

managefusion™
.05



service management overview – introduction

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session key points

- what is service management?
- the altiris philosophy for addressing service management
- technology – pieces that make this work

service management functions

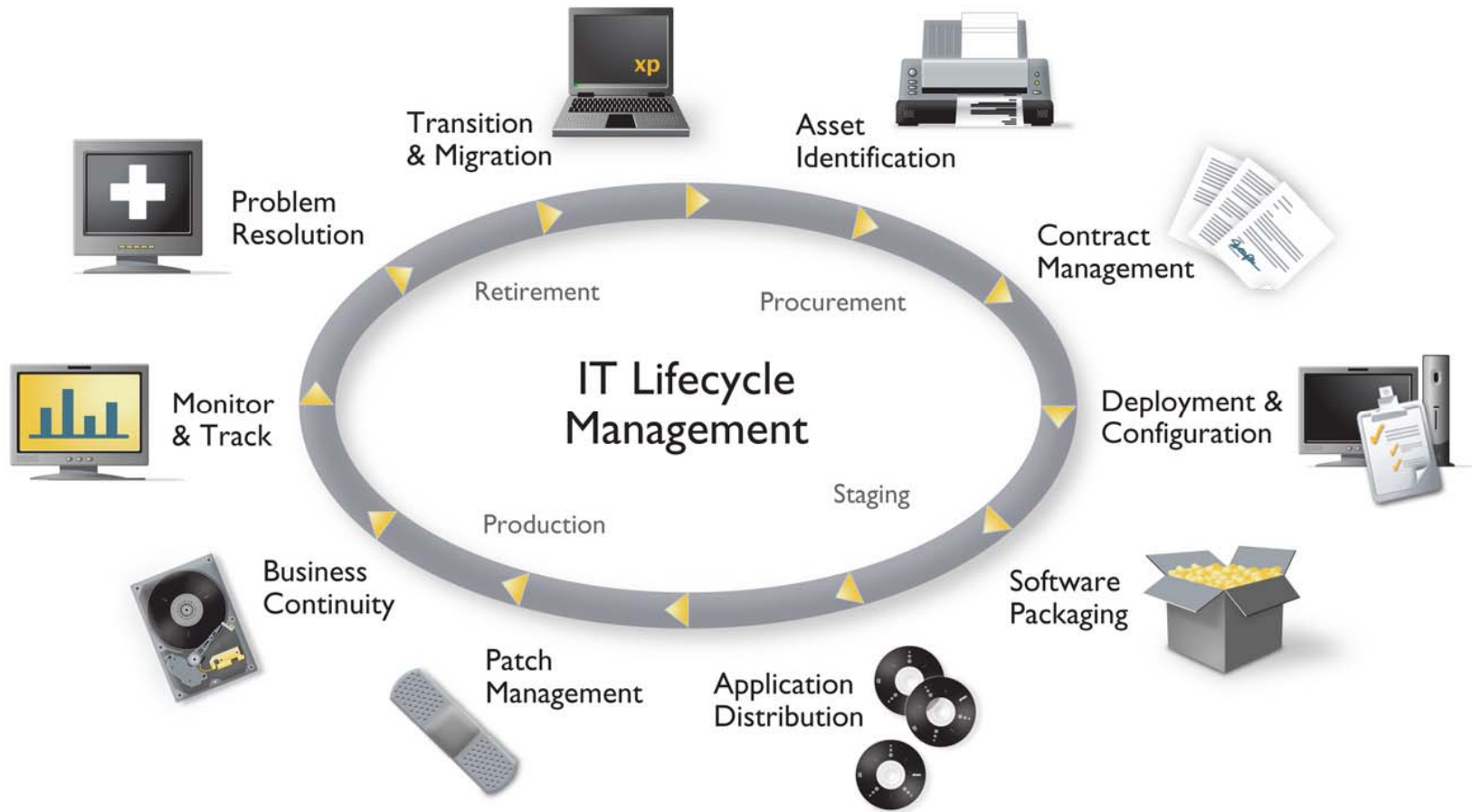
- incident management
 - restoration of service
- problem management
 - identification and removal of root cause / proactive mgmt
- change management
 - controlled and measured change
- release management
 - systematic delivery of IT resources
- configuration management
 - continuous management of CI relationships
- service request
 - request fulfillment
- sla management
 - management of assigned agreements and metrics



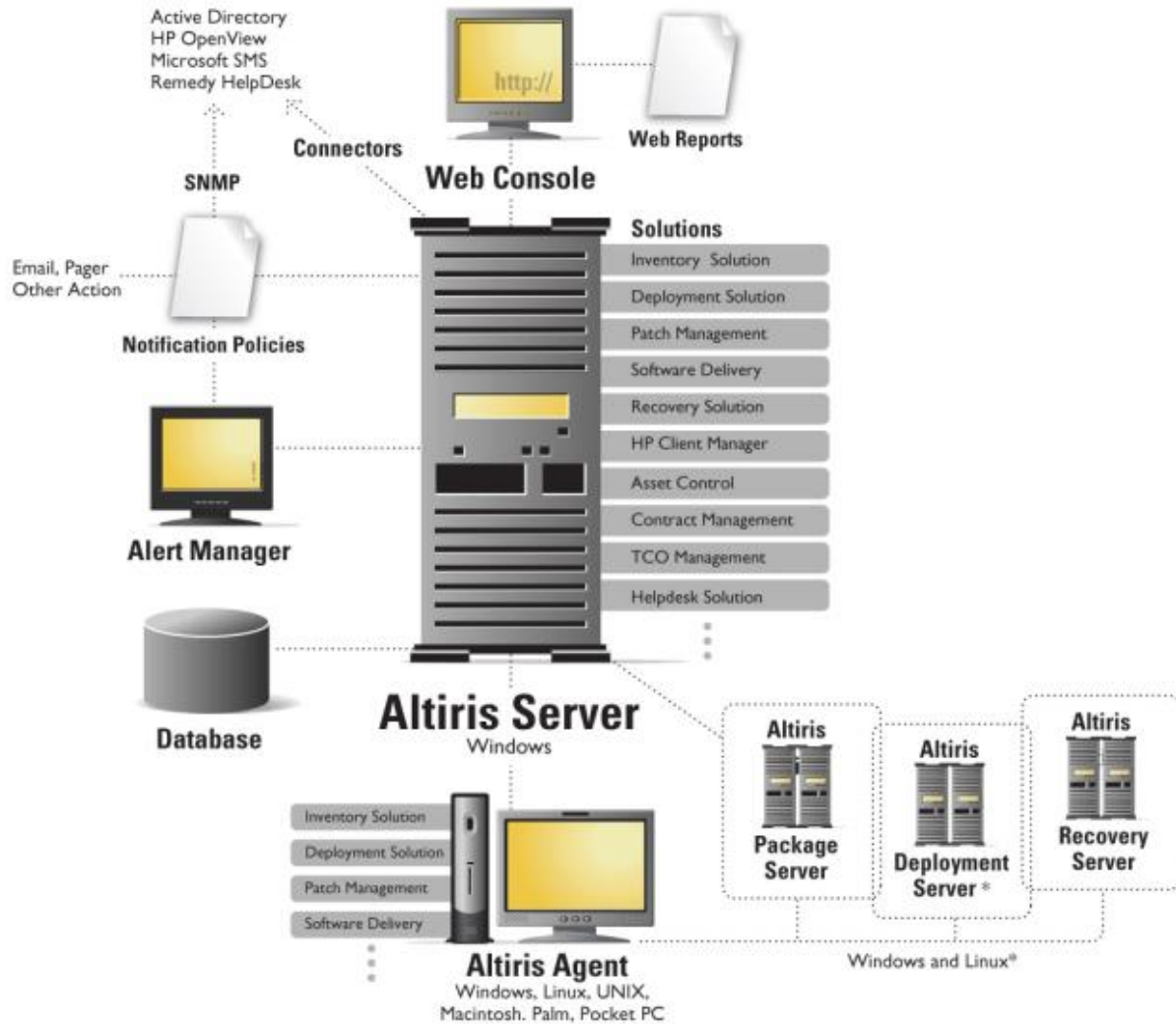
goals of service management

- lower support costs / Increase quality of supplied services
- set, measure and achieve SLAs
- lower incident response time
- empower users through employee self-help
- reduce number of unapproved changes
- complete tracking of changes
- manage 3rd party services
- increase adaptability and flexibility
- accurately report on IT internal control
- communicate success
- mitigate risks of changes

altiris IT lifecycle management



altiris IT lifecycle management



key points

- tightly integrated
- ITIL verified
- built on the CMDB not just near it
- massively scalable .net architecture
- cost effective
- easy installation and setup
- complete web service API

integration

active directory – people and places



inventory – things



software management



network event management



incident management example

- issue/service disruption
- incident management process begins
- technician can leverage altiris tool set
 - cmdb
 - remote control
 - web admin for windows
 - software delivery
- goal: resolve issue as quickly as possible

problem management example

- problem alert
 - major incident
 - incident trending
- problem management process begins
- technician can leverage altiris tool set for analysis
 - cmdb
 - monitor solution
 - associated incidents
 - knowledge base
- goal: quickly identify and remove problem

problem management example

- problem alert – proactive system alert
- potential issue identified
 - inventory solution
 - monitoring solution
 - security management
- problem management process begins
- technician can leverage altiris tool set for analysis
 - cmdb
 - remote control
 - web admin for windows
 - associated incidents
- goal: quickly identify and remove problem

change management example

- rfc created and routed for approval
- approver/cab can leverage altiris tool set
 - cmdb
 - impact analysis
 - difficulty/cost of change
- change management process begins on approval
- technician can leverage altiris tool set for execution
 - software delivery
 - software virtualization
 - cmdb
 - recovery solution
 - wise packaging
 - quarantine – termination/project ends
- goal: control and measure change with reduced risk

product demonstration

- integrated access to cmdb and inventory tools
- embedded functionality
- prescriptive access to execution tools
- analysis and automatic alerts tools
- process management tools

service management sessions

- **The Secret to IT Operations: Configuration Management Database (CMDB)**
Dave Johnson, *Market Segment Manager, Altiris*
Best Practices - Break-out
- **Tailoring Helpdesk Solution to Fit Your Needs**
Greg Giles, *Product Marketing Manager, Altiris*
Advanced Technical - Hands-on Lab
- **Request Management within the Context of ITIL**
Butch Sakashita, *Chief Operations Officer, Biomni*
Ryan Knight, *Senior Trainer, Altiris*
Best Practices - Break-out
- **Preparing for Your Helpdesk Solution Implementation**
Dave Johnson, *Market Segment Manager, Altiris*
Best Practices - Break-out
- **Helpdesk Solution Customer Case Study**
Dave Johnson, *Market Segment Manager, Altiris*
Jean Paul Renaud, *Regional IT Manager, Jacobs Engineering*
Best Practices - Break-out

thank you / q&a

- more information
 - www.altiris.com/itil
 - <http://www.altiris.com/products/assetmgmt/>

thank you / contact information

- contact information

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