



IBM Tivoli Service Request Manager

Highlights

- Streamline IT Infrastructure Library® (ITIL®)-based incident and problem management processes for more rapid service restoration
- Increase the availability of critical IT services
- Standardize and drive consistency and repeatability in IT service delivery with IT service catalog offerings
- Help optimize productivity of service desk personnel and increase end-user satisfaction
- Align IT operations with your line of business through service level management
- Assign and track SLA compliance to your service requests
- Associate cost to your IT service offerings and manage consumption
- Add asset, change and configuration management functionalities to the service desk as a seamlessly integrated solution on a common platform

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 the availability of business-critical IT services.

IBM Tivoli® Service Request Manager combines the service desk and service catalog capabilities on top of a common process automation platform to provide a seamless, unified solution for all aspects of service requests, enabling a “one touch” IT experience.

Tivoli Service Request Manager enables a unified solution with complementary products such as IBM Tivoli Asset Management for IT, IBM Maximo® Asset Management, and IBM Tivoli Change and Configuration Management Database (CCMDB), facilitating a seamless approach to

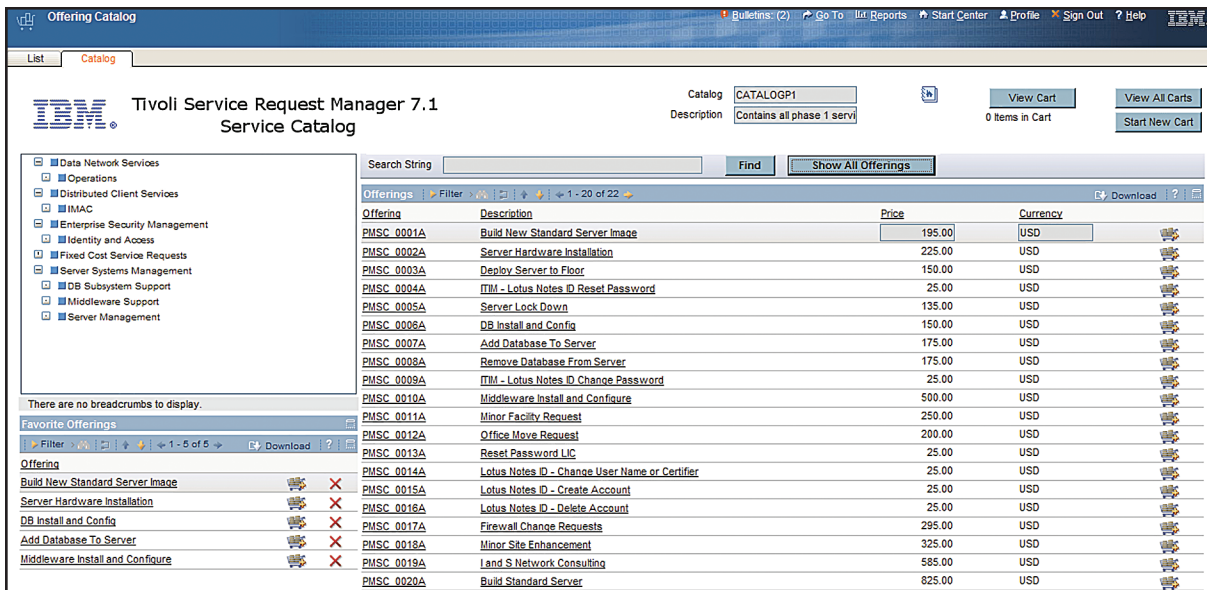
problem and incident management, change and configuration management, IT asset management, and enterprise asset management.

A streamlined service desk

The Service Desk component of Tivoli Service Request Manager encompasses a broad variety of features that enable a single point of contact to automate incident and problem management. Built-in features streamline service desk functions and configure workflows and escalation across your organization, while a searchable knowledge base delivers fast answers to help-desk agents.

Additional features include:

- Dashboards that provide real-time performance views.
- Out of the box contents such as workflows, templates, key performance indicators (KPIs), queries and reports.
- Remote diagnostics capability.
- Instant messenger support.
- Survey management capability.
- Migration of configuration settings from test environment to production.
- Integration with computer telephony and interactive voice response product.



The Service Catalog component of IBM Tivoli Service Request Manager allows users to select services directly from a catalog, helping to lower the cost of providing services.

A versatile service catalog

The Service Catalog component of Tivoli Service Request Manager allows users to select services directly from a catalog, helping to lower the cost of providing services. Options can range from simple end-user services such as password reset, to more complex services such as provisioning a server or upgrading an application environment. This versatile catalog also reflects the terms of any associated service level agreements (SLAs), rating and billing terms, and contractual agreements.

Automated incident and problem management

Tivoli Service Request Manager acts as a single point of contact to help manage service requests,

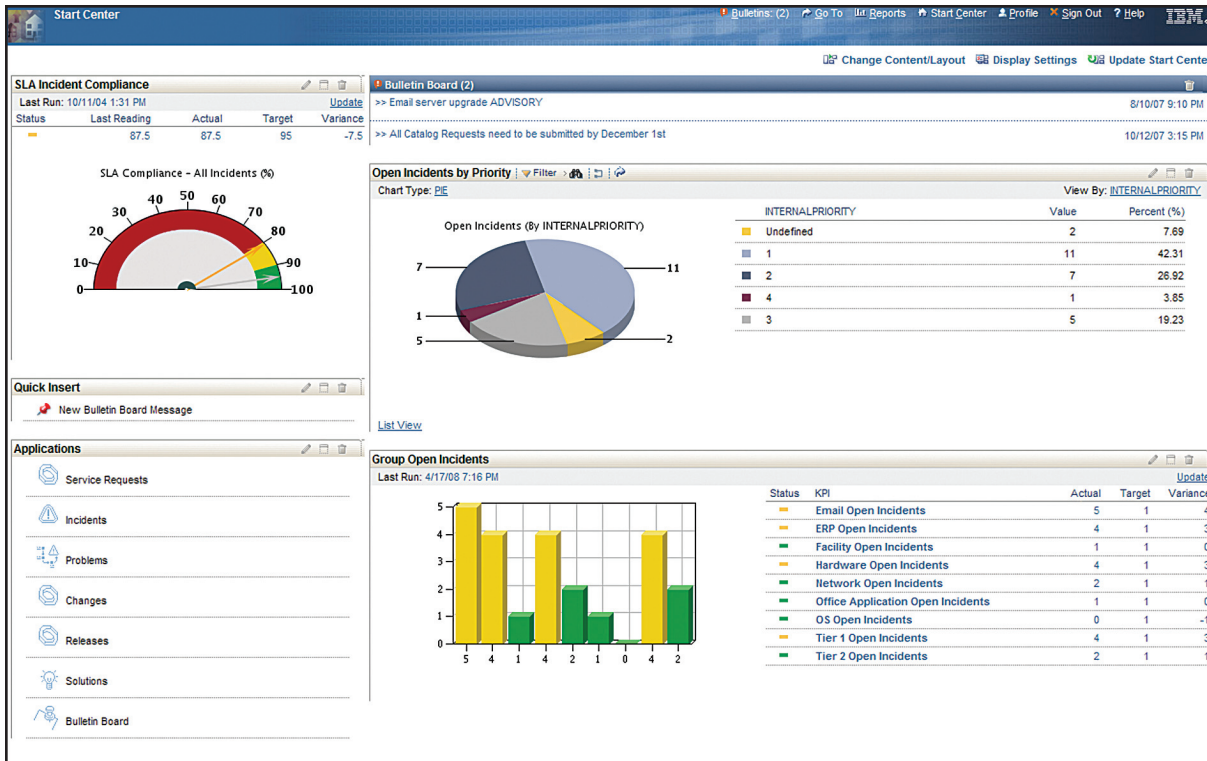
incidents and problems across your organization. It can also help you automatically monitor and manage any data point, process or event, including handling incidents coming from network systems management and monitoring applications, human resource applications, office devices like photocopiers, and environmental systems such as heating and air-conditioning.

Through a built-in workflow and escalation engine, Tivoli Service Request Manager enables you to set escalation thresholds to implement proactive business process automation. For example, you can configure the application to automatically respond based on ticket type or event

classification. With these features, your service team can more quickly prioritize and respond to your most business-critical events, helping to improve efficiency and speed time to resolution.

Knowledge management

Out of the box knowledge management capability provides easy integration with external knowledge sources such as RightAnswers® and improves knowledge search through enhanced ranking of search results. It also has the ability to associate keywords to solution content and includes a user-ranking and feedback mechanism. The searchable knowledge base provides access to common solutions, known errors and workarounds, helping agents resolve issues faster and improving first-call resolution rates.



The Service Desk component of IBM Tivoli Service Request Manager enables a single point of contact to automate incident and problem management.

Dashboards for real-time performance views

Out of the box real-time dashboards provide insight into multiple levels of service desk operations so that support staff, managers and executives can monitor role-based key performance indicators using an intuitive, graphical display from any Web-based client. Dashboards provide actionable information and can identify potential problem areas, helping support staff take appropriate corrective actions before critical services are adversely affected.

Centralized support for global organizations

Tivoli Service Request Manager supports simultaneous deployment of the product in multiple languages from

a single running server. Additionally, multi-site and multi-organization capabilities allow the deployment to be mapped to the organizational structure, helping to enhance security and more consistently deliver quality services at a local level.

Integration with change management

By integrating with Tivoli Change and Configuration Management Database, Tivoli Service Request Manager enables advanced change management capabilities, including:

- Visibility between incident management and change management.
- Creation of a request for change (RFC) from incident or problem management.

- Identification and recording of business and technical impact analyses for changes.
- Identification of tasks and task conflicts to help minimize unforeseen change collisions through a change implementation schedule.

Remote diagnostics capabilities

Built-in remote diagnostics capabilities enable service desk personnel to remotely take over control of the end user's machine for troubleshooting, updating a file, changing a user's configuration, and looking at settings. These sessions are recorded for auditing and available for review at a later date.

Instant messenger support

Instant messenger support for applications such as IBM Lotus® Sametime provides an alternative multi-threaded mode of communication with end users. Chat sessions can be recorded and stored in the ticket's communication log for future reference.

Self-service features

A key factor in reducing calls to the service desk and improving customer satisfaction is to enable users to proactively address their own issues, both through the service desk and the service catalog. With Tivoli Service Request Manager, users have easy access to 24x7 service support. Self-service functionality empowers end users to submit, update and review incidents via a Web browser, as well as search for solutions to common problems and browse through frequently asked questions (FAQs). Through this functionality, users become more self-sufficient, helping to reduce service desk costs.

Flexible survey functionality

Built-in survey management capabilities allow service desk personnel to author and distribute customer surveys related to Service Desk and Service Catalog. It enables automatic distribution of a survey via e-mail to a specific user or to all users in the system over a cyclical time period. The service desk agent has access to surveys from the Service

Desk application, allowing the agent to conduct a telephone survey with the end user and record survey responses. The agent can also manually send an end user an email that contains a link to a survey form, allowing recipients to answer survey questions at their convenience. Reports can then be generated based on survey results.

Computer telephony integration (CTI) and interactive voice response (IVR) integration

Tivoli Service Request Manager integrates with Genesys® CTI and IVR products to improve the productivity of service desk personnel. This functionality enables the routing of a service desk caller to the next available service desk agent and pre-populates the ticket template with user data, helping to reduce the time required to create a ticket.

Comprehensive tools integration

Tivoli Service Request Manager provides an out-of-the-box Integration Toolkit that supports integration with many IBM and non-IBM products. Integration modules for the following IBM products are available:

- IBM Tivoli NetView for zOS and IBM Tivoli Monitoring through IBM Tivoli Enterprise Console® or IBM Tivoli Netcool®/OMNIBUS™
- IBM Tivoli Netcool/Impact
- IBM Tivoli Identity Manager
- IBM Tivoli Workload Scheduler

Managing service level agreements

The ability to create and track service level agreements can help your organization prioritize critical business functions according to response thresholds that you set. You can use Tivoli Service Request Manager to manage service levels for:

- Ticket management.
- Service restoration.
- Vendors.
- Service delivery.

Integrating asset and enterprise management

Tivoli Service Request Manager works with IT asset management and asset discovery applications from IBM, including Tivoli Asset Management for IT, IBM Tivoli License Compliance Manager, IBM Tivoli License Compliance Manager for z/OS and IBM Tivoli Application Dependency Discovery Manager, as well as applications from other vendors. When an organization unifies IT asset management processes with Tivoli Service Request Manager, its service desk technicians can view asset details, procurement data, contract information (such as warranties on assets), dependencies across the network, servers and applications, configurations, and change history in order to drive more rapid problem resolution.

IBM Tivoli Service Request Manager at a glance

Tivoli Service Request Manager supports various combinations of the following:

- Microsoft® Windows 2003 Server Service Pack 2 Standard, Enterprise and Datacenter editions (32 bit and 64 bit)
- IBM AIX® 5L V5.3 (32 bit and 64 bit) (Technology Level 5300-7)
- Red Hat Enterprise Linux® V4 (x86, 32 bit processor-based systems)
- IBM WebSphere® Application Server ND 6.1
- IBM DB2® Universal Database™ V8.2 plus latest fixpack or V9.1 plus FP4 Workgroup or Enterprise Edition
- Oracle V10 release 1 or release 2 Standard or Enterprise Edition
- Microsoft SQL Server 2005 Standard or Enterprise Edition

Furthermore, Tivoli Service Request Manager allows your organization to handle enterprise management tasks from the same service desk that you use for IT requests. By managing service requests related to facilities and fleet, for example, from the same service desk, you can help minimize the number of tools staff must learn, promote consistent execution of processes, and correctly prioritize the issues that have the greatest impact on the business.

Industry-leading work management features

Tivoli Service Request Manager 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 Request Manager 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 better support service delivery and investment decisions.

Improved service delivery through service catalog

The service catalog component of Tivoli Service Request Manager provides the necessary tooling to define and publish a catalog, its service offering and its fulfillment options through a simple job plan or nested job plans. Shopping cart and search features in the end-user portal provide an easier approach to shop for IT services. Example service offerings, based on best practices, are available out of the box for the customer's ready use. Service offerings can be made available at

various service levels. The catalog and its visibility can be customized to locations, departments and groups.

Architecture designed to support your business objectives

Tivoli Service Request Manager offers an advanced architecture that leverages key Internet concepts, standards and technologies including Java™ Platform, Enterprise Edition (Java EE) and service-oriented architecture (SOA), for optimum compatibility with today's Internet infrastructure. The Web-based interface can easily be configured to map to your organization's processes, data models, end-user and corporate-user interfaces, and portal standards.

Conclusion

Tivoli Service Request Manager is part of a unified product suite for service management built from the ground up on a single, common platform. It works seamlessly with the rest of the IBM Service Management product suite to help you provide enhanced IT service management capabilities to your organization.

For more information

To learn more about how IBM Tivoli Service Request Manager 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 offers a service management platform for organizations to deliver quality service by providing visibility, control and automation—visibility to see and understand the workings of their business; control to effectively manage their business, minimize risk, and protect their brand; and automation to optimize their business, reduce the cost of operations and deliver new services more rapidly. Unlike IT-centric service management, Tivoli software delivers a common foundation for managing, integrating and aligning both business and technology requirements. Tivoli software is designed to quickly address an organization's most pressing service management needs and help proactively respond to changing business demands. The Tivoli portfolio is backed by world-class IBM Services, IBM Support and an active ecosystem of IBM Business Partners. Tivoli clients and Business 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

© Copyright IBM Corporation 2008

IBM Corporation Software Group
Route 100
Somers, NY 10589
U.S.A.

Produced in the United States of America
May 2008
All Rights Reserved

IBM, the IBM logo, ibm.com, AIX, DB2 Universal Database, Lotus, Maximo, Netcool/OMNIbus, Tivoli, Tivoli Enterprise Console and WebSphere are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both. If these and other IBM trademarked terms are marked on their first occurrence in this information with a trademark symbol (® or ™), these symbols indicate U.S. registered or common law trademarks owned by IBM at the time this information was published. Such trademarks may also be registered or common law trademarks in other countries. A current list of IBM trademarks is available on the Web at "Copyright and trademark information" at www.ibm.com/legal/copytrade.shtml

ITIL is a registered trademark, and a registered community trademark of the Office of Government Commerce, and is registered in the U.S. Patent and Trademark Office

IT Infrastructure Library is a registered trademark of the Central Computer and Telecommunications Agency, which is now part of the Office of Government Commerce.

Java and all Java-based trademarks are trademarks of Sun Microsystems, Inc. in the United States, other countries or both.

Linux is a trademark of Linus Torvalds in the United States, other countries or both.

Microsoft and Windows Server are trademarks of Microsoft Corporation in the United States, other countries or both.

Other company, product and service names may be trademarks or service marks of others.

References in this publication to IBM products and services do not imply that IBM intends to make them available in all countries in which IBM operates.

No part of this document may be reproduced or transmitted in any form without written permission from IBM Corporation.

Product data has been reviewed for accuracy as of the date of initial publication. Product data is subject to change without notice. Any statements regarding IBM's future direction and intent are subject to change or withdrawal without notice, and represent goals and objectives only.

THE INFORMATION PROVIDED IN THIS DOCUMENT IS DISTRIBUTED "AS IS" WITHOUT ANY WARRANTY, EITHER EXPRESS OR IMPLIED. IBM EXPRESSLY DISCLAIMS ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT. IBM products are warranted according to the terms and conditions of the agreements (e.g. IBM Customer Agreement, Statement of Limited Warranty, International Program License Agreement, etc.) under which they are provided.

The customer is responsible for ensuring compliance with legal requirements. It is the customer's sole responsibility to obtain advice of competent legal counsel as to the identification and interpretation of any relevant laws and regulatory requirements that may affect the customer's business and any actions the customer may need to take to comply with such laws. IBM does not provide legal advice or represent or warrant that its services or products will ensure that the customer is in compliance with any law or regulation.

TAKE BACK CONTROL WITH 