



IBM Tivoli Service Desk

Highlights

- Streamline incident and problem management processes for more rapid service restoration at an appropriate cost
- Increase the availability of critical IT services
- Help optimize productivity of service-desk personnel and increase end-user satisfaction
- Maximize IT infrastructure stability and availability
- Establish a common solution for global support
- Align IT operations and your business with service level management, service provisioning and service catalog
- Support IT Infrastructure Library® (ITIL) processes for managing incidents, problems, changes, releases and service levels

In today's volatile, ever-changing IT environment, the service desk delivers critical support to the entire organization by keeping key business systems and services available and reliable. As technology becomes increasingly complex, problem resolution becomes more time-consuming, skill requirements increase and costs to maintain quality services escalate. In the face of tighter budgets and fewer resources, prioritization and responsiveness are the keys to maximizing availability of business-critical IT services.

IBM Tivoli® Service Desk helps you meet these challenges by enabling you to manage incidents and problems across your infrastructure, more rapidly restore failing IT services and help minimize costly service-desk calls. Use Tivoli Service Desk to help:

- Increase availability of critical IT services and reduce disruptions.
- Create service efficiencies and streamline service-desk operations.

- Leverage ITIL® guidelines and other best practices.
- Establish a common solution for global support.
- Deliver more easily accessible business reporting and on demand views of key performance indicators (KPIs).
- Align IT objectives with business objectives.

Tivoli Service Desk is part of a unified product suite for asset and service management built from the ground up on a single, unified platform. Tivoli Service Desk is designed to work with IBM Tivoli Asset Management for IT to help enhance your asset management processes.

Tivoli Service Desk — a core component of IBM Service Management offerings — is built on open standards-based technologies, making it a highly flexible service-desk solution that allows you to support ITIL processes that benefit your overall business objectives. The software allows you to move from incident management to problem management to change management — all on a single platform.

Automate incident and problem management

Tivoli Service Desk enables you to have a single point of contact to help manage incidents and problems across your organization. It documents incidents from:

- End users.
- Service technicians.
- Network systems management/monitoring applications.
- Non-IT related data points, including heating and air conditioning systems, human resources applications and even copy machines.

Streamlining the process further, workflow and escalation features help you configure Tivoli Service Desk to better meet your business objectives. For example, you can automatically respond by ticket type or event classification. With an easy-to-use Web interface, your service team can quickly prioritize and respond to your most business-critical events, helping to improve efficiency and speed time to resolution.

No matter where your incident originates, Tivoli Service Desk enables you to consolidate user communication across a variety of channels (including phone, e-mail, Web and fax) to help ensure that incidents are captured and that your service team can more consistently provide high-quality service.

Form-based fields capture information on who is reporting the issue and the details of the issue. The product also enables you to search for similar trouble tickets, to aid in root-cause analysis. For frequent requests like password resets or recurring incidents, you can apply ticket templates to further streamline the workload.

You can use Tivoli Service Desk to:

- Make IT operations function as the single point of contact for your end users, receiving and recording all service requests and communicating updates.
- Prioritize service restoration.
- Help resolve problems and prevent future incidents.

- Monitor and escalate incidents and problems based on designated service levels.
- Design and implement processes to manage changes and help establish efficient procedures to distribute changes.

Built-in features streamline service-desk functions

Configure workflows and escalation for your organization

Through built-in workflow and escalation engines, Tivoli Service Desk enables you to easily configure workflows and escalation thresholds to implement proactive business process automation — through any Web browser. These features help you automatically monitor and manage any data point, process or event.

For instance, you can design your workflows to prompt for different tasks, depending on the incident or problem type, then configure your escalation to evaluate conditions and send a notification — or take action against that record, if necessary. You can also set your escalation to implement remedial measures after reaching designated thresholds.

Tivoli Service Desk supports IBM Service Management best practices including ITIL

CHANGE MANAGEMENT

Identifies and classifies
 Routes through correct approval process
 Plans and schedules all tasks and personnel
 Standardizes process to minimize outages

CONFIGURATION MANAGEMENT

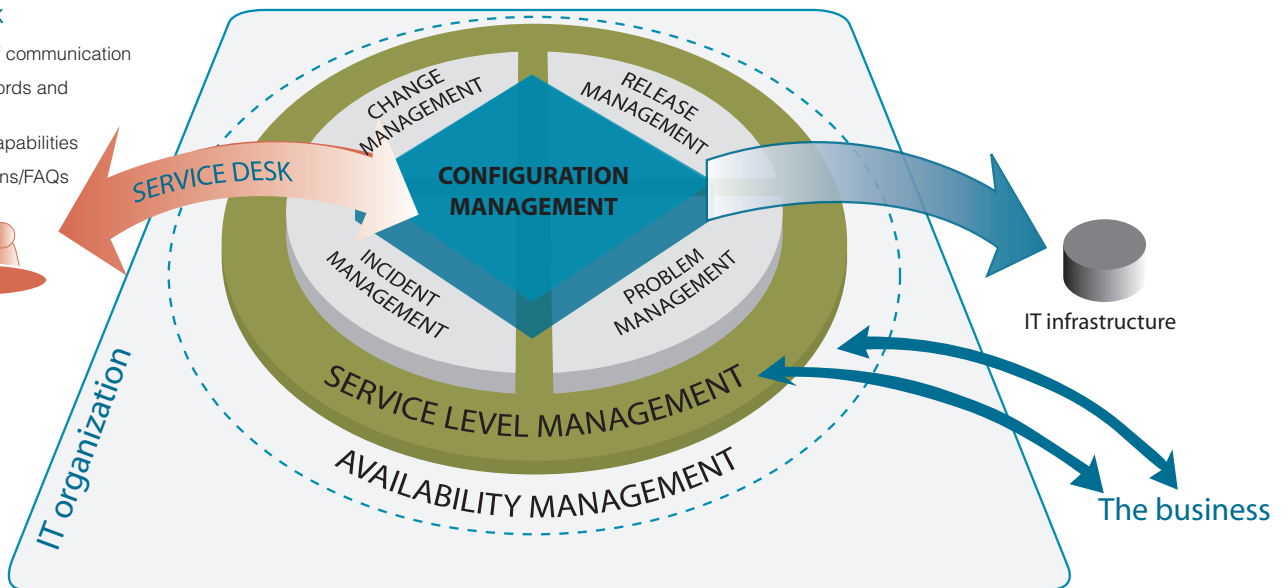
Maintains all details of assets through entire life cycle
 Understands relationships between assets
 Tracks owners and custodians
 Includes all service and work management history

RELEASE MANAGEMENT

Identifies and classifies releases
 Plans and schedules subordinate changes for rollout

SERVICE DESK

Single point of communication
 Receives, records and resolves
 Self-service capabilities
 Search solutions/FAQs



INCIDENT MANAGEMENT

Identifies, classifies and prioritizes incidents
 View asset details
 Solution searching to improve resolution times
 Records details in CMDB automatically

SERVICE LEVEL MANAGEMENT

Defines services, captures agreements, proactively monitors performance
 Escalation management
 Any Tivoli process, not just service-desk processes

AVAILABILITY MANAGEMENT

Records availability metrics (downtime)
 KPIs to ensure availability
 Escalation and workflow to monitor and proactively modify

PROBLEM MANAGEMENT

Identifies and classifies problems
 Creates and implements solutions
 Enables transition from problem to known error

leveraging a powerful visual workflow. By providing proactive service, you help minimize outages. Change management can be invoked from any service request and leveraged for planned changes as part of an IT asset management process. Changes are automatically updated, and notifications of scheduled changes make support staff aware of actions that may increase the number of incidents.

Create and track service level agreements

The ability to create and track service level agreements — and maintain a service catalog — helps your organization prioritize critical business functions according to response thresholds that you set. Use Tivoli Service Desk to manage service levels for:

- Ticket management.
- Service restoration.
- Vendors.
- Delivery times.
- Invoice accuracy.
- Key assets, services and work-related metrics.

Asset management helps speed problem resolution

Tivoli Service Desk works with IT asset management (ITAM) and asset discovery applications from IBM, including Tivoli Asset Management for IT, the IBM Tivoli License Compliance Manager family and IBM Maximo Discovery, as well as applications from other vendors. When an organization unifies ITAM processes with Tivoli Service Desk, its service-desk technicians can view asset details to drive rapid problem resolution.

Manage contracts with greater ease

You can use Tivoli Service Desk with Tivoli Asset Management for IT to facilitate efforts to comply with software licenses and contracts and hardware lease agreements. For instance, service-desk technicians can check maintenance and warranty terms before approving and making a change, and can reference software agreements for proper licensing before updates are

deployed. Use Tivoli Service Desk to manage:

- Leases.
- Maintenance agreements.
- Warranties.
- Purchasing agreements.
- Software license agreements.

Work management features help streamline planning and scheduling for staff

Tivoli Service Desk has industry-leading work management capabilities that enable IT departments to go beyond tracking assets and delivering services. With advanced planning and scheduling, you can more easily deploy the right personnel with the right skills — at the right time. Tivoli Service Desk enables IT departments to:

- Create standard procedures.
- Initiate activities.
- Track costs associated with activities, such as changes and releases.

With a detailed analysis of personnel and asset costs, IT managers can have the information they need to support service delivery and investment decisions.

Architecture designed to support your business objectives

In today's fast-paced business environment — fueled by rapid technological advances — leading organizations realize that in order to retain their competitive edge and operational excellence, they not only must have adaptable business processes, but also an agile IT infrastructure that will support their changing business landscape.

Tivoli Service Desk offers an advanced architecture that leverages key Internet concepts, standards and technologies, and ensures optimum compatibility with today's Internet infrastructure.

The Web-based interface can be easily configured to map most of your organization's processes, data models, end-user and corporate user interfaces and portal standards.

Tivoli Service Desk helps you:

- Reduce the complexity of technology and supported architectures.
- Lower your total cost of ownership.
- Facilitate security through standardization.
- Speed deployment.
- Avoid becoming locked into proprietary applications and vendor platforms.
- Enhance interoperability with key IT infrastructure systems.

Conclusion

Deployed via standards-based J2EE™ application servers, Web services and service oriented architecture (SOA), Tivoli Service Desk helps you to:

- Reduce the complexity of supported technologies and architectures.
- Lower the total cost of ownership.
- Improve security.
- Speed deployment with no code on the client.
- Avoid proprietary application and vendor platform lock-ins.
- Enhance interoperability with key business IT infrastructure systems.

Tivoli Service Desk includes a user interface that can be easily configured to map an organization's processes, data models, and corporate user interface and portal standards. This technologically advanced and flexible solution also supports ITIL-based processes for the following:

- Incident and problem management
- Change, release and configuration management
- Service level management
- Contract management
- Procurement

Tivoli Service Desk has earned Pink Elephant's PinkVerify™ certification and is part of the IBM Service Management strategy to help align your IT functions with your business objectives.

For more information

To learn more about how Tivoli Service Desk can help your organization manage incidents and problems, restore critical services and minimize service-desk calls, contact your IBM

representative or IBM Business Partner, or visit ibm.com/tivoli

About Tivoli software from IBM

Tivoli software provides a comprehensive set of offerings and capabilities in support of IBM Service Management, a scalable, modular approach used to deliver more efficient and effective services to your

business. Meeting the needs of any size business, Tivoli software enables you to deliver service excellence in support of your business objectives through integration and automation of processes, workflows and tasks. The security-rich, open standards-based Tivoli service management platform is complemented by proactive operational management solutions that

provide end-to-end visibility and control. It is also backed by world-class IBM Services, IBM Support and an active ecosystem of IBM Business Partners. Tivoli customers and partners can also leverage each other's best practices by participating in independently run IBM Tivoli User Groups around the world — visit www.tivoli-ug.org



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