BMC Solution Planning Workshop for IT Service Management Upgrades

Put your organization on the right path to a best-in-class IT Service Management environment

Key activities

» Architectural analysis

» Functional awareness training to understand new features and functionality

» Analysis of current customizations and integrations

» Data migration analysis

» Develop an upgrade plan that is right for your organization

Key benefits

» Clearly align business needs with IT capabilities

» Understand architectural requirements

» Gain a clear picture of the upgrade scope and effort

Business Challenge

Many IT organizations are looking to increase their IT service management maturity and take advantage of expanded capabilities, such as integrated service catalogs, self-service portals, change management, and event management. As consumers continue to push for enhanced mobility and support for a multitude of devices, the need for a cutting edge service management solution is magnified even more. With best-practice ITIL® processes, cross-domain workflow, and simplified integration effort, the BMC Remedy IT Service Management Suite provides the industry's leading solutions for meeting the challenges of today's modern enterprise. However, concerns about the complexity of an upgrade can be an intimidating prospect for even the most seasoned IT departments.

Common concerns that customers face when considering an ITSM upgrade include:

» Is the existing solution meeting the needs of end users in today's rapidly changing environment?

» Should we do a fresh install or an in-place upgrade?

» How long will the system be down?

» Will current integrations still work? How might hardware needs change?

» What are the ramifications to the business if service level agreements are not met?

The BMC Solution

Based on hundreds of successful ITSM projects, BMC Global Services has integrated effective front-end planning into its best-practice approach to all service management projects. Simply stated, service management projects that effectively map business need to IT, people, and process are the most likely to meet business expectations and enjoy long-term success.

The ITSM Solution Planning Workshop for upgrades provides a framework for BMC Global Services to work with your team to plan the specific path that makes sense for both your business and IT needs. Utilizing BMC's experience and proven best practice approach, our experts work with you to create a plan that addresses both IT and business concerns while providing a clear picture of the risks and requirements associated with an upgrade.

What is an IT Service Management Solution Planning Workshop?

A critical component of BMC's prescriptive approach is the IT Service Management Solution Planning Workshop. This two week activity will help you produce an upgrade plan and WBS that puts you on a clear path to realizing the full potential of your ITSM solution. Utilizing an interactive workshop format, our architects will help you:

» Evaluate the architectural needs of the new system

» Understand BMC's upgrade methodology and technology

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Workshop Agenda

» Introductions

» Architecture review

» Upgrade methodology review

» Upgrade planning

» Functional awareness and alignment workshop

» Customizations and integrations analysis

» Data migration analysis

» Creation of deliverables

  - Architecture

  - Upgrade Plan

  - WBS

» Formal review of deliverables with attendees and stakeholders

» Average duration – two weeks

BUSINESS RUNS ON I.T.
I.T. RUNS ON BMC SOFTWARE.
Business runs better when IT runs at its best. That's why more than 50,000 IT organizations - from the Global 100 to small and mid-market businesses in over 120 countries rely on BMC Software (NASDAQ: BMC) to manage their business services and applications across distributed, mainframe, virtual and cloud environments. With the leading Business Service Management platform, Cloud Management, and the industry¹s broadest choice of IT management solutions, BMC helps customers cut costs, reduce risk and achieve business objectives. For the four fiscal quarters ended June 30, 2012, BMC revenue was approximately $2.2 billion.

» Learn how new functionality in the upgraded application can be effectively used in your environment

» Work towards a more out-of-the-box usage for ITSM

» Develop an upgrade plan laying out scope and procedure

» Understand data migration requirements

Because the IT Service Management Solution Planning Workshop focuses on your organization's business needs, the detailed action plan delivered at the end of the workshop is strongly connected to — and driven by — your actual business requirements. At the end of the workshop, you will clearly understand scope and required effort for your upgrade project.

The length of the IT Service Management Planning Workshop depends on the complexity of your implementation and the degree of new functionality being introduced. Each workshop can be tailored to address these variables.

Who should attend?

The following members of your team should be involved in the planning workshop:

» Executive sponsor or individual able to represent the CIO or CTO's IT service management objectives

» IT Process Owners who can evaluate how new functionality fits into your current processes and where changes in processes or work instructions might benefit the overall efficiency of your organization.

» IT SMEs and administrators who can provide a clear understanding of your current IT service management processes, as well as your existing tools, policies, and procedures.

Deliverables

The deliverables provided at the end of the workshop include:

» An upgrade solution design document featuring:

  o Future architecture recommendations

  o Upgrade plan

  o Analysis of current customizations and integrations in the context of the new system

  o Data requirements

  o High level WBS for the upgrade including LOE and duration

Project Team

The following project team from BMC Consulting Services will conduct the workshop:

» Project Manager

» ITSM Solution Architect

About BMC Global Services

With more than 2,000 customer implementations, BMC is uniquely qualified to help you simplify and automate your IT infrastructure and processes so you can better manage business services. BMC has a consulting and education services team of more than 800 worldwide professionals committed to helping our customers achieve successful outcomes with tangible business value through Business Service Management.

For More Information

For more information, please contact your BMC account manager and visit www.bmc.com/services.

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