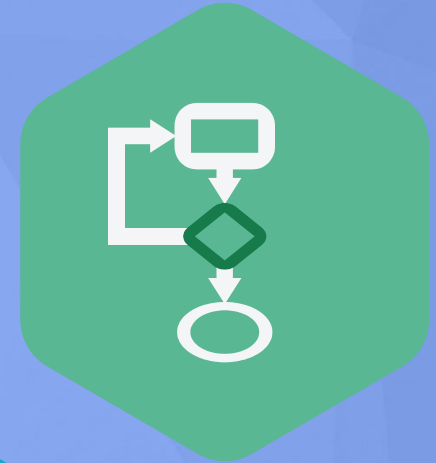
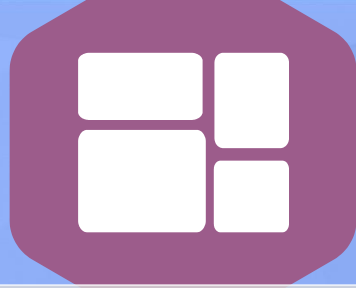


7 Crucial Elements in IT Service Management



Managing companies has always been a challenge, but the essence of this task is being transformed through the increasingly rapid economic changes taking place. On one hand, mergers or new products are leading companies to maximize their market share and expand, while on the other, new regulations and new customer demands are forcing businesses to constantly change.

Information Technology is the engine of almost every organization, and to meet these needs, IT needs to operate within a new business model.

The challenge is to turn IT departments from being traditional reactive technology providers to becoming strategic service providers.



Information Technology Service Management (ITSM) can be defined as the way in which the IT department manages information systems and delivers value to customers and users. The ITSM concept is a new approach to planning and managing change, establishing tasks when something unexpected happens, or managing IT budgets, ensuring payment of suppliers. These are some of the elements that can help prevent negative impacts for the business.

ITSM is relevant for companies seeking to:

Align IT with the
Enterprise Strategy

Enhance IT
operations and
performance

Improve efficiency
and visibility

Provide a better
user experience

ITSM has several benefits, such as reduced operating costs, improved IT resource allocation, and enhanced productivity.

Changing to an ITSM model is no easy task, because it affects the entire organization - your business, your IT department and your existing projects. There are several management standards and best practices, such as Cobit, ISO 20000, TOGAF and ITIL, which are worldwide recognized.

Regardless of the standard used, we highlight seven elements that will help make this project a success:





Strategy Management

Aligning the IT with the business strategy is a traditional aspect when it comes to initiatives in IT management models. However, many companies report difficulties achieving their business objectives, due to a misalignment of targets, cultural issues, divergences between departments, or even a complete lack of harmony between them, resulting in poorly performed processes and services that exacerbate inefficiency and user complaints.

The key, in elaborating the IT strategic plan, is to involve both the business and IT. A good understanding of the needs of the business, and a clear comprehension of the assumptions and constraints of both parties, will provide a solid foundation for establishing a strong IT strategy.

Start by reviewing the business environment and evaluating the current IT scenario, in order to adapt the business processes, policies and procedures, and also define a goal that is linked to the organizational priorities, allowing the business to focus on actions that will deliver tangible results.

Through this approach, IT will help the business to distinguish itself in the market, sell more, and deliver better service to its customers.



Service Request Management

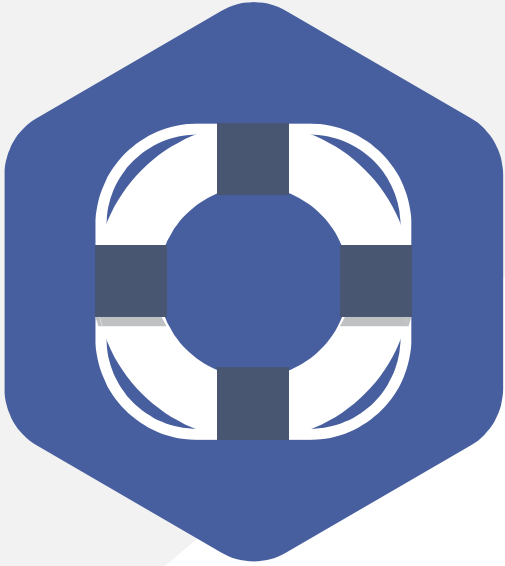
Managing requests can seem like a daunting task at first, but you can start simply, focusing on what will be provided to the users.

Many of these requests probably occur in an unstructured way, and you will need to identify and organize them, establishing a Service Catalog. Centralized service offers will facilitate self-help and optimize service delivery, simplifying the user's experience and increasing user satisfaction.

The SLA also plays a crucial role in service request management, as it helps to define the roles and responsibilities of IT, the rules on escalation, and how the services will be delivered to meet the agreed deadlines.

The Request itself is the last aspect in the service request management, ensuring that all the requests are registered according to the catalog and processed according to the SLA rules, meeting users' expectations.

Service Request Management will help to improve resolution times, enhance IT systems availability, and cut service costs in IT operations.



Incident Management

Incident management is another important element. Sometimes it can involve legal and financial issues that can do serious harm to the business.

The main objective of incident management is to restore service to normal as quickly as possible after a deviation. A well-managed incident can prevent these deviations from affecting other services or stopping business processes.

When incident management is left unattended, it can slow down business operations and negatively impact the reputation of the IT team.

A well-defined incident management strategy will create a good impression of IT services and prevent users from facing unpleasant situations, like reopened or wrongly designated tickets, misinformation and SLA violations.

The incident management discipline will help speed up incident resolution times, increasing productivity and efficiency across the organization, while also helping the IT department reduce costs.



Problem Management

When the same incident starts to repeat itself, you have a problem.

While Incident Management is focused on symptoms, Problem Management is a complementary discipline that focuses on the root cause of a deviation.

Problem Management is directly linked with Incident Management, with an emphasis on investigation of the reasons of why the problem occurred. This discipline applies tools like cause and effect, fishbone charts, failure tree analysis and trend analysis to help detect and understand the incident's details.

An incident that is managed in a stand-alone way can be corrected within the SLA timeframe, but from the moment the incident starts to repeat itself, it will require extra time on the part of IT professionals, increasing their workload and cutting into productivity.

Definition of an efficient problem management process will mean fewer different tickets coming in for the same incident as well as fewer repeat incidents.



Change Management

Changes happen in organizations every day, but updating a core system to a newer version, for example, can bring more problems than benefits. The chances of failure increase in direct proportion to the number of people who resist change.

Change can bring problems, because we are dealing people, each with their own beliefs and values, and trying to change them. Therefore, one of the challenges of IT is to help people understand why the change is being made, and believe in it. If people cannot see the benefits, then they will simply not want to change, and will put up barriers to resist it.

Although it is clear that the company needs to change, the reasons for the change may not be obvious. It involves managing people, helping them to understand the need for the change by informing them of what will happen and giving them a chance to ask questions. Providing support to people will help ensure the success of the change.



Asset Management

An IT asset can be defined as any software or hardware used by an organization to perform business activities. The asset management discipline usually involves collecting information to establish a detailed inventory of the organization's assets. Companies use asset information to make decisions about asset allocation, new purchases or disposal of assets when maintenance costs outweigh benefits.

Although IT asset management represents a significant portion of IT costs, several companies have limited management of their IT asset inventory or even have no management at all.

This can lead to problems, such as the purchase of new assets with existing idle assets, or each department managing its own assets, resulting in a lack of efficiency across the organization.

Asset Management helps IT achieve strategic objectives and determines the activities required to meet these objectives, while also reducing the capital costs of investing in the asset base and the costs of operating assets.



Continuous Improvement Management

This final element consists of ensuring that all aspects of the Service Management are aligned with the business objectives and are achieving the agreed levels of performance, besides giving a clear view of the things that are going well, those that are not going to so well, and those that need to be improved.

Collecting user feedback on a regular basis, tracking KPIs, and reviewing reports gives the IT managers a regularly updated snapshot about the IT services. This information provides metrics that can be turned into actions to adjust services and processes, helping to reduce new tickets and resolution times, boosting first call resolutions and reducing the number of repeat incidents.

Through the continuous assessment and enhancement of processes and services, an environment can be established in which the entire IT workforce strives for higher levels of quality and user satisfaction, contributing to budget optimization and enhanced ROI, and improving the IT processes.

Now that you already know the 7 crucial elements in IT Service Management, find out more about the most complete and innovative solution on the market for process automation and improvement, regulatory compliance and excellence in IT management.

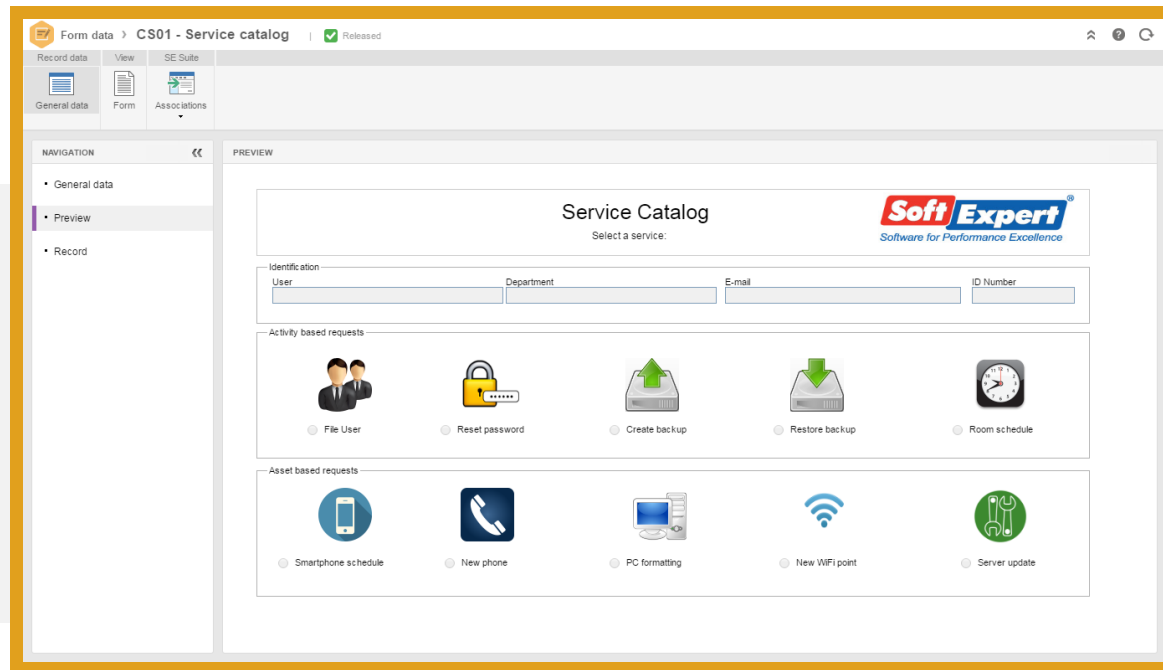
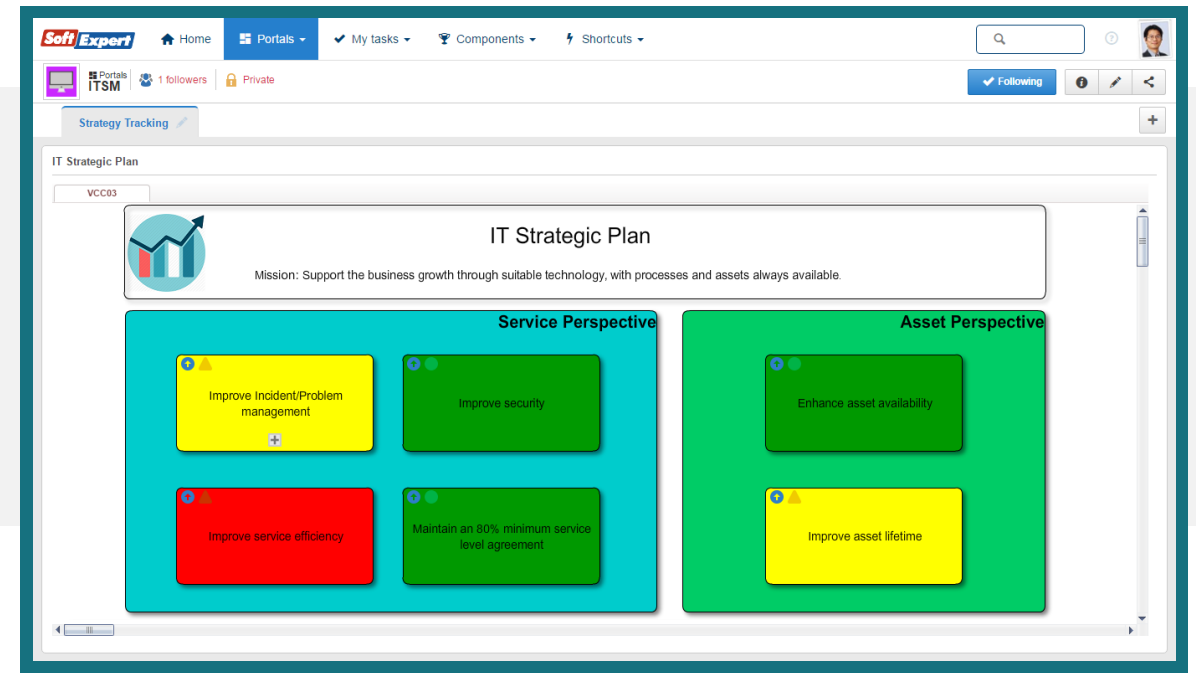
SoftExpert ITSM

SoftExpert ITSM is a powerful but easy-to-use, modular and cost-effective ITIL® based software suite for automating and improving IT service requests, incident and problem management, and IT human resources.

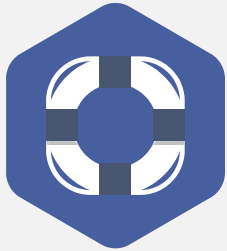
SoftExpert ITSM allows organizations of all sizes and in every industry to improve IT governance, optimize service levels, boost productivity and reduce related costs, aligning IT infrastructure management with strategic business objectives.



Strategy Management



Service Request Management



Incident Management

Activity execution > 000206 - 13/07/2015 - Kevin J. Harper - The cooling fan is not working | ITDS - Service Request | Execution

Record Actions Record data View Tools

Save Action Previous step General data Activities Attachment History Flowchart Report

ACTIVITIES

- Request service
- IT approval
 - Ad-hoc activity
 - Explanation
- Department approval

REQUEST SERVICE > SERVICE REQUEST

Acme
IT - Information Technology
Service Request

Request Type: Hardware Request #: SR000321 Date: 07/13/2015 Time: 10:28 AM

Status: In Progress SLA: Business Impact Details: High

Mode: Organization Level: II Urgency: Partially Operable

Request details

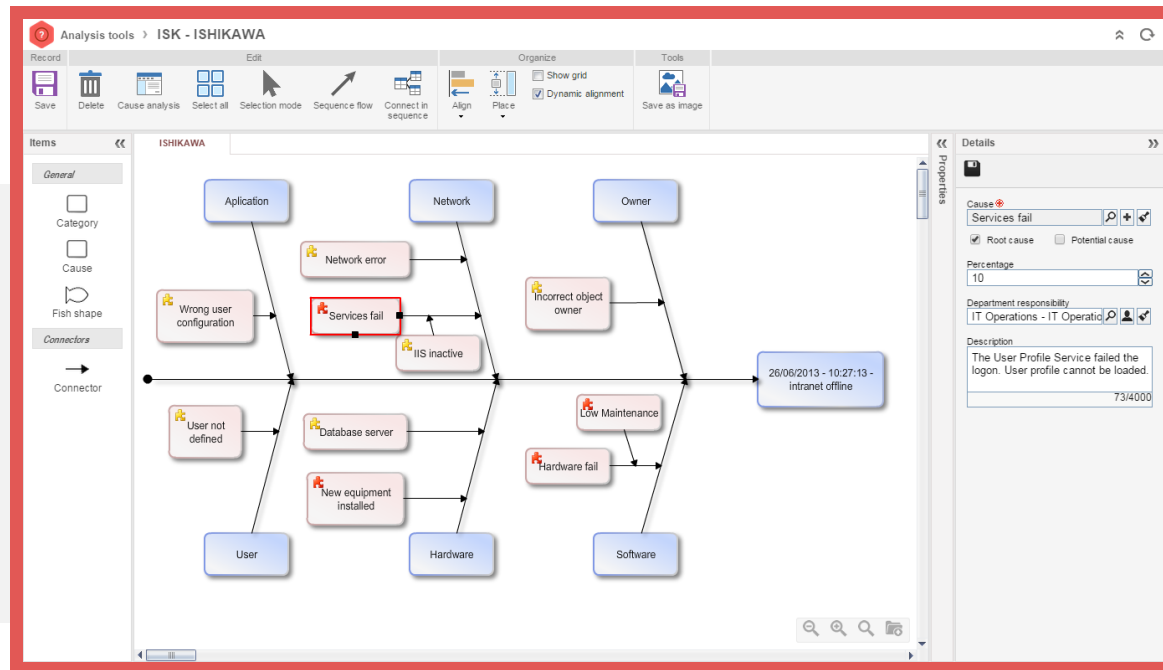
Regulation: Internal External Service: Infrastructure Group: IT012 Asset: ASS4888

Requestor: Kevin J. Harper Site: BL01 Department: Human Resources Contact Number: 650 - 555 5555

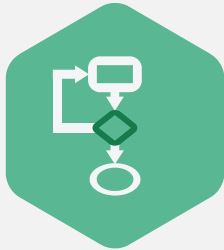
Title: The cooling fan in the desktop computer is not working

Description: Just few days ago, I started getting message, with some Cooling Fan Problem, Error 908 But this error only was occurring when I started my Desktop after 5-6 hours
I mean when I started this in morning, at first time it was showing this error, and when it automatically shut down (It says, ENTER to continue startup or it will shut down in 10 or 15 seconds) and then I start it again, but this time no error it started fine. But the machine is working very badly...

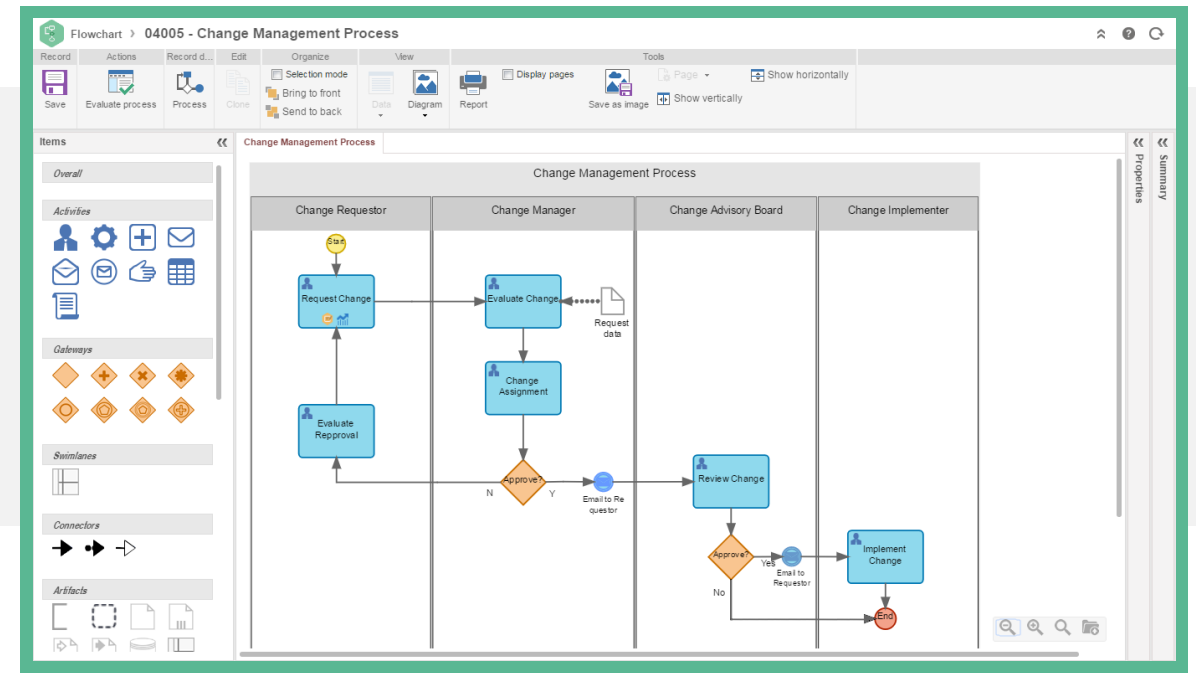
0/4000



Problem Management



Change Management



Asset data > 9082053 - ProSAFE 8-port 10 Gigabit | Released

Record Save and exit Save and new Save

General data Revision Structure Indicator Documentation History Cost Control Associations

NAVIGATION << GENERAL DATA

General data

Details

ID # 9082053 Name ProSAFE 8-port 10 Gigabit Revision 0 Revision date 1/10/2012

Asset type 07.002 - Network Responsible team 002 - Equipe T1

Specification Equipment Operation started 1/09/2012 Quantity 2 Available 2 Calendar GB - Global Business

Asset status: Available

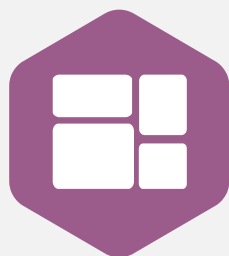
Plans

Plan	Responsible team	Last execution	Frequency
VP - Verification Plan	Default activity Team - Default activity Team		1 Week(s)
VP - Verification Plan	001 - Maintenance team		1 Month(s)
VP - Verification Plan	001 - Maintenance team	9101765 2/17/2014	1 Month(s)

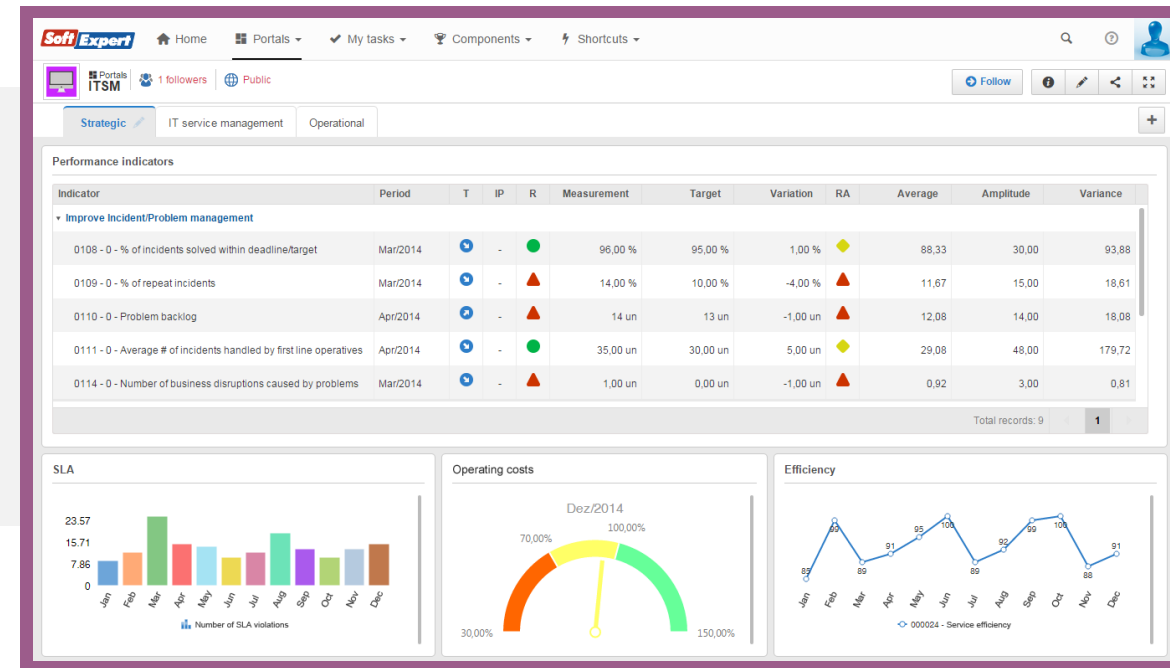
Created on 1/09/2012 Last updated 5/27/2015 Updated by Robert Smith



Asset Management



Continuous Improvement Management



About SoftExpert

SoftExpert is a market leader in software and services for enterprise-wide business process improvement and compliance management, providing the most comprehensive application suite to empower organizations to increase business performance at all levels and to maximize industry-mandated compliance and corporate governance programs.

Founded in 1995 and currently with more than 2,000 customers and 300,000 users worldwide, SoftExpert solutions are used by leading corporations in all kinds of

industries, including manufacturing, automotive, life sciences, food and beverage, mining and metals, oil and gas, high-tech and IT, energy and utilities, government and public sector, financial services, transportation and logistics, healthcare, and many others.

SoftExpert, along with its extensive network of international partners, provides hosting, implementation, post-sales support and validation services for all solutions to ensure that customers get the maximum value from their investments.



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