FrontRange
SOLUTIONS®

IT Operations Management
Integrating Service & Asset Management

Bill Irvine
Solutions Strategy

The Evolution of ITOM

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Competitive Advantage

- Objective: **innovation**, improve business efficiency, quality of service, control cost
- **How: Service delivery suites, true, functional integration**

Generation 4
2015- 2020

- Objective: **improve business efficiency**, quality of service, control cost
- **How: integration, mini suites, CMDB, end-to-end automation, cloud computing**

Generation 3
2007- today

1990 ──────────────────────────────► **2020**

- Objective: **quality of service**, control cost
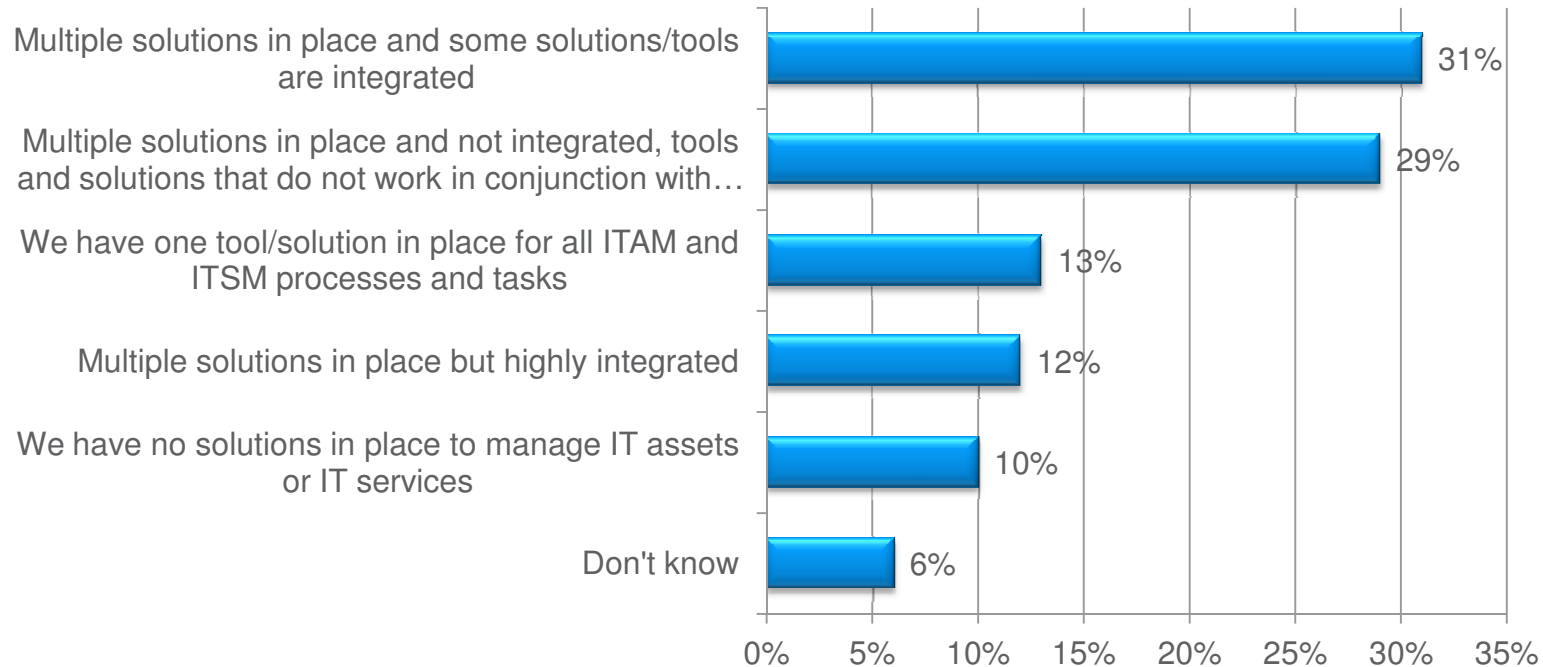- **How: ITIL for IT management processes, focus on Service Desk, Asset Management**

Generation 2
2000s- 2007

- Objective: **control cost**
- **How: Infrastructure management by technology domains (client, server, networking, storage)**

Generation 1
1990s-early 2000s

Operational Excellence

Today and the barriers to success

Category	Percentage
Multiple solutions in place and some solutions/tools are integrated	31%
Multiple solutions in place and not integrated, tools and solutions that do not work in conjunction with…	29%
We have one tool/solution in place for all ITAM and ITSM processes and tasks	13%
Multiple solutions in place but highly integrated	12%
We have no solutions in place to manage IT assets or IT services	10%
Don't know	6%

Key Barriers

- Disparate end user, service management, inventory, client management tool sets
- Organizational silos
- Lacking defined end-to-end processes / workflows
- Technical challenges and cost of integration of many point solutions
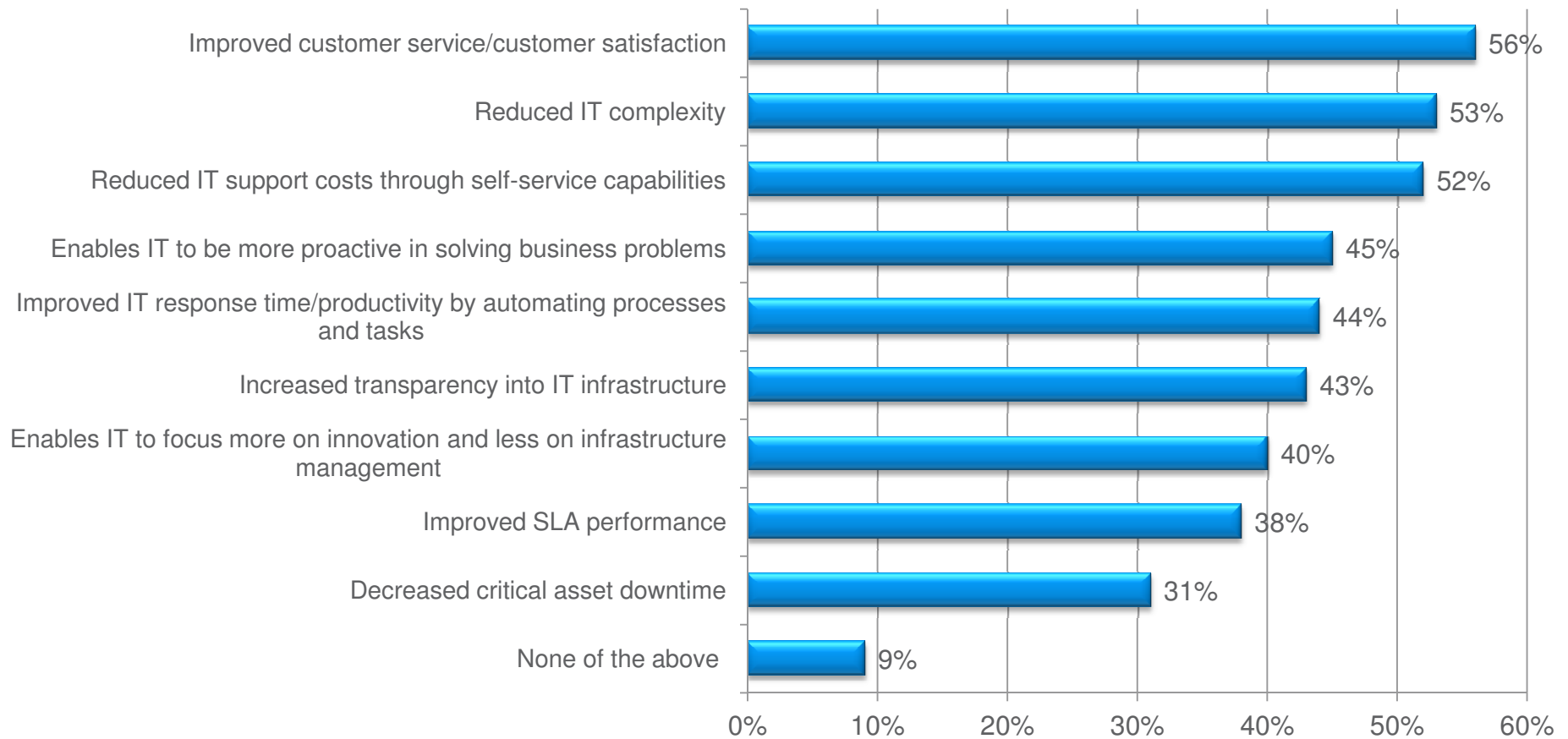
Opportunities

- Lack of focus / understanding on these process opportunities - more attention given to troubleshooting and support
- Moving towards improved standards and policies
- Reduced maintenance and specialized skill sets
- Effective fiscal management is now a key ongoing business driver

Source: IDG Research Survey, September 2011

Expected Benefits

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**Most Appealing Potential Benefits of an Integrated Solution
to Manage IT Assets and Services**

Benefit	Percentage
Improved customer service/customer satisfaction	56%
Reduced IT complexity	53%
Reduced IT support costs through self-service capabilities	52%
Enables IT to be more proactive in solving business problems	45%
Improved IT response time/productivity by automating processes and tasks	44%
Increased transparency into IT infrastructure	43%
Enables IT to focus more on innovation and less on infrastructure management	40%
Improved SLA performance	38%
Decreased critical asset downtime	31%
None of the above	9%

Source: IDG Research Survey, September 2011

FrontRange IT Operations Management

The core ITOM processes and functional capabilities designed to manage and automate IT Services and Assets

IT Service & Support

Service Portfolio & Catalogue

Change & Release Governance

Configuration Management

Client Lifecycle Management

Software Asset Management

IT Process Automation

ITOM Core Solution Capabilities

IT Operations Management Tools

|	
Availability and Performance	Network Fault Monitoring, Network Performance Mgmt., ECA, BLE, APM, Service-Level Reporting, Capacity Planning, BSM
Configuration and Provisioning	SDM, CMDB, Server Provisioning, Network Configuration, Configuration Auditing
End-User Management	Workstation Virtualization, HVD, Mobile Device Mgmt., PC App. Streaming, PCCLM, Application Virtualization
IT Process Automation	ITPA Tools, Jobs Scheduling, App. Release Automation, Workload Automation Broker
IT Service Support Management	IT Service Desk, Release Governance, ITAM, Self-Service, Change Management, Knowledge Management
IT Service Portfolio Management	IT Service Portfolio, IT Service Catalog, IT Financial Mgmt., Service Billing, Service Request Management
Storage Resource Management	Backup/Restore, SAN Fabric, Storage Array, Storage Perform. and Provisioning, Business Continuity, Data Archiving

Virtualization and Cloud Management

Source: Gartner (January 2012)

FrontRange ITOM unique differentiators

Interaction via Phone, e-mail, mobile and web

Full Self Service

Automation and scripting engine

Embedded ITIL Good Practice

Policy driven change

Services & Assets under one roof

Software provisioning via Self service and service catalog

Visualize physical to virtual device relationships

User requested server build and configuration

Fully automated HW/SW inventory and CMDB propagation

Steps to IT Operations Management

Service Management

IT Asset Management

IT Operations Management
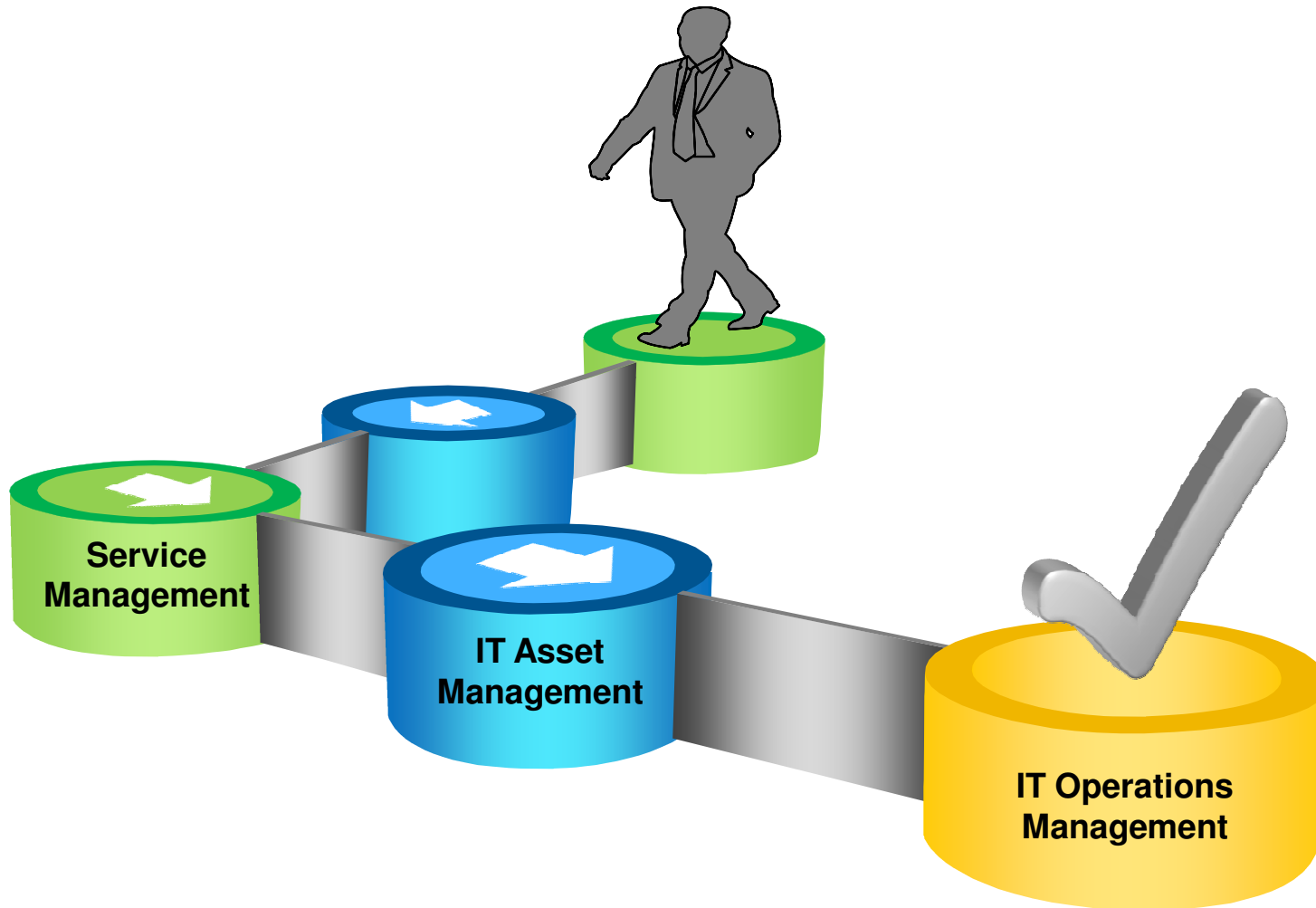
Steps to IT Operations Management

Service Management

IT Asset Management

Start with integrating your inventory data within your Service Management Toolset

Start with Inventory Auto Discovery & ITAM Repository

Steps to IT Operations Management

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Service Management

IT Asset Management

Defined service portfolio / catalog with specific asset related request types
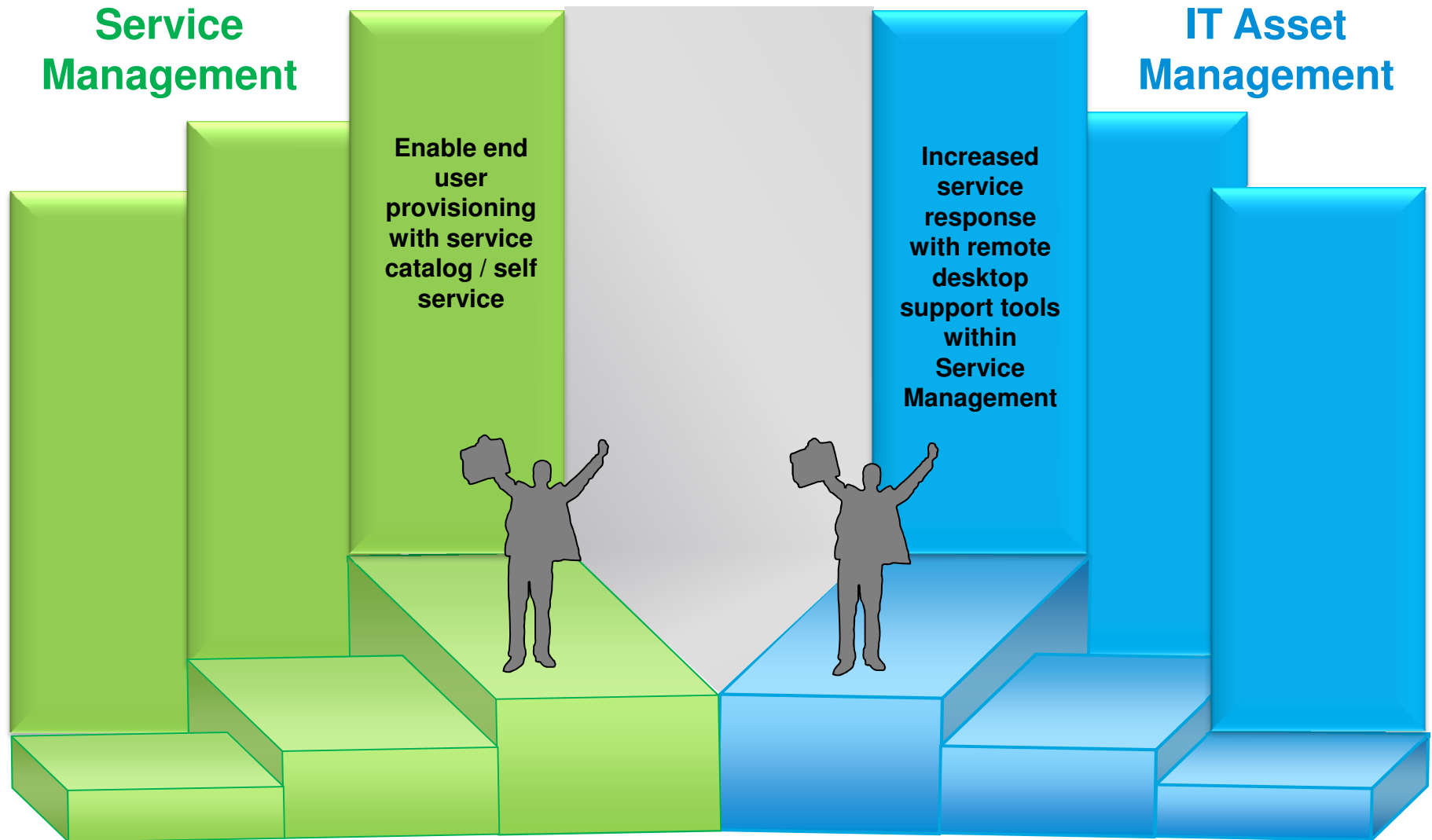
Defined workflows and approval processes

Integrated ITAM and policy data within CMDB
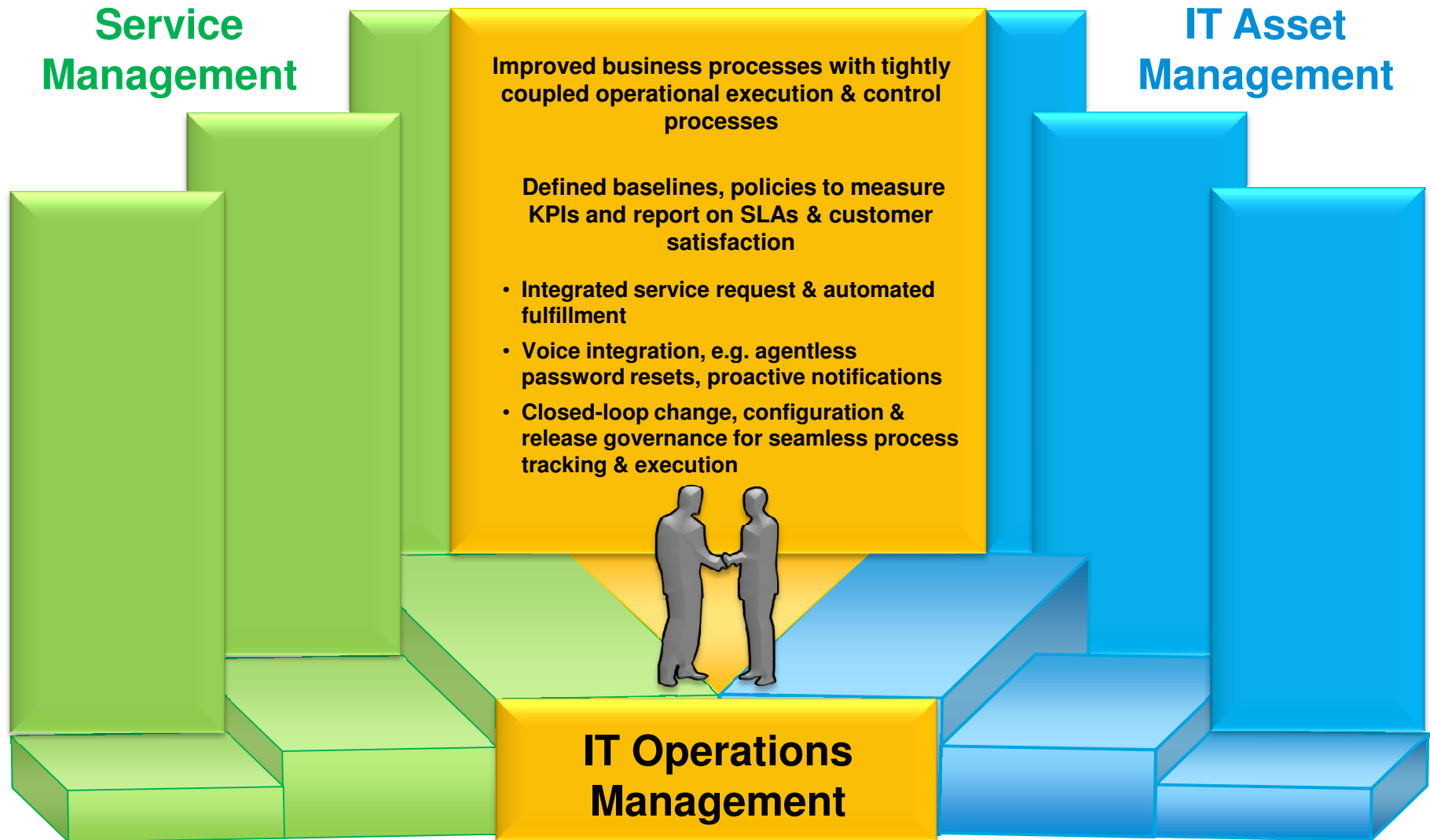
Packages built for deployment

Automated software repair

Remote PC access for real-time troubleshooting

Deploy security patches

Steps to IT Operations Management

Service Management

IT Asset Management

Enable end user provisioning with service catalog / self service

Increased service response with remote desktop support tools within Service Management

Steps to IT Operations Management

Service Management

IT Asset Management

Improved business processes with tightly coupled operational execution & control processes

Defined baselines, policies to measure KPIs and report on SLAs & customer satisfaction

- **Integrated service request & automated fulfillment**
- **Voice integration, e.g. agentless password resets, proactive notifications**
- **Closed-loop change, configuration & release governance for seamless process tracking & execution**

IT Operations Management

Why IT Operations Management?

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ITOM is no longer a "nice to have"

- Transform IT from being technology-centric to a business oriented service provider

- Address increased user expectations for self sufficiency/control while maintaining IT standards

- Ensure compliance with audit and government regulations through predefined policy and workflow

- Reduce risk, cost and increase service quality through standardization

- Automate your IT operations to increase efficiency

- Optimize IT Asset utilization throughout the lifecycle from procurement to retirement

- Benefit from significant savings through cross functional integration of ITOM tools (20-30% of IT Asset TCO)

Thank You for Attending