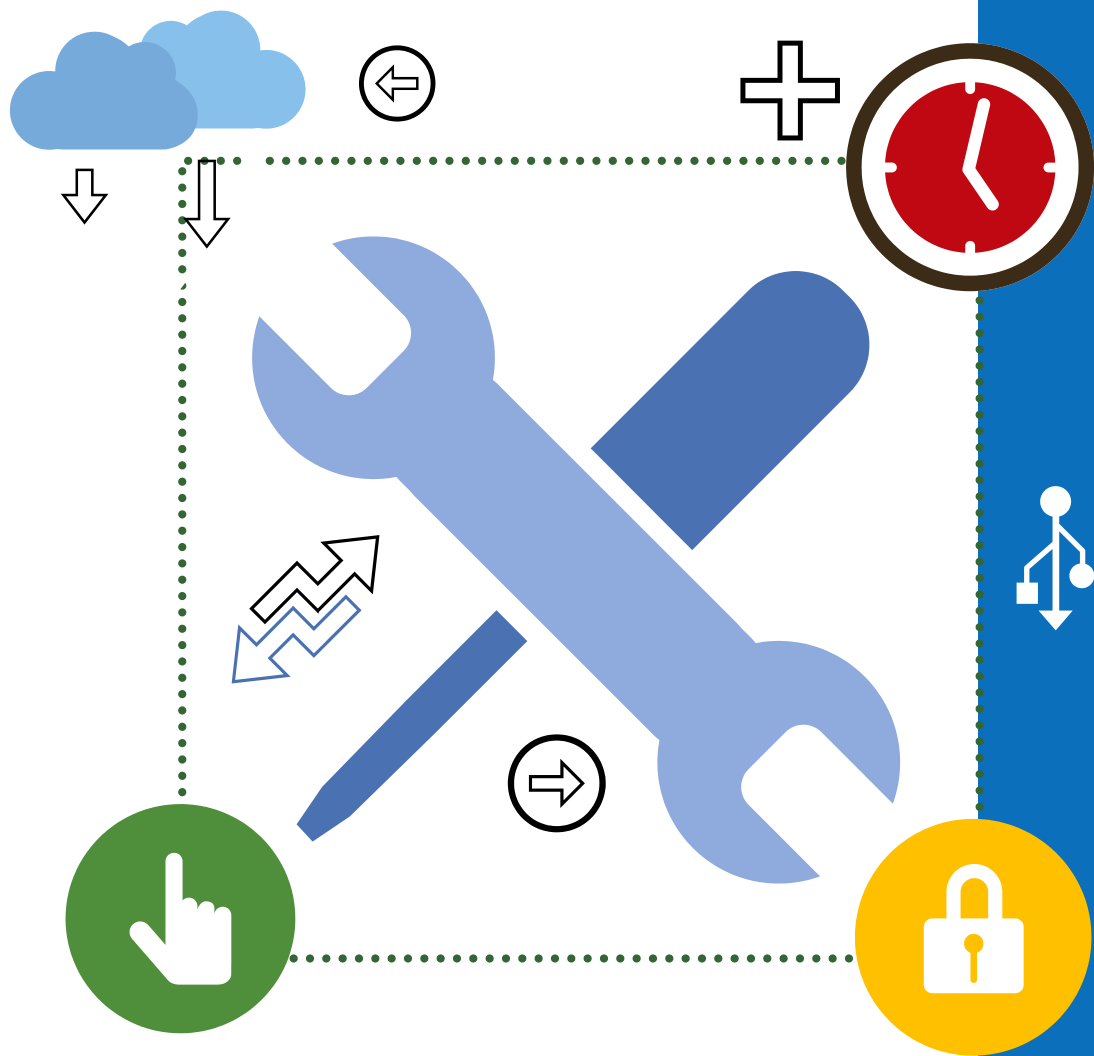


How to Implement IT Service Management that Supports Your Company's Strategy and Objectives





Regardless of what industry your company is in, managing IT services is not only a challenging job, but one that gets more demanding each day. In order to improve service quality, cost effectiveness and keep up with demand, IT services must constantly be managed and improved.

This will require a special set of tools and abilities, along with the correct mix of planning, controlling and monitoring to help you manage your IT service requests, incidents, problems, assets, budget and to deliver high quality results.

To do that, you'll need to focus on the following:

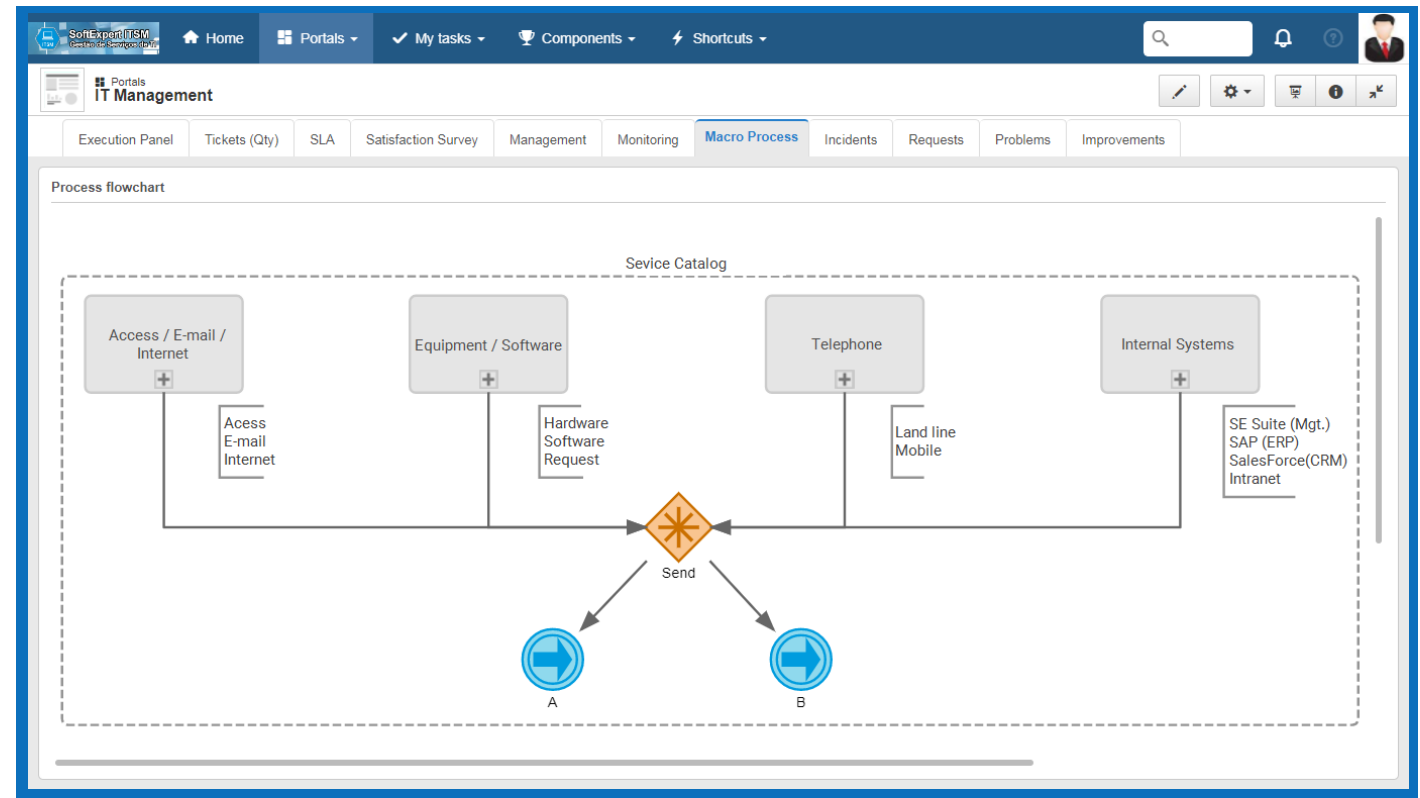
Create a Service Catalogue

The first step in designing and deploying IT services is to create a service catalogue.

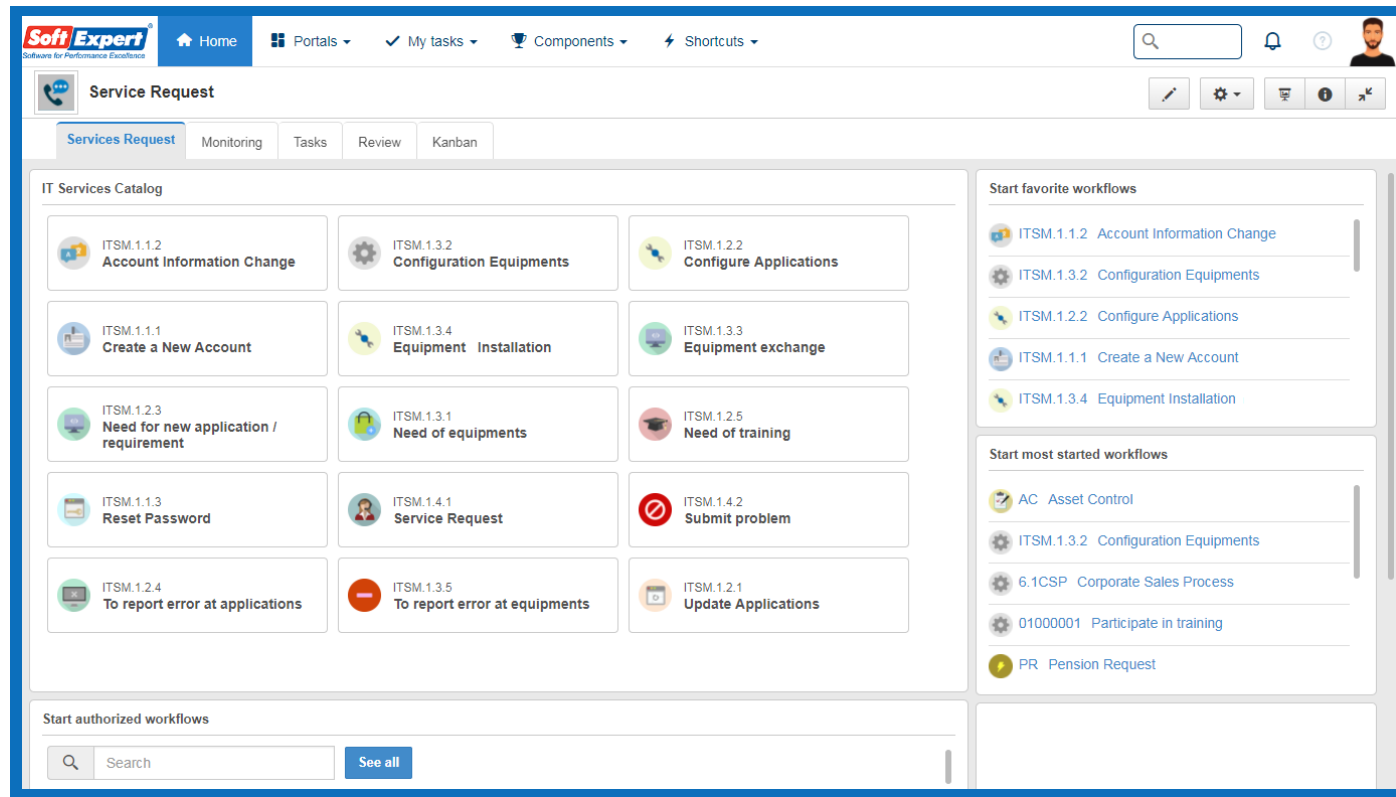
A service catalogue is a structured database with information about all of the IT services that are available at the company.

It's important that your service catalogue include critical information such as:

- Service name – should state the terms used to refer to the Service
- Description – written in easy to understand and non technical terms
- Availability – contain details about availability of the service
- Owner – person responsible within the organization for funding the Service
- Representative – central contact person for communications between the IT department and other departments
- Criticality – structure defined to categorize the corresponding criticality of the organization's services



Manage Service Requests



After creating your service catalogue, it's time to move on to managing all of the service requests that come in.

Start of by defining your Service Level Agreements (SLAs) so both your IT service provider and the person who requested the service know what to expect.

Also, it's very important to make sure that all requests are registered according to the service catalogue and processed according to the SLAs.

This will help improve resolution times, system availability, and cut down on IT operational costs.

Manage Incidents

Your incident management must be closely aligned with your service desk (or help desk). The service desk is the point of contact for all users to communicate with the IT department.

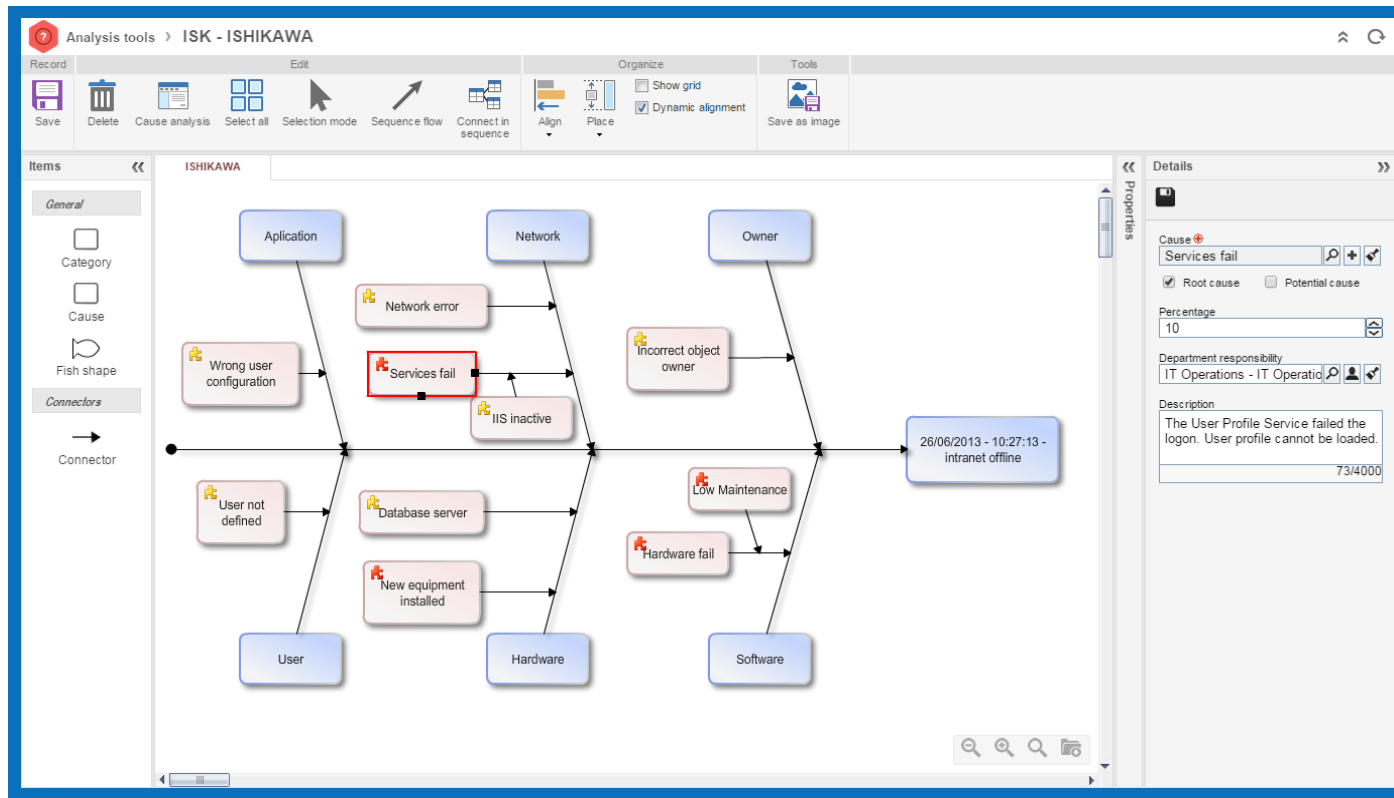
The goal here is to restore a disrupted service or a service that fails to deliver the promised performance as quickly as possible.

In order to manage your incidents efficiently, put in place a well-structured workflow with the following steps, as recommended by ITIL®:

- Incident Identification
- Incident Logging
- Incident Categorization
- Incident Response
- Incident Monitoring

The screenshot shows a web-based interface for managing service requests. The top navigation bar includes 'Activity execution' and a breadcrumb trail: '000206 - 13/07/2015 - Kevin J. Harper - The cooling fan is not working'. Below this is a toolbar with icons for 'Record', 'Actions', 'Record data', 'View', and 'Tools'. The main content area is divided into a left sidebar and a main panel. The sidebar, titled 'ACTIVITIES', shows a workflow: 'Request service' (checked), 'IT approval' (with sub-items 'Ad-hoc activity' and 'Explanation'), and 'Department approval'. The main panel, titled 'REQUEST SERVICE > SERVICE REQUEST', features the 'Acme' logo and 'IT - Information Technology Service Request'. It contains several form sections: 'Request details' with fields for 'Request Type' (Hardware), 'Request #', 'Date', 'Time', 'Status' (In Progress), 'SLA' (Business), 'Impact Details' (High), 'Mode' (Organization), 'Level' (II), and 'Urgency' (Partially Operable); 'Requester' information including 'Requestor' (Kevin J. Harper), 'Site' (BL01), 'Department' (Human Resources), and 'Contact Number' (650 - 555 5555); and a 'Description' field with a text area containing a detailed report of a cooling fan issue. A 'Title' field at the bottom of the description section contains the text 'The cooling fan in the desktop computer is not working'.

Manage Problems



Just like incident management, problem management follows a series of steps, and each step is vitally important to the success and quality of the service.

Start of by detecting the problem and properly logging it. Next, you must categorize the problem to match the incident categorization. After that, the problem must be prioritized according to its impact, followed by a two-part process of investigation and diagnosis.

Now it's time to identify a workaround for the problem and create a known error record, communicating it to the staff within the organization and creating a known error database.

Lastly, it's time to treat the problem, close it and then review it to prevent reoccurrence.

Create and Implement Action Plans

Managing all tasks and action plans is a critical element for the overall success of your IT Services.

Make sure the entire action-plan life cycle (from the initial record to approval) is streamlined and properly managed in order to maintain team communication and improve collaboration.

Using a structure such as 5W2H will help you consider all aspects of the action by answering questions such as:

- **What actions are necessary?**
- **Why is this action critical?**
- **Where will it take place?**
- **When will it start and end?**
- **Who is responsible?**
- **How will it take place?**
- **How much will it cost?**

The screenshot displays the 'COR018 - Corrective Actions' software interface. The main window shows a list of actions with columns for sequence, status, action number, and description. Action 3, 'Review work instructions', is highlighted. An 'Action data' dialog box is open, showing details for action ID 000003. The dialog includes fields for title, action type, responsible person, team, start/end dates, time, duration, and cost. It also has sections for 'Execution (When?)', 'Why?', 'Where?', and 'How?'. The background shows a timeline view with dates from April 2014.

Seq.	AS	A	ID #	What?
1			000001	Replace Machines
2			000002	Introduce new maintenance
3			000003	Review work instructions
4			000004	Train operators on new
5			000005	Pursue new lines of inv

Action data

ID # 000003 Title (what?) Review work instructions

General

Action type IMP - Area Performance Improvements Action status Start

Responsible for execution (Who?) 1091 - Mark Wilson Team

Planning (When?)

Start Date 06/05/2014 Time 08:40 End Date 12/05/2014 Time 08:40 Duration 5 How much?

Execution (When?)

Why?

Where?

How?

Created on 08/04/2014 Last updated 30/07/2014 Updated by Tetsuo Kendo

Total records: 5

Manage Asset's Lifecycle

The screenshot shows a web-based interface for managing asset data. The main title is "Asset data > 9082053 - ProSAFE 8-port 10 Gigabit". The interface is divided into several sections:

- Record**: Includes "Save and exit" and "Save and new" buttons.
- Record data**: A toolbar with icons for General data, Revision, Structure, Indicator, Documentation, History, Cost, Control, and Associations.
- NAVIGATION**: A sidebar with "General data" and "Details" options.
- GENERAL DATA**: The main content area, which includes:
 - Asset information**: ID # (9082053), Name (ProSAFE 8-port 10 Gigabit), Revision (0), Revision date (1/10/2012), Asset type (07.002 - Network), and Responsible team (002 - Equipe TI).
 - Operational details**: Specification (Equipment), Operation started (1/09/2012), Quantity (2), Available (2), and Calendar (GB - Global Business).
 - Asset status**: Available (indicated by a green checkmark).
 - Plans**: A table listing maintenance plans.
 - Metadata**: Created on (1/09/2012), Last updated (5/27/2015), and Updated by (Robert Smith).

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)

IT services are typically made up of a variety of different assets that can include servers, various types of software, hardware and more.

It's crucial to keep these assets in working order for as long as possible and replace them in a well-organized way, producing as little disruption as possible.

To do that, make sure you maintain detailed records of your assets, including the asset's service schedules, location, verification, usage, calibration and maintenance.

Properly Manage Documents and Records

As you can imagine, designing and deploying IT services will generate incredible amounts of documents and records, such as service catalogues, requests, incident and problem management records, action plans, asset records, performance databases and so on.

Management, delivery and control of documents and records are critical to any ITSM initiative. IT Managers can't create and deliver ITSM without proactively managing the documents that support their initiatives.

Furthermore, documents must not only be intelligently moved throughout an organization to support day-to-day ITSM activities, but they must also be secured and controlled, end-to-end, to protect corporate assets and avoid possible litigation.

The screenshot displays the SoftExpert QView Document (DC021) interface. The top navigation bar includes links for Home, Portals, My tasks, Components, and Shortcuts. The main content area is divided into a left sidebar and a central table.

Left Sidebar:

- Search filters:** Includes a "Quick search" input field.
- Saved searches:** Lists "My documents", "Favorites", and "Documents close to due date".
- Type:** Shows "IT-Information Technology" and "Including sub-levels".
- Advanced filters:** Includes a "Display attributes" checkbox.
- Buttons:** "Save" and "SEARCH".

Central Table:

	F	SD	EF	DS	Category	ID #	Title	Revision	Date	Hits
	★	↺			IT	IT000001t	Reporter November	00		0
	★	↺			IT	IT000002	Report November	00	11/19/2009	0
	★	⚙️	📄		IT	IT000003	Business continuity plan	00	8/02/2016	1
☑️	★	⚙️	📄		SP	SP000001	FIPS 201 Evaluation Program	00	3/01/2010	1
	★	⚙️	📄		SP	SP000002	LE Co Terms and Cond.	00	3/01/2010	1

Total records: 7

Preview Section:

Display: Preview | File: Suppliers_Handbook_v5_0_0[1].pdf

100% | 4 / 19

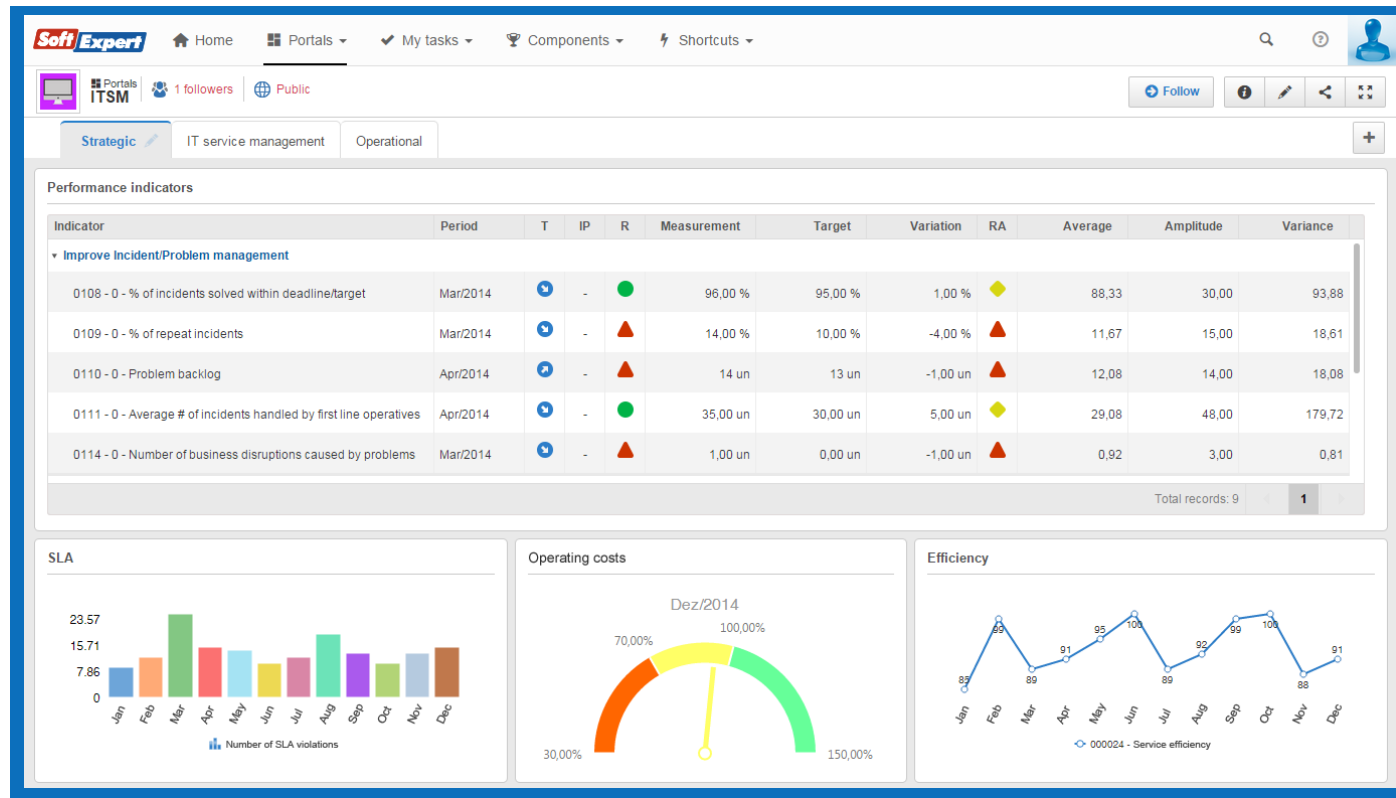
1. Introduction

1.1 Background

Homeland Security Presidential Directive-12 (HSPD-12) - "Policy for a Common Identification Standard for Federal Employees and Contractors" directed the promulgation of a new Federal standard for a secure and reliable form of identification issued by all Federal Agencies to their employees and contractors. The goal of HSPD-12 is to increase security and Government efficiency, reduce identity fraud and terrorist exploitations and protect the privacy of the individual.

The Office of Management and Budget (OMB) has designated the General Services Administration (GSA) as the Executive Agent for government-wide acquisitions for the

Analyze Trends and Patterns




The last part of designing and deploying IT services involves focusing on analyzing and monitoring your IT service data.

Along with creating a vast amount of documents, services also create a vast amount of data. But what good is all that data if you don't analyze it and manage it accordingly?

To optimize your IT services, you must be able to extract any trends and patterns buried in the data, arrange them, summarize them, perform comparisons, and extract meaningful information that can be priceless to the organization.

To make it easier to understand data, make extensive use of visual aids such as different types of dashboards, graphs, charts, tables and analytical reports.

Now that you know **How to Design and Deploy IT Services that Support Business Goals and Efficiency**, find out more about the most complete and innovative solution in the market for project and portfolio management, regulatory compliance and business excellence.



SoftExpert IT Service Management solution is a powerful, 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. The solution 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.

SoftExpert Excellence Suite



SoftExpert Excellence Suite is the most comprehensive framework of independent yet united solutions to achieve business performance excellence, streamline corporate governance, risk and compliance programs, and ensure continuous business process improvement.

Companies may not need all applications at once, or may want to deploy one application module at a time, growing gradually as the need arises. Whatever the strategy chosen, only a fully shared environment allows its applications to fit together like puzzle pieces and work seamlessly.

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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