

## **IBM IT Lifecycle Management and Governance Services – service management implementation – accelerator for Tivoli Change and Configuration Management**

*Managing change effectively to help improve service quality*

Organizations are managing increasingly complex IT environments. They have to deliver more services to more users, with a greater number and variety of applications, personal computers (PCs), laptops, servers, printers, mobile devices and network cables. These IT components form a complex web of interdependencies that is in a nearly constant state of flux. With so many variables at play, it can be difficult to make sure that every component is operating according to promised service levels.

To avoid disruptions in day-to-day operations, IT organizations need a reliable way to track changes in IT configurations and to understand the relationships among IT resources. IT organizations need a comprehensive change and configuration management system. It can be a challenge to select, implement and integrate the right tools quickly and effectively. That is where IBM can help.

IBM® IT Lifecycle Management and Governance Services – service management implementation – accelerator for Tivoli® Change and Configuration Management software offers rapid, affordable implementation of a solution based on industry-leading software, helping IT organizations manage change effectively and reduce the impact of change on day-to-day operations.

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### **Service component description**

The accelerator for Tivoli Change and Configuration Management service component combines IBM Tivoli software and industry best practices to provide effective change and configuration management processes that align with IT Infrastructure Library® (ITIL) guidelines. With a comprehensive change and configuration management platform, clients can use standardized procedures to handle change promptly and efficiently—with less impact on day-to-day operations.

The prepackaged and pretested accelerator provides a methodology for rapid deployment of an enterprise-ready configuration management database and change and configuration management processes. This proven methodology—based on best practices and delivered by experienced subject matter experts—designed to enable 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
- Exhaustive processes that are aligned to ITIL best practices and documented and built into the deployed solution
- Standardized workflows that support consistent, 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.

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## **Service delivery**

Clients can choose from three service delivery options, each offering a different timeline 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
  - Typically requires 20 days of effort and six weeks for delivery
  - Involves IBM project manager, IT specialist and IT architect with combined tool, process and presentation skills
  - Requires participation from client IT specialist and tool administrators
- **Silver**—covering tools, processes and roles in a fixed timeframe to accommodate client's requirements; delivers higher value and lower risk with shorter timeframes

- 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

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**Prerequisites/corequisites**

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

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**Technical benefits**

IBM can help IT organizations gain greater value from Tivoli Change and Configuration Management software and achieve the following technical benefits:

- A clearer view of asset attributes, configurations and interrelationships, enabling faster root cause determination and problem resolution
- Automated workflows that support IT policies and boost IT productivity
- Integrated change management across the IT environment
- Reliable change history tracking to support regulatory compliance or internal audits
- Enhanced management of performance problems and outages, enabling higher user satisfaction
- Flexibility to expand service management functionality as the business changes

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**Key benefits**

With the accelerator for Tivoli Change and Configuration Management service component, clients can potentially benefit from:

- Faster time to value, with accelerated configuration, design, implementation and customization
- Enhanced risk management of 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 and business goals
- Improved service quality due to reduced impact of change-related incidents on day-to-day operations
- Support for more effective compliance due to improved change tracking capabilities

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## **Client scenario**

### Challenge:

A large government agency needed auto-recovery capabilities to maintain service levels. It also wanted to build topological maps providing complete application visibility to measure and improve ROI.

### Solution:

IBM Global Technology Services implemented a change and configuration management solution based on ITIL principles to track the full life cycle of IT configuration items 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 change and configuration life cycle of IT resources. The solution compiled the attributes of configuration items. This enabled the client to build topological maps providing complete application visibility.

### Result:

The agency implemented IBM Tivoli Change and Configuration Management Database and IBM Tivoli Application Dependency Discovery Manager software to help optimize IT processes and improve visibility—enabling groups to collaborate to isolate problems quickly. The solution helped to improve ROI information and reduce downtime.