

Service Operations: Integrated Service Management for Economical Provisioning of Services

YOUR BENEFITS

The Valuemation solution for service operations provides the following:

- Knowledge-based solution processes for incident and problem management at your service desk
- Greatly minimized risk of operational faults and malfunctions through authorized and automat-ed change processes
- Clear project timelines and fast implementation by means of predefined, ITIL®-based best practices
- An investment in well-designed software solutions recognized for their market leadership
- Benefits from our proven goal-driven process model designed to ensure success, from initial consulting all the way to implementation, service, support and training options – all from one source
- High flexibility from a medium-sized supplier, offering greater ability to meet your own needs

Our solution for service operations covers all activities and measures for provisioning as well as maintaining and servicing an IT infrastructure. Technology and applications have to be managed so that delivering the IT services used in daily operations functions as efficiently and smoothly as possible. The service operation is measured by how well it complies with agreed-upon service levels. At the same time, it handles management, controlling and monitoring tasks and supplies fundamental information needed by all IT management areas. That's why an integrated service management is indispensable for economical provisioning and preserving the integrity of IT services over their entire life cycles.

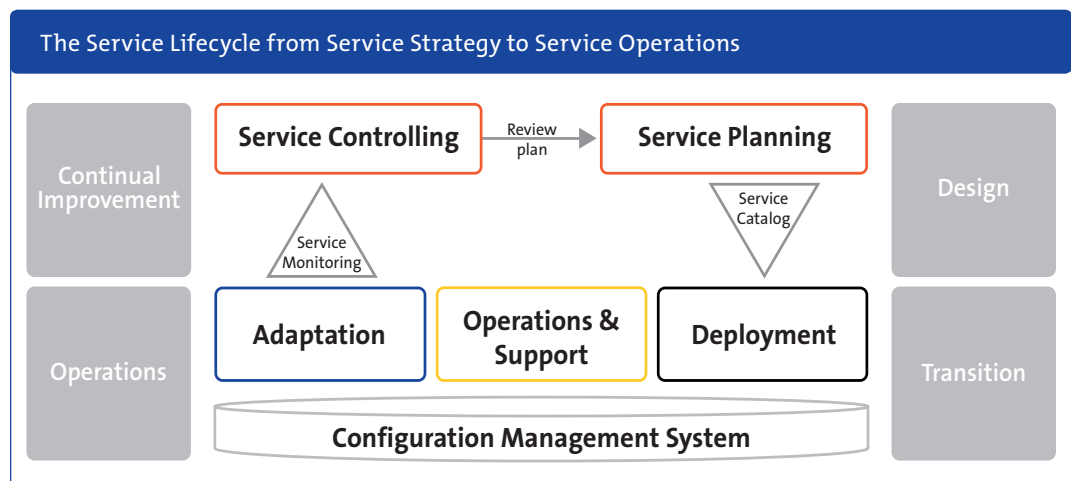
The Service Desk as the 'Single Point of Contact'

As a functional unit, the service desk is the interface between the IT service organization and the service consumers (end users). As the single point of contact (SPOC), it's here where faults and malfunctions as well as requests for service and general information are collected from users. In each case, the possible effects are assessed, the tasks (job tickets) are assigned

and prioritized and then forwarded to the service organization. It's from here, too, that end users are informed about the completion of a task or provided with a solution.

Standardized Service Management That's Still Customer-Oriented?

Strategic alignment of services and being able to meet contractually concluded service levels are the core concerns of a service operation. To



provide cross-functions to many other processes, it's essential to have clear definitions and detailed agreements so that the service operation can meet its obligations in a targeted and timely manner. Valuation provides standardized operational workflows right "out of the box". These already included, pre-deployed processes can be customized at any time to provide specially required individual configurations and adaptations. The compliance with ITIL® best practices along with pre-configured workflows ensure that all process steps needed in the service operation always remain transparent.

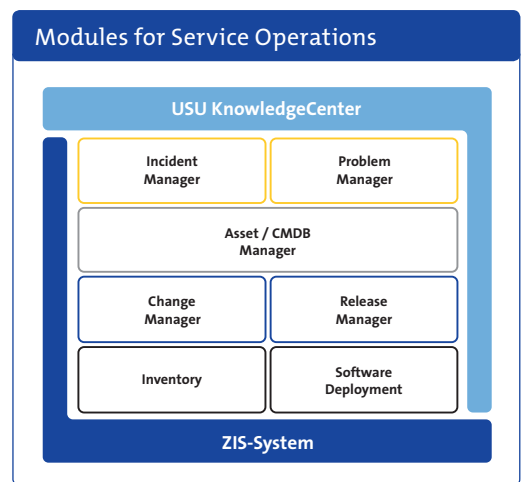
Control Service Assets and Operational Processes over Their Entire Lifecycles

With the USU Valuation IT service management suite, all service-operation processes can be fully covered and integrated. In other words, the focus is on the best-possible fulfillment of service requests.

- The **Valuation Incident Manager** allows the service desk to handle all of its extensive tasks. Through integration with the event monitoring in the **ZIS System**, the system automatically creates tickets for faults/malfunctions not able to be fixed in an automated manner.
- The **Valuation Problem Manager** supports the analysis process in problem management so that problems can be quickly solved and faults/malfunctions are permanently corrected.
- The **USU KnowledgeCenter** knowledge base provides service desk agents and specialized technical teams with all critical information needed for incident and problem management.
- The **Valuation Change Manager** provides support for submitting, checking, planning and implementing requests for changes (RFCs).
- The **Valuation Release Manager** supports gradual, step-by-step integration of new software releases into your productive operations.
- All Valuation modules are fully integrated on both the process and data levels and access centralized IT service configuration objects provisioned by the **Valuation CMDB Manager**. All changes to configuration items are

managed in a secure, audit-compliant manner.

- **Valuation Inventory** and **Valuation Software Deployment** support you with automatic detection of your IT hardware/software currently in use, constant comparisons of your as-is with your target data and/or targeted distribution of software to clients.



Implement Clearly Defined Infrastructure Changes

The Valuation Change Manager supports your change planning, coordination and implementation, thus ensuring a well-coordinated change process within your IT infrastructure. This means that authorized changes are efficiently carried out – with minimum risk and no negative impacts on IT operations.

After this, Valuation Software Deployment can then directly implement automated software changes by distributing the necessary software packages right to the clients. The Valuation Release Manager manages your software-version packages all the way to their integration in your productive operations. Valuation Inventory compares the as-is with your target data. The system applies rules to handle any deviations, which may lead to requests for changes (RFCs).

Prompt Detection of Operational Issues

Service availability and adherence to service-level agreements (SLAs) are monitored by the ZIS Service Level Monitor. Should a fault/malfunction occur in an IT service or infrastructure component, a corresponding “event” is automatically detected by the ZIS Monitoring Manager and forwarded as an incident ticket to the service desk. The graphical depiction of interdependencies of IT components and their connection to supported IT/business services enables an efficient root-cause analysis and fast identification of the business processes affected.

Fast Restoration of Services

In addition to incidents, the service desk collects all service requests placed by end users, provides initial, first-level assistance and, if necessary, coordinates escalation to downstream specialized support units. Fast fault resolution ensures that the essential, defined operational status of a given service or technical device is restored as soon as possible. The integrated USU KnowledgeCenter knowledge base supports the problem-solving process. End users can also use USU KnowledgeCenter as a self-service solution, thus reducing the workload at the service desk.

Permanent Fault Correction

Valuemation supports proactive fault prevention through trend analyses of the availability of important services and detects the same or similar recurring problems. The problem management system first devises immediate, short-term solutions (workarounds) for incident management as well as permanent solutions for known faults/malfunctions, a process supported by change management.

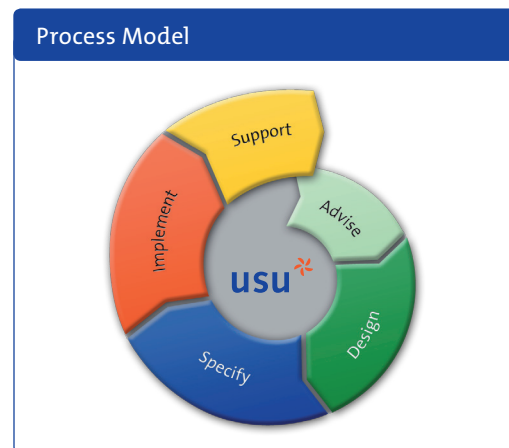
Monitoring and Reporting of Services

In Valuemation, both the services and the associated IT infrastructure are documented based on parameters, creating a basis for the service processes supporting operations. Tickets can be assigned to specific customer services, and

the values for agreed-on service levels, such as response times, can be referenced to determine the time allocated to close out a ticket. Adherence to SLAs can be analyzed by means of the Valuemation dashboard displays or reports and also transferred to other reporting systems for further processing.

Our Consulting Expertise

Our many years of providing consulting services for and implementing knowledge-based service management solutions has produced a goal-driven and success-oriented process model that we continuously update to reflect our latest project experiences. Our customers benefit from USU’s best practices and standardized consulting methods, which result in shorter implementation and project timelines based on a five-phase model.



Our Services and Consulting for Supporting Service Operations

Take advantage of our consulting services, which will support you from the initial service concept to the ultimate operational implementation, such as the following:

- Support in structuring a CMDB
- Structuring and deploying your personal catalog of products and services
- Defining and implementing service-fulfillment processes

- Help in implementing an effective IT service desk
- Maturity-level analysis of your service-operation processes

Software Modules for Your Service Management

- Valuation CMDB Manager
- Valuation Incident Manager
- Valuation Problem Manager
- Valuation Change Manager
- Valuation Release Manager
- USU KnowledgeCenter
- ZIS-System with ZIS Service Level Monitor (ZISSLM)
- Valuation Inventory based on BDNA Technology
- Valuation Software Deployment based on baramundi Technology

Product Support

To safeguard the value of your investment, we not only offer you support for your USU standard software products. We also support and review your individual customizations with respect to their potential optimization and further development. Our other available services include coaching of your staff to increase their usage expertise, transfer of service desk functions to the USU support center (outsourcing) as well as the monitoring and maintenance of your IT infrastructure, all the way up to even hosting your application.

Product Training and Special Seminars

Our training center offers a full program of additional product training for users and system administrators as well as specialized seminars and workshops for expert and executive personnel in IT and related specialist areas. You can find more information about this option on our website or in our "Training Center" flyer.

KEY FACTS

With the Valuation solution for service operations, you can cover your entire service management function area and proactively manage the following:

- Provisioning of key mission-critical knowledge for smooth, trouble-free IT operations
- Knowledge-based solution processes for incident and problem management
- Customer-oriented provisioning and availability of IT services
- Changes in your IT environment by means of authorized and automated change processes
- Gradual, step-by-step integration of new software releases into your productive operations
- An automated software-distribution process and inventorying process for hardware and software

Be sure to take advantage of our consulting expertise along with implementation, service, support and training options – all from one source! We look forward to hearing from you!