

Executive Summary Valuemation 3.6

07/2009

Summary

IT requirements are on the increase. Nowadays it is not enough to just provide technology! Today we must also use IT resources efficiently to support business processes reliably and effectively. The consistent further development of Valuation in Release 3.6 addresses this challenge:

- > The automation of IT processes saves on IT and business costs and also increases the quality of the respective services.
- > The consolidation of important IT key performance indicators (KPIs) in helpful “dashboards” provides the IT manager with a transparent overview of the current status of the respective IT and its service levels.
- > Interactive planning simulations in the dashboards are available to the IT manager for “what-if” analyses and support proactive IT control.
- > The graphic preparation of detailed KPIs enables spontaneous root-cause analyses and therefore a very quick reaction to operational faults.

With a new graphic user interface and numerous other functions, customers benefit from a mature complete solution for Business Service Management on a standardized platform. Customers can utilize many of the benefits of the new version with individual adjustments, including with a core upgrade. Valuation 3.6 also meets the high functional and integration requirements of conformity with ITIL® v3 processes. The independent ITIL® consultancy firm, Pink Elephant, has certified the USU solutions in 12 ITIL® v3 disciplines.

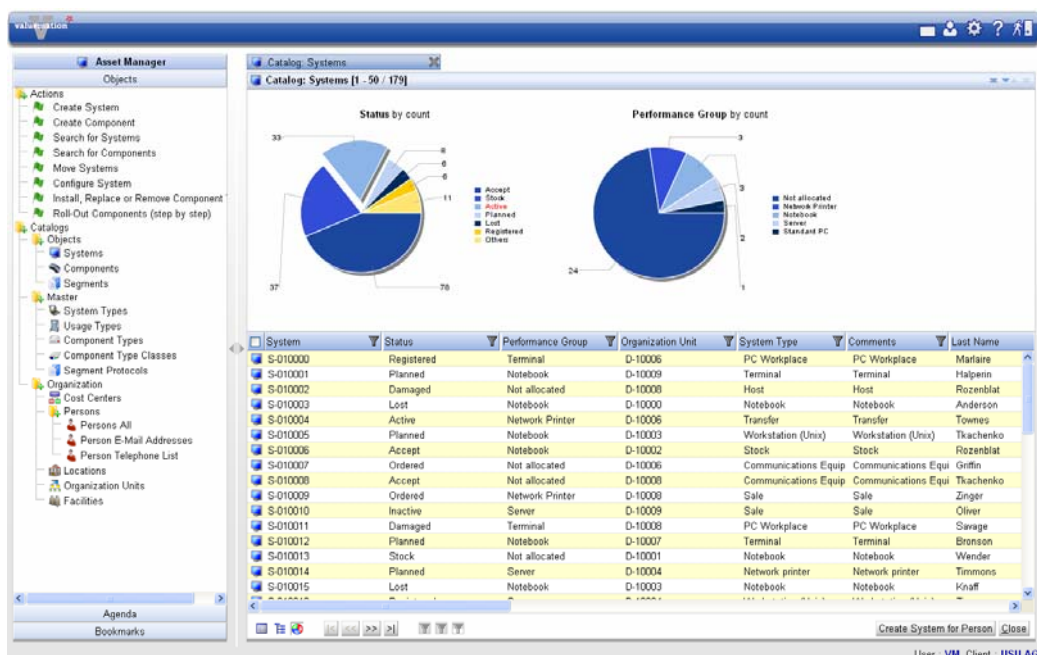


Fig.1: Valuation 3.6 with new user interface

Automate processes, minimize IT operating costs

Reducing high IT operating costs with continuous process automation and standardization is the order of the day, especially in these difficult economic and financial times. For Version 3.6 therefore, new dynamic process templates have been developed for the “Change Management” and “Request Fulfillment” areas in particular. This allows companies to also automate very complex processes, e.g. as part of IT application processes.

An example:

Let's take a look at a software order: The user selects the requested product from an IT service catalog and consequently activates an approval process. Following the respective check and release the application is processed fully automated. The system determines if a license of the selected software is available in the pool inventory, reserves this as required and books it on the target system. Otherwise a procurement process is started via the Asset Management. If the item is available, a software distribution is initiated, which installs the program. A time-controlled inventory scan then checks that the installation was successful. The current status is then updated in the CMDB. The asset is given the “Installed” status, the license is awarded and assigned. The user receives feedback that the service order has been successfully completed.

The templates provided by the system can be flexibly configured in line with the individual processes, and, very importantly, they can also be presented graphically. The really special thing here is that not only the execution of the processes can be automated – so too can the documentation, because business services require documentation in the CMDB that is both comprehensible and complete in every respect.

Flexible and applicable planning for optimum resource use

With the dashboards in Valuation 3.6, on the basis of the historical data of defined key performance indicators (KPI), various planning scenarios can be simulated, and planning and resource adjustments can be justified.

An example:

The simulation of various planning scenarios allows the definition, for example, of how the ratio of open to closed tickets changes when the first-call resolution rate is increased by 8 percent. The resources required for this are also shown at the same time.

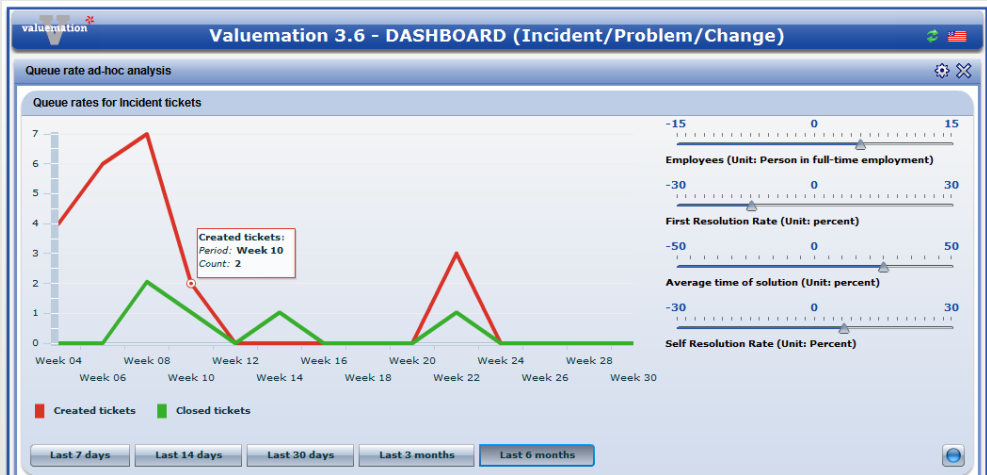


Fig. 2: KPI "Incident ticket processing rate" with integrated forecast tool
"Ad hoc analysis"

All decision-relevant information from Valuation is presented in a modern reporting environment with graphic visualization. The mass data can be prepared here in different chart forms. This provides helpful, informative key performance indicators at a glance. In every Valuation dialog box, responsible people can access interactive ad hoc analyses, and therefore react quickly in the event of a fault, for example. The role-based access to existing dashboards and their content is regulated in the administration environment. Users therefore do not need any additional reporting software. What's more, the dashboard module can be easily linked to existing portals on an intranet or extranet, or on the Internet.

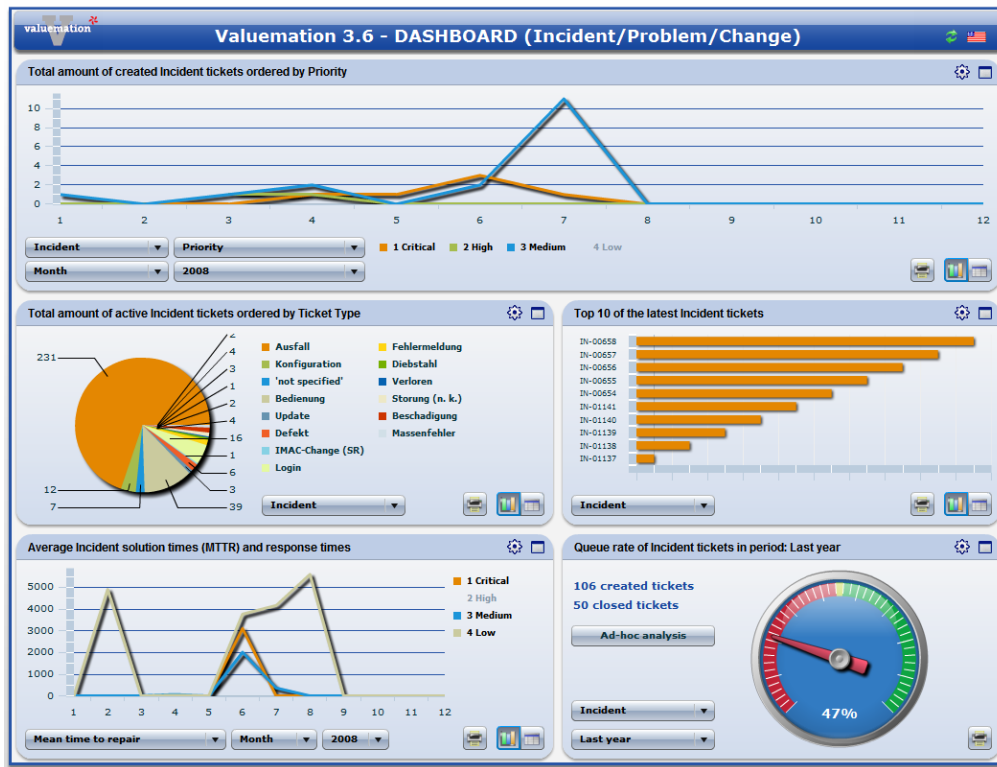


Fig. 3: Various dashboard KPI presentations

Contact:

USU AG
 Dr. Thomas Gerick
 Tel.: +49 (0) 7141/4867-440
 Fax: +49 (0) 7141/4867-909
 email: t.gerick@usu.de
 http://www.usu-ag.com

