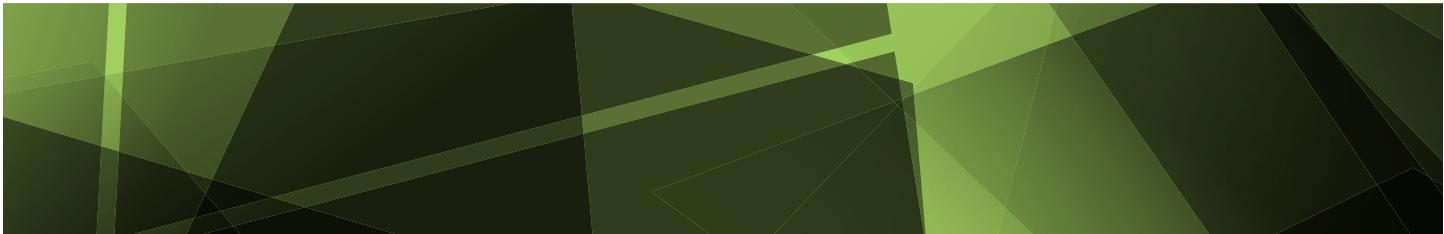


# Ivanti® Service Desk is ITIL 2011 Certified

## Ivanti Demonstrates Capabilities for PinkVERIFY 2011 Toolsets



PinkVERIFY is an objective software tool assessment service that validates toolsets that meet a set of functional requirements as defined by ITIL best practices.

Service management orchestrates IT service delivery to drive efficiency, reduce costs, manage risk, improve control, and increase productivity. Ivanti® Service Desk enables organizations to deliver outstanding IT support services to employees and customers. It combines ITIL®-verified, process-driven incident, problem, change, and configuration management and more in a single touch point.

### Now Certified for 15 Processes that Make Up ITIL 2011

PinkVERIFY objectively assesses a software tool's enabling applications against the definitions and workflow requirements for the 15 processes. As PinkVERIFY explains, a software tool must satisfy all of PinkVERIFY's general, core, and integration process assessment criteria to display the PinkVERIFY logo. With its decade-plus track record of independent tool assessment experience, PinkVERIFY is the most mature and rigorous tool certification program in the world.

Ivanti® Service Desk delivers out-of-the-box (OOTB), configurable solutions that enable organizations to integrate with existing enterprise management systems and introduce process automation to move from a reactive state to a controlled, service-oriented approach that results in IT business alignment. Combining ITIL-verified, process-driven incident, problem, change and configuration management in a single touch point, it delivers a consolidated solution for handling all types of incidents, problems, and service requests.

Ivanti Service Desk meets or exceeds all of the ITIL 2011 suitability requirements for the processes listed.

- |   |                                      |
|---|--------------------------------------|
| 1. Incident Management                      | 9. Event Management                  |
| 2. Problem Management                       | 10. Service Catalog Management       |
| 3. Change Management                        | 11. Service Portfolio Management     |
| 4. Release & Deployment Management          | 12. Availability Management          |
| 5. Request Fulfillment                      | 13. Capacity Management              |
| 6. Service Level Management                 | 14. Financial Management             |
| 7. Service Asset & Configuration Management | 15. IT Service Continuity Management |
| 8. Knowledge Management                     |                                      |

# How Ivanti Service Desk Demonstrates Capabilities for These Toolsets

## 1 INCIDENT MANAGEMENT

Incident management encompasses minimizing the disruption to an organization due to IT-related incidents by ensuring fast resolution of user issues and rapid restoration of service. Ivanti Service Desk provides OOTB templates for fast call logging and incident management. It incorporates ITIL-compatible Incident processes with standard two-stage closure, as part of the OOTB solution. As an Incident is logged, an analyst has instant access to information about previous Incidents or Incident histories and outstanding issues; details of any equipment; services or products used; and issue criticality.

Ivanti Service Desk's easy-to-use Process Designer allows the configuration of dynamic processes to reflect the information contained within the incident. Ivanti Service Desk incident management processes allow for incidents to be classified and handled in different ways or for different processes to be implemented to reflect the varying nature of the request.

## 2 PROBLEM MANAGEMENT

Problem management focuses on reducing the number of future incidents and maximizing service availability by tracking down the root cause of incidents. Ivanti Service Desk delivers a consistent, process-driven approach to reduce the impact of problems, thus minimizing down time. A standard ITIL-verified problem process is provided out of the box. Problems are logged and progressed using problem-based activities to investigate trends and to identify and diagnose root causes of problems. When a problem is resolved, all linking incidents can be closed, saving time and effort and reducing the administrative burden on service desk staff.

In conjunction with configuration management, analysts can navigate to the structure of underlying IT services and discover the underlying root cause by viewing the configuration item relationships held within the Configuration Management system.

## 3 CHANGE MANAGEMENT

Managing mission-critical services requires a systematic approach to change and configuration management. It means managing change to all the infrastructure elements—servers, operating systems, middleware, storage, power supplies, network components—that deliver the services. Ivanti Service Desk reduces the risk of disrupted business operations or failing to meet service level targets due to a mismanaged change. Changes to the IT infrastructure can be progressed in a controlled manner, thanks to the process engine that underpins all service desk processes. Change requests follow an OOTB, highly configurable change process that can be tailored to meet the needs of the organization. The ITIL-verified change process incorporates all change-related activity—from initial request, through to authorization, scheduling, and assignment so that control is retained at each stage.

Ivanti Service Desk change management seamlessly integrates with incident and problem management and configuration management to ensure rigorous control of changes, while proactively preventing service disruption. Once a change request has been closed, Problem Management can be notified of completion. This communication flow continues to cascade as necessary, notifying Incident Management that a problem has been resolved.

Ivanti Service Desk for change management enables the service desk to gain asset visibility and control. By leveraging the relationships between configuration items (CIs), impact analysis can be carried out easily to proactively assess the risk of a potential change long before it is implemented. Affected users can be notified of any potential impact and the necessary authorizations granted and recorded. This ensures that organizations reduce the risk of unauthorized change while maximizing the utilization of assets.

## 4 RELEASE & DEPLOYMENT MANAGEMENT

The perception of IT Service Management can be negatively impacted if IT performance is reduced simply through poor change procedures, such as with the deployment of a new version of software, as the effects can be felt throughout the business.

Release and deployment management deals with reducing the impact of change on the business by grouping changes into a release, and using impact analysis to implement smooth deployment. A mismanaged release or deployment could disrupt business operations, with potential to impact an organization's revenue opportunities and ability to meet their service level targets, leading to financial penalties.

The Ivanti Service Desk release management process delivers the capability to successfully manage the introduction of new software and hardware releases into an organization's IT infrastructure. Through the delivery of a clearly defined and standardized best practice process, the toolset promotes efficient, consistent handling of releases across the enterprise from start to finish. This can, in turn, generate a positive perception of IT throughout the organization.

Designed for IT personnel responsible for managing software and hardware releases, the Ivanti release management process enables them to easily manage the release lifecycle. It allows multiple changes to be built, tested, and safely released while generating an audit trail of release activity.

## 5 REQUEST FULFILLMENT

Request fulfillment capabilities reduce cost of service provisioning by delivering services to users quickly and efficiently, also improving end user productivity. Ivanti Service Desk provides both predefined processes to enable the IT department to select from a list of template requests for fulfillment, and it provides the end user with the ability to launch the request via self service through the use of the Service Catalog.

Ivanti Service Desk enables the individual service to be related to groups within the system. The available services can then be filtered based upon the user requesting services. The solution's Process Design enables the requests to be routed through multi-level authorization, validation, deployment, and subscription. The authorizations can be determined by both the organizational structure and the service being requested.

## **6 SERVICE LEVEL MANAGEMENT**

**6** Service level management encompasses improved service quality through defined, actionable response level standards. It applies to external as well as internal consumer-provider relationships. Ivanti Service Desk facilitates the management of agreements at all levels of the ITIL framework, i.e. incident, problem, change, release, etc. For example, logged incidents can be categorized and prioritized based on impact and urgency using a Service Level rules-based engine to define the required response level. If a call or service request cannot be resolved immediately, the appropriate assignments and service levels are applied automatically.

Service level management defines the attributes, hours, and days that the response level operates against using a calendar to specify nonworking days such as bank holidays and time zones. The actual response level is then managed by a series of escalation points that do any or all of the following:

- alert someone
- change the color of the item in a workload list
- increase the priority of the item or reassign the item to someone else such as a Supervisor

In the same sense that response level can be defined, the same is true of operational level agreements (OLAs) and underpinning contracts (UCs). The ability to stop and start the clock for any agreement (with audit trail) means that actual time spent can be accurately recorded. Each separate agreement has its own breach flags to ensure that any inefficiency can be highlighted and appropriately reported upon.

## **7 SERVICE ASSET & CONFIGURATION MANAGEMENT**

**7** Service asset and configuration management supports all other disciplines by providing a clear and verified view of an organization's services and IT assets and how they relate to each other. Incident management is easier because only those configuration items (CIs) related to the calling user are shown. If a particular CI has failed, this can contribute to the loss of a complete service. Ivanti Service Desk enables the service to be identified thanks to relationship mapping between CIs in the configuration management system. Impact analysis for a failed change can be undertaken and affected users informed. Service asset and configuration management also forms the foundation for service catalog and portfolio management, to understand the technical services needed to support the user-facing business services, and for managing service costs in financial management.

## **8 KNOWLEDGE MANAGEMENT**

**8** The knowledge management capabilities of Ivanti Service Desk are process-driven and focus on the capture, creation, delivery, and retention of knowledge across the business. Used effectively, a knowledge-centric infrastructure can deliver high value to analysts, users, and the organization. Knowledge management reduces the cost of incident resolution by providing analysts with rapid, contextually relevant solutions. It also helps the organization reduce IT costs by providing users with answers so they can resolve their own issues without taking up IT resources.

Ivanti Service Desk knowledge management capabilities can prompt analysts and end users with relevant information and guidance about potential solutions for incidents based on past history and best practice, speeding up resolution. Ivanti Service Desk has not just been designed to take advantage of existing knowledge. A key strength is the ability to capture, create, and manage knowledge, complete with an expiration date, as the user works to reduce the effort involved in knowledge creation.

Ivanti knowledge management capabilities adhere to the internationally recognized Knowledge Centered Support (KCS) methodology and are KCS Verified.

## **9 EVENT MANAGEMENT**

**9** Event management reduces the impact of incidents by improving the speed of detection. Ivanti Service Desk automatically logs significant system events (such as a server being down) as soon as they are detected, and routes them to the appropriate IT team before users are even aware of any problem. Event management provides information for availability management, which in turn leads to more efficient service provision. It minimizes system downtime and increases end user productivity, and can help reduce operating costs.

The ITIL Event Management solution inherent in Ivanti Service Desk contains an event manager that interacts with other systems to allow for the automatic creation of incidents from events. The escalations/notification messages are generated as part of the defined process. These can include messages that are sent as email, RSS feeds, or email to SMS messages, etc.

## **10 SERVICE CATALOG MANAGEMENT**

**10** Service catalog management helps organizations maximize process efficiencies by standardizing on a well-defined catalog of services. It reduces the cost of service provision and empowers users to make informed choices by proactively providing them with service information from their own perspective—service description; detail of response levels should a user log an issue regarding the service; cost of service to user (if appropriate); etc. In addition, service catalog management improves the perception of IT department as a value provider.

Ivanti Service Desk enables single services or service bundles to be defined and published to relevant parties. Service definitions can be set up using the Ivanti Service Desk console and then published through Self Service, providing end users the immediate access and freedom to choose the services they are entitled to. When a service reaches the end of its lifecycle and is retired, it will no longer be available to customers but is still visible to the service desk.

## 11 SERVICE PORTFOLIO MANAGEMENT

Service portfolio management reduces the cost of service provision by applying standard process to the lifecycle of a service. It ensures that proposed services are fully validated and authorized, covering items such as benefit and demand validation, financial scrutiny, provision model, provider selection, and human and IT resourcing. This allows the IT organization to effectively deliver only those services that provide value and strategic alignment to the business. Ivanti enables a service portfolio manager to manage the lifecycle of a service—how it is defined, specified, created, published, released to the business, and retired. This process-driven approach allows repeatable, standardized, and scalable methods of managing a service portfolio catalog.

## 12 AVAILABILITY MANAGEMENT

Availability management improves the quality of service provision by monitoring the availability of services against agreed targets, observing trends, and identifying areas for pre-emptive correction. It allows the forward-planning and monitoring of service availability over time. Each service and its components that make up the service can be identified individually, and availability targets can be set both for each component and for the service as a whole during the initial service-lifecycle stages. Use of external customer-experience service monitoring tools is recommended (but not essential) to feed regular service or component availability statistics into Ivanti Service Desk on a regular basis. Once presented within Ivanti Service Desk, true service availability calculations can be derived and compared against target availability projections.

In addition, use of Event Management to track device or service real-time uptime/downtime availability allows easy presentation of Mean Time between Failure and Mean Time to Repair availability metrics as standard reports delivered with Ivanti Service Desk.

The other key report output is the customer-service level report that combines rolled-up availability/event/incident statistics for all services to which a customer subscribes, presented against the agreed target for this value.

Finally, as with all service desk ITIL disciplines, use of Ivanti Management Information allows trend analysis and tracking of availability against targets over time.

## 13 CAPACITY MANAGEMENT

Capacity management improves the quality of service provision by monitoring the capacity of assets supporting services, observing trends, and identifying areas for pre-emptive correction. Capacity management covers both storage capacity (disk space) and memory. It allows the forward-planning and monitoring of service capacity limits over time. Each service and its components that make up the service can be individually identified and capacity targets set for key metrics on each component and thus a roll-up value for each service as a whole during the initial service-lifecycle definition and planning stages. Use of external capacity monitoring tools is recommended to feed regular service or component capacity statistics into Ivanti Service Desk on a regular basis. Once presented within Ivanti Service Desk, true service capacity calculations can be derived and compared against target capacity projections.

One key perspective in capacity management is the definition of “number of customers” that a service—or its components—can support. Defined during the service definition/planning stages, this maximum usage value allows projections and forecasting to be easily achieved through reporting, allowing the submission of projected customer-usage to drive the indication of services or components that exceed their maximum limits.

Again, as with all Ivanti Service Desk ITIL disciplines, use of Ivanti Management Information also allows trend analysis and tracking of capacity against targets over time.

## 14 FINANCIAL MANAGEMENT

Financial management reduces the cost of service provision by monitoring service related costs. It allows modelling of fixed costs of a service, collates service maintenance costs (costs of incidents) and revenue (paper-based or otherwise) from service utilization to provide a balanced financial overview of services. Ivanti Service Desk reports are able to perform calculations such as depreciation calculations on assets that can apply to the different components of service. This raw data can be put together in Crystal reports so that the customer can obtain, for example, a report on cost of service over time.

## 15 IT SERVICE CONTINUITY MANAGEMENT

IT Service Continuity Management reduces the risk and impact of service downtime by allowing the modeling of services on an impacted or unavailable state. Using the service lifecycle process in Ivanti Service Desk, service contingency plans can be defined and tested throughout the lifecycle of the service.