IT service management implementation

Realize more from your IT with improved service management implementation

Highlights

- Helps you deliver higher-quality, more reliable IT services with a complete solution

- Drives improvements in IT planning, decision making, agility and efficiency with a business-oriented view and control of cost and quality

- Mitigates project risk and improves time to value with time-tested methods, global intellectual capital and industry best practices such as ITIL®

- Provides insight into IT's performance in support of business processes through monitoring and management

To keep up with changing business needs and maintain resiliency, your business is striving to improve its service management capabilities. Faced with a need to move beyond managing individual IT resources, you must enhance service quality, reduce cost and increase IT value to the business. To gain greater visibility and control over the delivery of IT services, you need to be able to collect, analyze and take appropriate action on key infrastructure operational data. However, your organization might lack the resources and expertise to smoothly implement a complete IT service management solution that is integrated with best practices and event management and monitoring capabilities. And you simply cannot afford delays or cost overruns from trial-and-error project experimentation.

IBM Service Management Implementation Services – service management implementation can help you design, build, pilot and plan the deployment of a robust, flexible service management solution tailored to your requirements. We also offer prepackaged accelerators that provide predefined processes, roles and responsibilities for more rapid installation and deployment of a production-ready IT service management solution. Our offerings are based on IBM best practices as well as proven methodology, tools and intellectual capital built from many cross-industry, global IT service management projects. We can help you more efficiently implement service management solutions with

reduced risk—so you can extract more value from your IT investment while supporting business requirements. And with a proactive event management solution that provides real-time, actionable information about your IT infrastructure to help improve performance and service levels, you gain a comprehensive solution that lets you realize more value from your IT investments, including service-oriented architecture (SOA) and virtualization.

Helping you deliver higher-quality, more reliable services

We can help streamline and mature your IT processes while helping you control service quality and cost. Our solution leverages IBM's rich experience and global intellectual capital to create a collaborative design that can help improve the quality and reliability of your IT services. Our consultants work with you to assess and define your service management architecture. The assessment is followed by a detailed design of your processes and services. We also help you develop the final deployment plan and design as well as build, test and pilot your customized service management solution—independent of technology, design or vendor. If you aren't ready for a custom solution, you can benefit from faster return on investment and reduced risk with our prepackaged

accelerators for rapid installation and deployment of a production-ready, IT Infrastructure Library® (ITIL)-aligned service management solution. Whichever option you choose, our solutions are designed to enable you to deliver higher-quality, more reliable IT services.

Driving agility and efficiency with a business view of cost and quality

Service cost and quality have a direct impact on business performance, whether related to end-user productivity, responsiveness to changing requirements or availability of business-critical systems. Through our service management best practices, we can help you reduce operational inefficiencies that negatively impact service cost and quality. We help you create formalized metrics regarding your technology, business processes and business performance to make sure your IT is flexible enough to continue supporting dynamic business objectives. Using a streamlined, methods-based approach that integrates people, processes, technology and information, our services are designed to provide a business-oriented view of IT cost and quality for improved planning and decision making.

Helping mitigate project risks while improving time to value

Our solutions are based on IBM best practices and International Organization for Standardization (ISO) IEC 20000, the ITIL, Control Objectives for Information and related Technology (COBIT) and other accepted practices. Our proven methods and models help enable more rapid project execution with reduced project risk. We can help you avoid cost overruns while enabling your IT services to become more responsive, cost-efficient and aligned with your business objectives. By choosing IBM, you also gain access to thousands of skilled resources that have extensive experience with service management implementations around the world, helping you derive more overall value from your IT investments.

Providing insight into IT's performance through monitoring and management

We can help you design and implement event automation and correlation with a business-driven view that consolidates, correlates, displays and browses events. Our skilled consultants have the experience and expertise from actual customer engagements to design and instrument the key performance indicators (KPIs) and key quality indicators (KQIs) your business needs to take appropriate action. Our solution can provide you with real-time information about your IT infrastructure, enabling the visibility and control you need to adequately support your business, along with the ability to measure and maintain service levels. You can get improved IT productivity and quality of service through proactive identification and resolution of problems—before they impact business performance.

Why IBM?

IBM has been a long-time contributor to the development of best practices and thought leadership in service management. We have led thousands of service management projects, so we can offer the real-world technical and project management expertise required to efficiently plan, deliver and communicate IT service and risk in business terms. Backed by time-tested methodologies and intellectual capital built from many global service management projects, IBM can help provide a robust, flexible service management solution.

For more information

To learn more about IBM Service Management Implementation Services – service management implementation, please contact your IBM representative, or visit:
ibm.com/services/middleware

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