

# Address IT costs and streamline operations with IBM service request and asset management solutions.



## Highlights

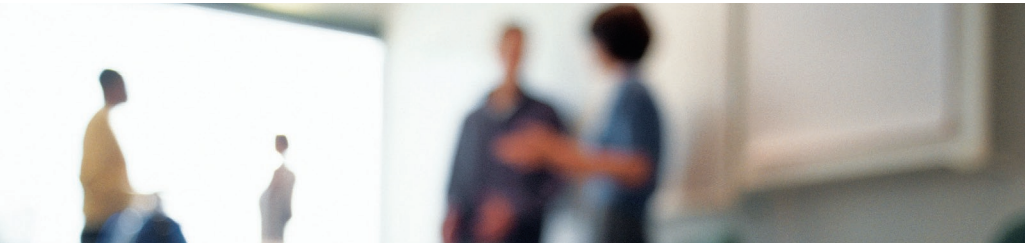
- Help service desk technicians become more effective and efficient by giving them accurate, complete IT asset management information
- Reduce IT asset costs and derive substantial value from IT investments by leveraging service desk incident and problem data in IT asset management
- Use a common platform, data layer workflow engine and Web-based user interface for both service desk and IT asset management capabilities
- Leverage an open standards-based, configurable platform built from the ground up on ITIL to help maximize flexibility and interoperability

Imagine how tightly knit service desk and asset management capabilities could help optimize service availability and hardware and software asset management. The service desk could be more efficient if it had access to relevant asset information from asset management tools. Conversely, asset management groups could leverage service desk data to develop insights for planning and evaluating asset cost efficiencies. However, most organizations find it very difficult to integrate these capabilities. Instead, they undertake costly manual processes to custom code required changes.

Frequently, organizations lack the visibility, control and automation to determine which organization has ownership over a specific set of

management tasks. Consequently, service levels and the effectiveness of asset management suffer. Without accurate, complete, reliable data from asset management tools, a service desk takes longer to handle service requests and resolve incidents and problems. Similarly, it is difficult to manage assets in a strategic fashion with inaccurate, incomplete and unreliable service management information.

IBM service request and asset management solutions help IT integrate incident, problem, change and release management. Two key components of these solutions — IBM Tivoli® Service Request Manager and IBM Tivoli Asset Management for IT — give IT organizations a common platform for bringing people, processes and technology



*“IT asset inventory and configuration data is critical to quickly resolve incident and problem issues.”*

— Gartner Research\*

together to help optimize service support and asset management. Part of a unified, shared architecture, the offerings use the IBM Tivoli Process Automation Platform, which provides a single user interface, data layer and workflow engine to help coordinate the service desk and IT asset management functions.

Tivoli Service Request Manager and Tivoli Asset Management for IT are part of a broad portfolio of solutions supporting IBM Service Management, which provides IT organizations with real-time visibility into business services, the controls needed to manage business services effectively and automation tools to streamline processes, accelerate growth and optimize the business.

**Deploy a highly flexible, easily configurable platform**

Tivoli Service Request Manager and Tivoli Asset Management for IT utilize the Tivoli Process Automation Platform, an open standards-based, Web-architected Java™ EE platform

that helps maximize reliability, increase access to third-party software and widen the pool of personnel who can customize and maintain your service management system. The software uses advanced business process management based on service oriented architecture (SOA), Web services and extensible markup language (XML). Built-in configuration tools give you a drag-and-drop interface to help simplify the process of making changes. No custom coding is required, and when IBM offers future upgrades, you can retain your configurations. This advanced service request and asset management solution enables adaptation, configuration, rapid deployment, robust scalability and deep integration with enterprise applications.

**Increase service desk efficiency and customer satisfaction with access to IT asset data**

When used together, the solution helps service desk technicians expedite service request handling, incident and problem resolution, and mean time to



repair. The solution delivers detailed, accurate IT asset data, including:

- Asset tracking and inventory data.
- Vendor details.
- Maintenance and repair information.
- Purchasing and contracts information (purchases, leases, warranties and so on).
- System location, and user or owner contact information.
- Software license management information.
- Detailed information about the assets involved, including asset type, components and model number.

If a reported service request is associated with accurate asset details, service request handling will be expedited. And, if detailed information on the asset configuration is available, root-cause analysis can be conducted more easily. Furthermore, service desk technicians who can access IT asset management information using the Tivoli solution are able to:

- Provide better service to end users making service requests.
- Make decisions on asset repair versus replacement.
- Expedite incident and problem resolution.

- View inventory levels to help set reasonable expectations about time to resolution if assets need to be ordered.
- Track order status to keep customers informed.

Making IT asset information readily and easily available to the service desk helps IT streamline operation of the service desk and reduce costs associated with service request handling and incident and problem resolution.

#### **Leverage service desk data to help optimize IT asset management**

When Tivoli Asset Management for IT draws on service desk information collected by Tivoli Service Request Manager, you can have greater visibility into the frequency and nature of IT asset incidents and failures. Having a common platform for service desk and IT asset management helps reduce costs and derive greater value from your IT investments. Examples of how IT asset management staff can use service desk data are many.

- Address repeated asset problems with the vendor and, if necessary, use the data to renegotiate the contract.

- When an IT asset that is reaching the end of its life has not had problems and is still useful, extend its life and redirect the funds that would go toward renewal.
- Purchase an extended warranty for IT assets that are more likely to fail.
- Avoid purchasing problematic assets.
- Use the historical costs of downtime for various asset classes to justify the purchase of higher-quality assets.
- Plan and budget for the appropriate inventory by tracking incident and problem trends when preparing to purchase new assets.
- Set up inventory thresholds to trigger alerts or even automatic reordering when inventory levels get low.

#### **Support IT and business processes**

With an architecture built from the ground up on the IT Infrastructure Library® (ITIL®) framework, Tivoli Service Request Manager and Tivoli Asset Management for IT support key processes throughout your organization. The solutions include mature work management processes and support for proactive work activities. Built-in report designers and viewers, role-based dashboards and a centralized, graphical user interface (GUI)-based workflow help streamline operations.

In addition to Tivoli Asset Management for IT and Tivoli Service Request Manager, other IBM offerings operate on the Tivoli Process Automation platform as well, so the products work together to give you a single, cohesive service management solution. For instance, IBM Tivoli Change and Configuration Management Database (CCMDB) provides the change management and configuration management processes that enable the control and shared context required to effectively execute change. IBM Maximo® Asset Management provides comprehensive asset life-cycle management for enterprise assets such as production equipment, fleets and facilities, enabling development of comprehensive programs for preventive, predictive, routine and unplanned maintenance. The platform supports a full range of management processes, including management of assets, work, services, contracts, materials and procurement.

### **Integration is the key**

Additionally, the solution integrates with a wide variety of discovery and systems management products from IBM and other vendors to help automate key business processes. For example, integration between Tivoli Asset Management for IT and IBM Tivoli License Compliance Manager and IBM

Tivoli License Compliance Manager for z/OS® gives you extended software asset management capabilities. The software works together to help you identify software inventory, measure use activity and automatically link license entitlements to installed inventory and use activity. Consequently, it helps manage software costs and license compliance in distributed and mainframe environments. In addition, integrations to major business applications such as enterprise resource planning, financial and human resources systems enable quick connections and data sharing.

### **Increase service availability with Tivoli Service Request Manager**

To help maximize the availability of business-critical IT services, Tivoli Service Request Manager focuses on two key attributes: prioritization and responsiveness, making it much easier and faster to restore failing IT services and minimize costly service desk calls. By drawing on accessible business reports and “on demand” views of key performance indicators (KPIs), Tivoli Service Request Manager helps you monitor and escalate incidents based on designated service levels.

Multiple “self-service” capabilities and a searchable knowledge base

help speed problem resolution. End users have Web-based, 24x7 access to updated incident status and solutions search, which helps minimize the drain on service desk technicians’ time and improve customer satisfaction. Technicians can use the knowledge base to improve first-call resolution rates and speeds.

Because it is built on the ITIL framework, Tivoli Service Request Manager allows you to move from incident management to problem management to change and release management — all on the Tivoli Process Automation Platform. Change management capabilities help you leverage a powerful visual workflow to help you automate requests and approvals.

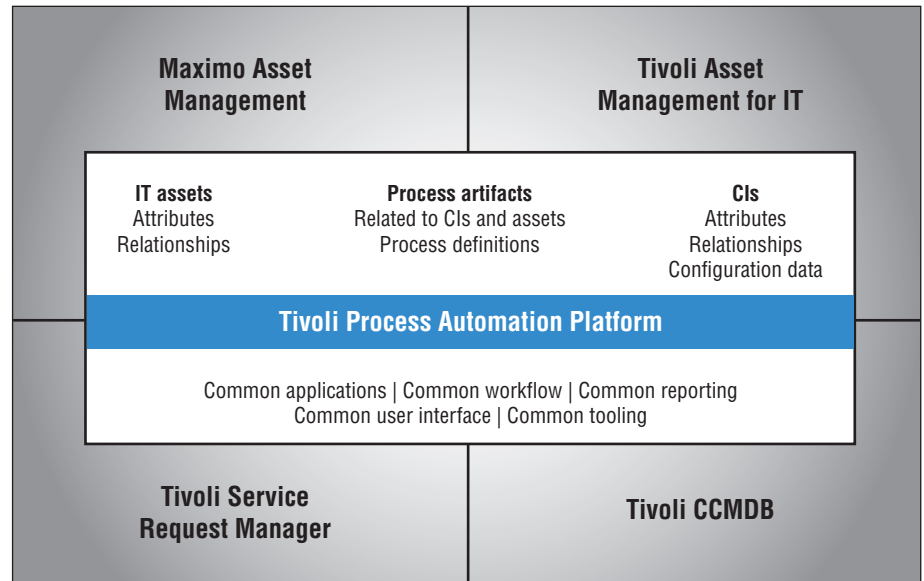
From Tivoli Service Request Manager, you can manage a wide range of incidents and problems. It receives and records service requests and updates from end users, technicians and monitoring applications — even those related to non-IT assets such as assets associated with facilities, production and fleet.

### **Expedite service requests with your own service catalog**

In addition, Tivoli Service Request Manager enables IT organizations to create a service catalog and to support

This suite of solutions:

- Shares a common data subsystem to deliver the core elements of the IBM configuration management system.
- Shares common workflow automation capabilities to govern IT processes in an integrated manner.
- Supports a variety of integrations to discovery, system management tools and enterprise business applications.



*The Tivoli Process Automation Platform federates data among Tivoli Service Request Manager, Tivoli Asset Management for IT, Tivoli CCMDB and Maximo Asset Management to support the full platform of ITIL processes.*

online ordering and automated order fulfillment. With a structured, searchable database customized especially for your organization's needs, you can easily streamline the service request process for your end users and speed up service fulfillment. A service catalog can enhance end-user satisfaction and free your service desk teams to spend more time on high-value tasks.

**Automate asset life-cycle management with Tivoli Asset Management for IT**

Tivoli Asset Management for IT combines inventory, financial, maintenance, procurement and contract management for IT assets into one

easy-to-use Web interface. It helps you automatically track and efficiently manage the complete life cycle of both hardware and software assets, from the planning and acquiring phases to deployment, maintenance and retirement.

With Tivoli Asset Management for IT, you can support IT financial planning and budgeting, and control procurement, licensing and maintenance agreement costs. Robust contract management capabilities help manage vendor contracts, including leases, warranties and software contracts. Tivoli Asset Management for IT helps facilitate internal, regulatory and

software license compliance. Detailed reports help analyze software licensing and software use, so you can ensure you are paying only for the software you need, while also mitigating risks of underlicensing.

Thorough and accurate asset tracking helps you make key business decisions effectively, enabling you to redeploy assets where needed and avoid over-provisioning. Tivoli Asset Management for IT supports reconciliation of deployed and authorized assets.



### **Speed implementation with IBM services and financing**

In addition to implementation services, IBM offers numerous consulting services to help accelerate the benefits and effectiveness of your IT asset management and service request management capabilities. In addition, IBM offers flexible leases and loans, competitive terms, powerful management and tracking tools, and a localized, consultative approach to help you get the solutions you need in ways that make sense for your business.

### **For more information**

To learn more about how Tivoli solutions can help your organization better manage service levels and IT assets, contact your IBM representative or IBM Business Partner, or visit [ibm.com/itsolutions/servicemanagement](http://ibm.com/itsolutions/servicemanagement)

### **About IBM Service Management**

IBM Service Management helps organizations deliver quality service that is effectively managed, continuous and secure for users, customers and partners. Organizations of every size can leverage IBM services, software and hardware to plan, execute and manage initiatives for service and asset management, security and business resilience. Flexible, modular offerings span business management, IT development and IT operations and draw on extensive customer experience, best practices and open standards-based technology. IBM acts as a strategic partner to help customers implement the right solutions to achieve rapid business results and accelerate business growth.

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\*Gartner Research, "Client Questions on IT Service Desk and the Role of Asset Management," 22 May 2006.