

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

Helping clients put the pieces together for an efficient, effective service desk function

The service desk plays a high-profile role in the IT organization. In many cases, the service desk represents the only interface between the IT organization and users. That's why it is so important to maintain an efficient, effective service desk that can uphold expected standards of responsiveness and professionalism.

Many organizations recognize the need to improve their service desk function, and they might even know which software they want to use. Nevertheless, implementing an effective service desk requires more than just installing software. The service desk should have a common, integrated technology platform, with unified processes based on industry best practices. IBM® IT Lifecycle Management and Governance Services – service management implementation – accelerator for Tivoli® Service Desk can help organizations do just that, so they can improve the efficiency and effectiveness of their service desks.

Service component description

The accelerator for Tivoli Service Desk service component helps clients deploy comprehensive service desk solutions quickly, with little business disruption and risk of error. These service desk solutions are designed to unify support processes, create a single point of contact for IT issues, make business reporting more accessible, and establish key performance indicators. IBM uses IT Infrastructure Library® (ITIL) guidelines to define processes and organizational structures for both incident management and problem management. Incident management is the handling of disruptive events throughout their life cycle, including tracking, reporting and resolution. Problem management involves uncovering and resolving the root causes of problems through trend analysis, root cause analysis and the maintenance of a “known error” database.

Technical benefits

- Higher availability of critical IT services
- Use of ITIL guidelines and other best practices
- Higher productivity for service desk personnel and users
- Greater stability and availability of the IT infrastructure

Service delivery

Accelerator for Tivoli Service Desk is designed to facilitate rapid deployment of the client's service desk solution, and comes complete with a specialized project plan and statement of work. Clients can choose from a range of delivery options—from quick, standardized installation to customized installation—that covers technology, process and organization. There are three options:

- **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
- **Silver**—covering tools, processes and roles in a fixed time frame to accommodate 80 percent of the client's requirements; delivers higher value and lower risk with short time frames
- **Gold**—delivering an adapted solution using templates to accelerate time to value while fulfilling 100 percent of the client's requirements

IBM delivers implementation services at the client's site, providing engagement management, project management and technical architecture services on a time and materials basis. The steps included are:

- Definition of requirements
- Evaluation of technology options
- Planning for the use of service desk tools
- Customization of standard services and templates
- Documentation of architecture requirements
- Deployment into production

Key benefits

- Fast deployment of effective service desk capabilities
- Less risk of business disruption and error when compared to an internally deployed solution
- Creation of common support processes across the enterprise
- Improvements in service delivery efficiency and responsiveness
- Alignment of IT with business objectives

Cross-sell opportunities

Accelerator for Tivoli Service Desk typically is sold with Tivoli or IBM Maximo® software. Also, it can be combined with other accelerators within the IBM IT Lifecycle Management and Governance Services – service management implementation service product.

Offering availability

IBM IT Lifecycle Management and Governance Services – service management implementation – accelerator for Tivoli Service Desk will be available for general release on June 26, 2007.