

IBM IT Lifecycle Management and Governance Services – service management implementation – accelerator for Tivoli Asset Management for IT

*Helping clients
deploy an asset
management
system—quickly
and cost-
effectively*

To meet customer expectations, IT organizations are evolving to support and deliver customer requirements with a multitude of IT assets. These IT assets include everything from network equipment, servers and software, to printers and laptops. Inaccurate or inadequate tracking of these assets can result in loss, unused software licenses, hidden support costs, and more. Because of this risk, IT administrators now need to report on IT assets to demonstrate compliance with corporate standards, industry guidelines, licensing agreements, and regulatory requirements.

Many organizations need a comprehensive asset management solution to gain visibility and control over their IT environments. However, they might be wary of a lengthy, costly, and risky solution selection and implementation process.

IBM can help these organizations to define and deploy an appropriate asset management solution quickly. The IBM® IT Lifecycle Management and Governance Services – service management implementation – accelerator for Tivoli® Asset Management for IT service component can help organizations obtain the benefits of an effective asset management solution in less time and with less risk than a fully customized project. These potential benefits include increasing control over the IT asset life cycle, extracting greater value from assets and reducing their total cost of ownership (TCO).

Service component description

The accelerator for Tivoli Asset Management for IT service component helps clients deploy an IT asset management solution that can identify, collect, maintain and report on asset inventory and financial information. Using industry best practices and IT Infrastructure Library® (ITIL) guidelines enabled by IBM Tivoli software, IBM service delivery specialists help to deploy a solution that features:

- Inventory management (including physical components and specifications)
- Asset allocation based on approved requests
- Life cycle management, from procurement to retirement
- Financial management (including valuation) throughout the asset life cycle

The prepackaged and pretested accelerator provides a methodology for rapid deployment of an enterprise-ready asset management system. This

proven methodology—based on best practices and delivered by experienced subject matter experts—is designed to enable a faster implementation and facilitate better risk management. More than just a software implementation, the accelerator can help clients get greater value from their software investments by providing customizable deliverables, such as:

- Project plan and associated deliverables
- Process, organization and information requirements, deliverables and workshops
- Solution architecture
- Transition planning and training models
- Engagement materials based on hundreds of previous implementations
- An exhaustive asset management process aligned with ITIL best practices and documented and built into the deployed solution
- Standardized workflows that support the asset lifecycle and are consistent with practical IT procedures and policies
- Predefined processes, roles and responsibilities
- Project managers, consultants and specialists trained in the accelerator methodology

IBM delivers implementation services at the client's site, providing engagement management, project management and technical architecture services on a time and materials or fixed-price basis. IBM's three delivery options allow clients to find an appropriate balance between implementation speed and customization. Depending on which option the client chooses, experienced IBM consultants help guide the planning, evaluation of technology options, architecture design, customization, documentation and deployment in a series of workshops.

Service delivery

Clients can choose from three service delivery options, each offering a different time line and level of customization. Bronze is the most basic option, and its components are included in the silver option. Likewise, the silver components are included in the gold implementation. All references to project timing, scope and pricing are estimates only based on typical averages, and is subject to the variability based on client's situation

Bronze—focusing on technology installation only in a limited production environment for a quick project with lower value, cost and risk, and less organizational impact

- Requires 20 days of effort and six weeks for delivery

- Involves IBM IT specialist and IT architect with combined tool, process, project management and presentation skills
- Requires participation from client IT specialist and tool administrators
- **Silver**—covering technology, processes, information and roles in a fixed time frame to accommodate the client’s requirements; delivers higher value and lower risk with short time frames
 - Offers fixed-cost and time and materials options
 - Involves IBM project manager, IT specialist and IT architect with combined tool, process and presentation skills
 - Requires participation from client process owners, service managers and tool administrators
- **Gold**—delivering an adapted solution using templates to accelerate time to value while fulfilling the client’s custom requirements
 - Tailors price and duration to client requirements
 - Involves IBM project manager, IT specialist and IT architect with combined tool, process and presentation skills
 - Requires participation from client process owners, service managers, the tool administrator, an IT specialist, and an operator

Prerequisites/corequisites

- The client must have an executive commitment to attend workshops and manage organizational change to help ensure project success.

Technical benefits

- Includes a predefined roll out methodology for a quicker implementation
- Provides transition planning and training to help enable successful solution deployment
- Incorporates ITIL principles and industry best practices into process design
- Helps to improve IT productivity by simplifying and automating asset management
- Aids in the diagnosis, prevention and resolution of IT problems by displaying all asset information in a single place

Key benefits

With the accelerator for Tivoli Asset Management for IT service component, clients can potentially benefit from:

- Faster time to value, with accelerated configuration, design, implementation and customization
- Enhanced risk management over project delays or operational disruptions during implementation
- Greater value with predeveloped processes, workshops and manuals that aren't included in the software
- Better alignment between IT operations and business objectives
- More accurate tracking of IT assets
- Greater value from assets, with lower ownership costs
- More visibility and control over the IT environment

Client scenario

Challenge:

A global telecommunications solutions provider could view its physical IT assets but lacked visibility into the entire lifecycle of the assets. The company needed this visibility to determine TCO accurately, to meet government regulations and to improve customer service.

Solution:

IBM Global Technology Services implemented an asset management solution based on ITIL principles to track the full life cycle of all IT assets under the company's management. Using the proven methodology of a service accelerator, IBM helped to design a technical architecture, establish roles and responsibilities, and develop processes for managing the asset life cycle, from order and configuration to disposal. The solution compiled the attributes of assets to define contractual and cost obligations throughout each asset's life cycle. IBM linked the solution with help-desk and asset tools to integrate technical support and provide a real-time view of the company's continually changing environment.

Results:

- Enhanced cost management
- Improved responsiveness to customer needs
- Increased employee productivity
- Accelerated ROI for IT projects
- Improved risk management associated with rolling out new asset and service management tools
- Improved ability to meet or surpass service level agreements (SLAs)