



Integrated Service Management for Government

PCTY2010



Pulse Comes to You

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Government organizations globally are experiencing the most challenging environment in decades...

Demand for citizen services



Requirements to reduce government expenditure following global stimulus programs



Citizen expectations for open government



Traffic congestion, energy and water shortage



Terrorism, crimes, and emergencies



CIOs globally are struggling to understand how to deliver quality IT services, while reducing costs and managing risks

85%

believe profit pools
will shift significantly¹

67%

have a business model
innovation focus²

79%

do not understand
what clients value³

80%

don't have integrated risk
processes⁴

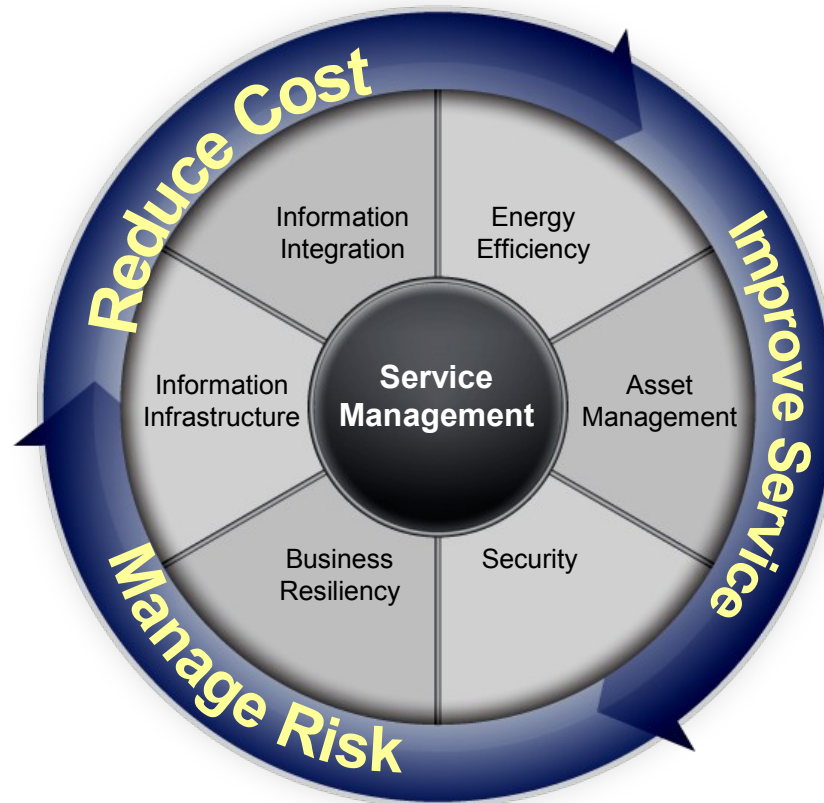
1 - IBM / CFA Institute Survey 2009; IBV analysis

2 - IBM Global CEO Study 2008

3 - IBM / CFA Institute Survey 2009; IBV analysis

4 - The Economist June 2008, IBM CRO Survey

Dynamic Infrastructure is an IBM framework to manage the IT environment to support business goals and initiatives



Integrated Service Management

Combination of specialized systems and capabilities needed to deliver IT Services securely, efficiently, reliably and cost-effectively

Asset Management

Managing all strategic assets within an agency for total asset visibility

Governments require an Integrated Service Management framework that manages the IT environment effectively and efficiently



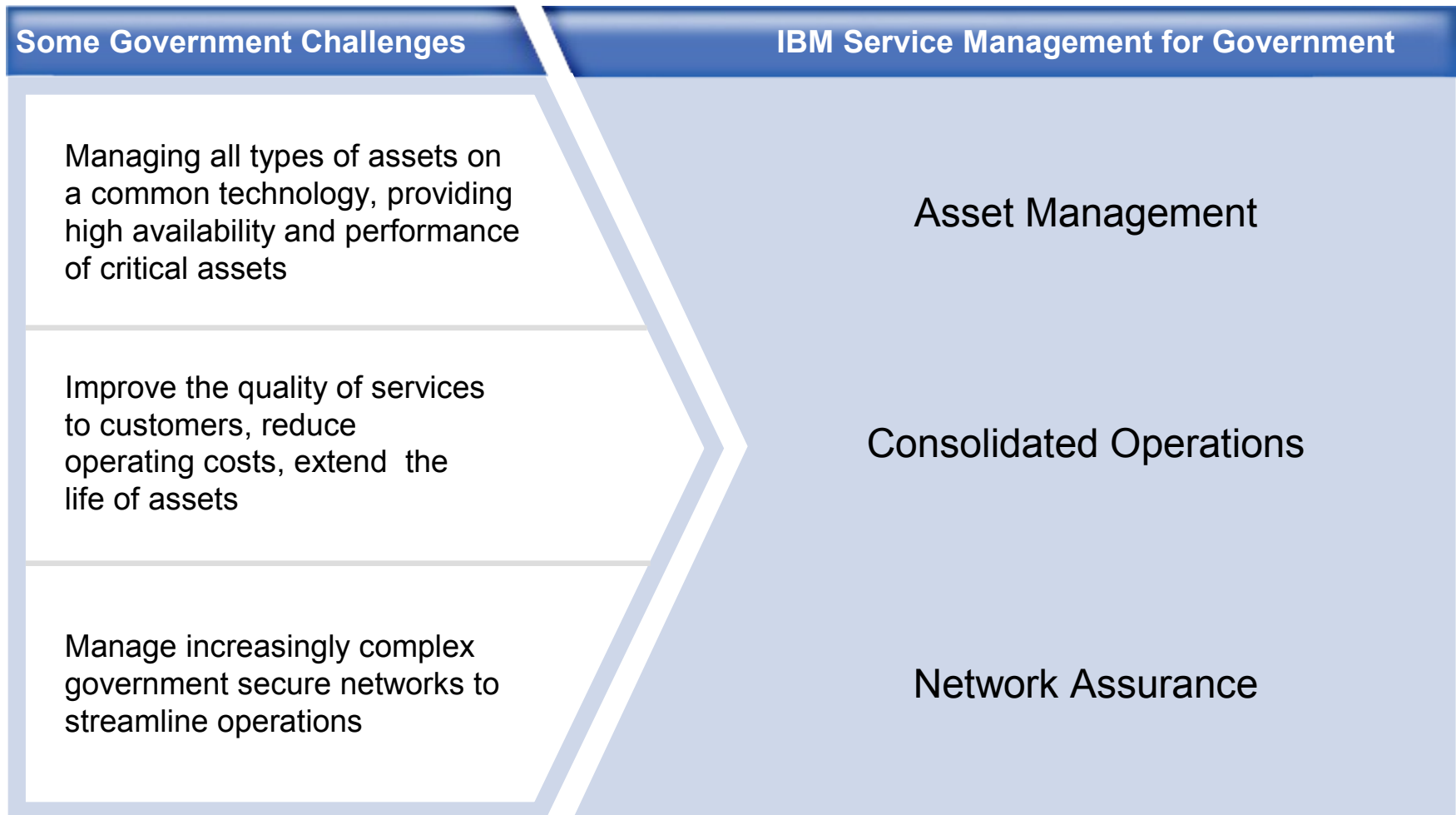
Visibility	Control	Automation
<p>Respond faster and make better decisions</p>	<p>Maximize return on assets and reduce risk</p>	<p>Streamline processes and accelerate growth</p>
<ul style="list-style-type: none"> Complete, real time operational visibility to support the high level, joint and integrated use of information technology to enable effective, adaptive and mobile operational capability 	<ul style="list-style-type: none"> Control through cost-effective, robust, secure and agile foundation on which to manage operations to support Government 	<ul style="list-style-type: none"> Automation providing agility across IT and operational systems, reducing costs, improving efficiency and increasing responsiveness.

Integrated Service Management brings together IT processes and technology to support complex business infrastructures ...



	Integrated Service Management	Business Service Mgmt / IT Service Mgmt
Dashboards span all audiences & infrastructures	Business & Technology Audiences & Infrastructures	Limited to IT Operations & Infrastructure
Enterprise & IT Asset Management	Smart, physical & technology assets	Limited to IT Assets
Common Service Request & Service Desk	Business & Technology requests managed in an integrated framework	Limited to IT
End-to-end Lifecycle Management*	Enterprise Architecture, Development, Testing, IT Ops	Limited to IT Ops
High-automation Systems Platforms	Integrated Service & Hardware management platform	Limited Management Scope
Shared Common Services	Visualization, Navigation, Security, Process engine, Data model	Limited
Industry specific solutions	Solutions tailored by Industry	Generic for IT

Solving challenges with Integrated Service Management in Government – 3 examples



Asset Management for Government

Many government agencies need to enhance the reliability, utilization and performance of assets to reduce costs



- Increase reliability and availability of assets **and** IT services assets
- Improve performance of assets to impact the top and bottom lines
- Capturing actual costs for labor, materials, tools & services
- Managing 3rd party service providers
- Reducing cost and complexity of IT environment supporting the business
- Standardizing & enforcing business processes



Asset Management case study U.S. Army Aberdeen Proving Grounds

Business Challenge

- The aged infrastructure needed to be replaced and Executive Order 13423 required **improved energy management** and the investment in renewable energy sources. **Budgets are decreasing and energy costs are increasing.** In the past four years, the installation's energy bill increased by \$20 million.

Solution

- The Base needed a single management platform that **integrates building automation, asset management and energy metering information.** For nearly 10 years, they have used asset management software to **reduce the time and cost of asset maintenance for more than 15,000 equipment assets valued at \$8 billion.** Now, they are transforming this program into a Directorate of Public Works initiative that helps staff maintain mission-ready status and control energy costs.



Asset Management case study U.S. Army Aberdeen Proving Grounds



“The Building Operations Command Center platform gives us complete visibility and control of our operation so we can fix problems before they spin out of control, run at peak efficiency and effectively support our missions. This has contributed to millions of dollars in savings.”

*– Harry Greveris, Director of Public Works,
Aberdeen Proving Ground*

Benefits

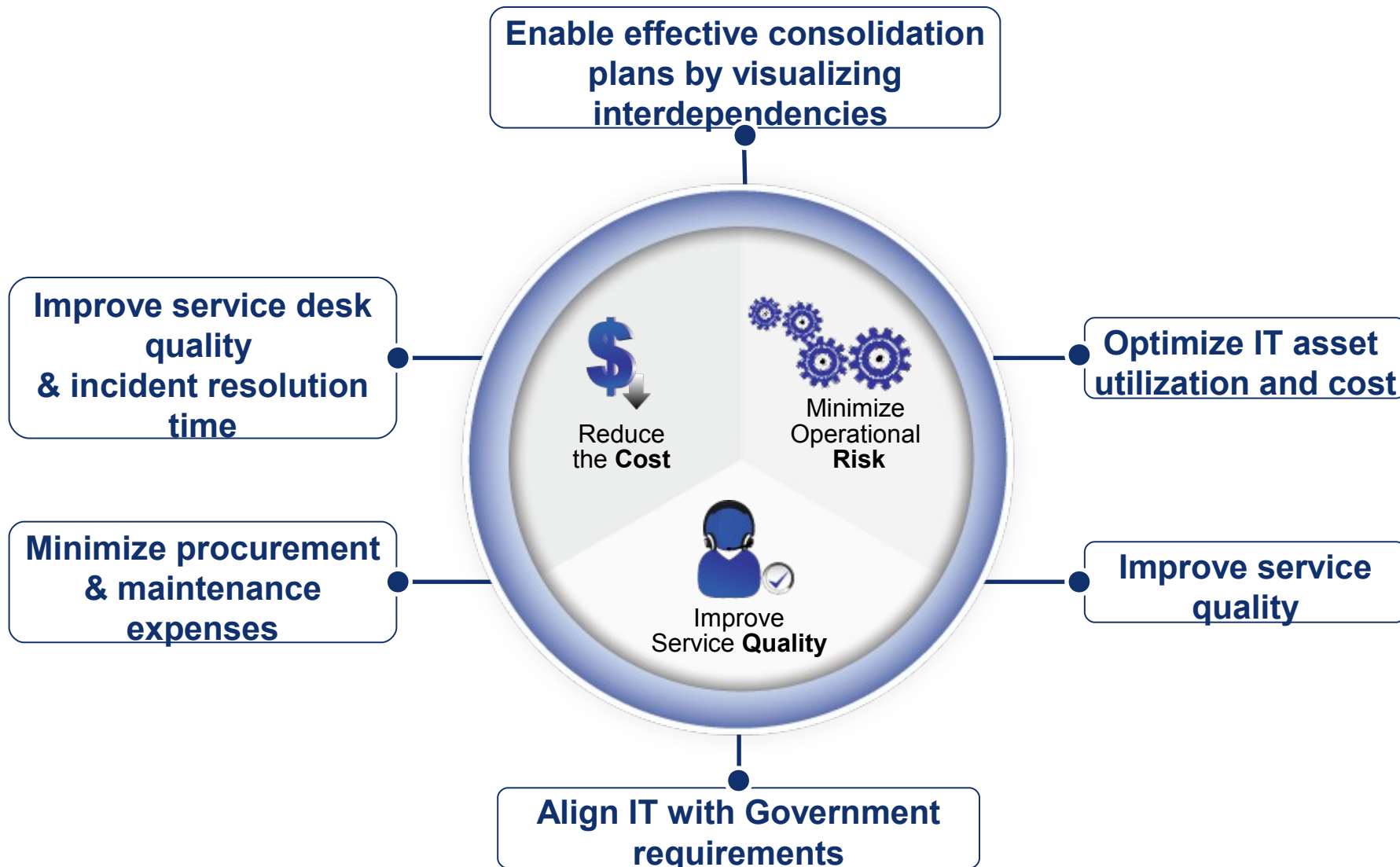
- Costs Reduced 10%, \$4 million in savings
- Improved decision making for mission-ready status
- Deferred capital investments by extending asset life
- Increased efficiency to avoid staffing increases
- Reduced fossil fuel consumption more than \$700,000/ year

Consolidated Operations – challenges

- **Improve the quality of IT services** to customers (both internal and external)
- Reduce number of **disparate / similar functionality applications**
- Streamline **infrastructure complexity**
- **Prioritize IT operations** based on mission priorities
- Reduce **inefficient process** bottlenecks
- **Align cost of shared IT resources** with product lines and/or business units
- Obtain **consolidated view of IT Services** at the field, service, network, software and device layers



Consolidated Operations – benefits





Consolidated Operations case study City of Corpus Christi, Texas

Business Challenge

- Primarily manual processes for work and asset management made it **difficult for staff to measure service levels, identify recurring problems and analyze whether a customer request represented a site-specific problem or an area-wide issue that required extensive support**. The city needed a **cost-effective service management, governance and risk management solution** and implementation services.

Solution

The City of Corpus Christi implemented IBM Maximo Asset Management to gain the visibility, control and automation it needed to link work to City strategy and SLAs. The solution is integrated with the organization's global information system and financial accounting system to provide the 360-degree view required to **improve resource utilization, enhance response times and accurately track costs**.

Consolidated Operations case study



City of Corpus Christi, TX

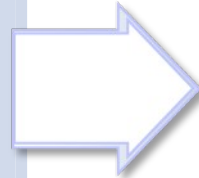
Benefits

- Improved customer satisfaction
- Increased percentage of customers experiencing continuous service
- Ability to share information on work performed and work needed across the entire organization using a single database

Many large Government departments, such as Defence, must manage complex, highly secure Network services

Network Assurance Drivers

- Improve operational efficiencies
- Reduce CapEx expenditures
- Improve staff effectiveness
- Embrace new frameworks such as SDP, IMS and SOA
- Drive convergence of Fixed/ Mobile and Telco/IT/Media



Network Assurance Requirements

- Reduce number of disparate Service Assurance systems
- Replace inefficient legacy OSS/BSS
- Obtain consolidated view at device, network, service and customer layers
- Perform rapid intelligent root cause analysis
- Streamline infrastructure complexity to enable use of new frameworks
- Automate by integrating Service Assurance and other key OSS functions

Building an Integrated Service Management architecture for Network Assurance

Fault/Event Management

Leverage highly scalable platform to manage 100+ million events per day as a “manager of managers” to consolidated operations.

Service Transaction Monitoring

Extend management to applications key to delivery of Telecom services for true end-to-end visibility and service management

Performance Management

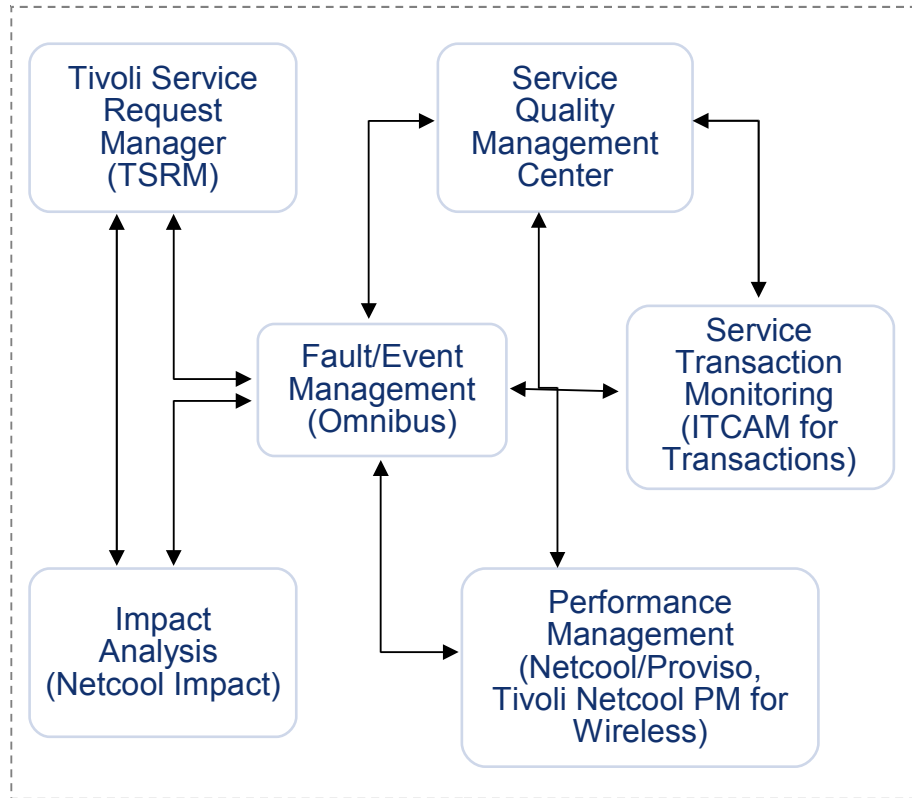
Manage performance of multi-vendor, multi-technology networks spanning wireless, IP and wireline – with the lowest cost of PM ownership

Service Request Management

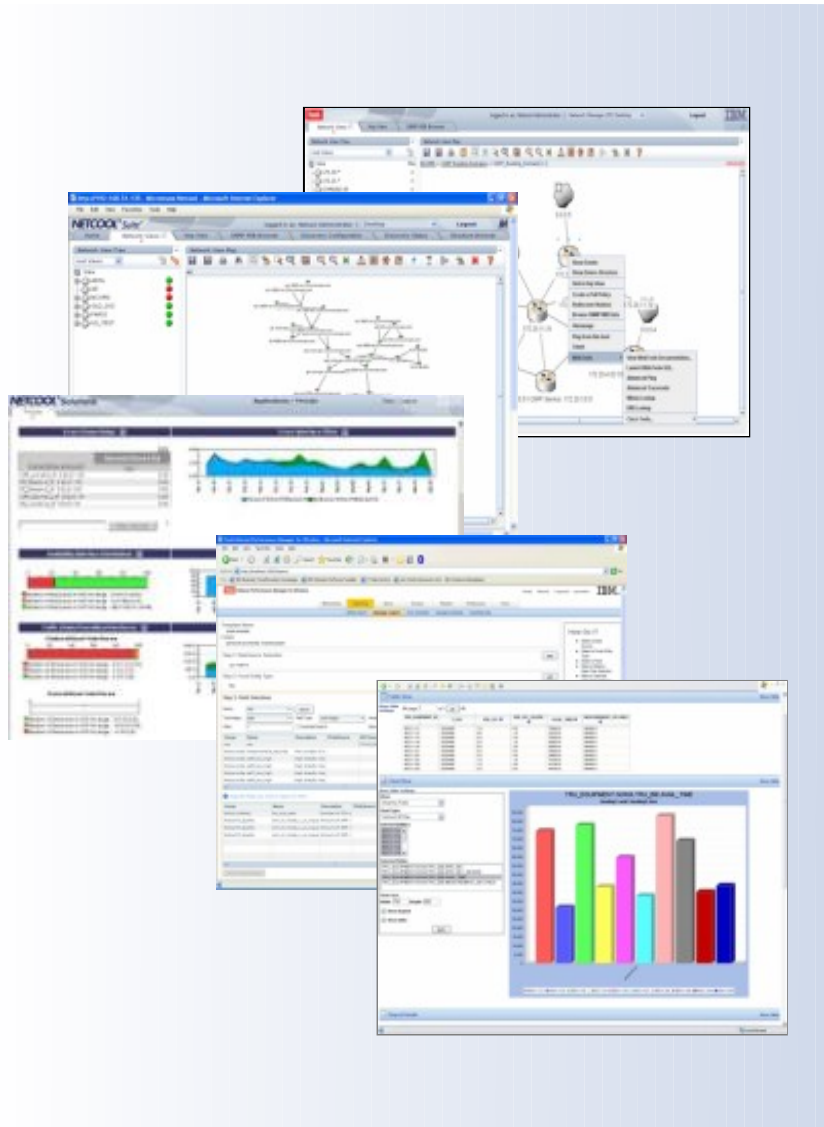
Provides flexible, advanced, enterprise-wide Service Desk capabilities integrated with Asset Management and Change & Configuration

Network Discovery & Mediation

Discover Layer 1, 2 and 3 infrastructure and leverage network mediation, compliant with 3GPP standards, for data collection and processing



Network Assurance benefits



Improve operational performance

- Monitor entire services infrastructure to ensure uninterrupted availability
- Gain end-to-end view of network performance
- Conduct rapid root cause analysis

Manage complexity

- Support for complex, multi-technology/vendor wireless, wireline/IP and converging network infrastructures
- Receive automated alerts based on thresholds
- Visualize topology and target fault isolation

Minimize new capital expenditures

- Identify network bottlenecks and capacity planning issues
- View historical and predictive utilization across infrastructure
- Provide key customer visibility of network utilization and trending

Accelerate time to market with new technology support

- Access comprehensive network interface library
- Standards-based, scalable solutions

Network Assurance case study Defense Information Systems Agency



Business Challenge

- The Defense Information Systems Agency (DISA) is the service provider for the US Department of Defense. It manages the Global Information Grid (GIG), the backbone network for the DoD.
- DISA expanded the GIG to a global OC192 capability through the use of DWDM switching technology and **required an enterprise management solution for this new network. The system had to be highly available, deploy in a hierarchical deployment architecture, and support recurrent failover operations in testing and production.**

Solution

- The Tivoli solution **sustains millions of alarms a day throughout the enterprise.** Each regional operations center operates in regional mode and can serve as the global operations center, with **full visibility of the global network** provided on demand. The Tivoli solution integrates at the API level with the DISA trouble management system.
- The Tivoli solution **integrated with other DISA operations support systems** through a standard Telecommunications Management Forum Multi-Technology Operations Systems Interface (TMF MTOSI) adapter.

Network Assurance case study



Defense Information Systems Agency

Benefits

- **Global Operations Support** – DISA has a single management solution that supports its global operations and its **stringent high availability and fail-over/continuity of operations requirements. The system has no down time.**
- **Extensible Platform** – The Tivoli solution supports the latest in switching technologies and is **supporting new capabilities** such as IP Telephony and Video on Demand as well as allowing for **roll-up of legacy ATM networks.**
- **Open Design and Industry Standards** – An open design and support for industry standards allow DISA to **design its architecture based on standards and not dependent on tool limitations.**

