

The Convergence of IT Operations

A Case for IT Service and Asset Process Integration and Automation

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TODAY'S REALITY: THE FUTURE IS NOW.

For IT organizations large and small, meeting the needs of the business today is only part of the story. Increasingly, IT is helping the business prepare to leverage technology to face the profound challenges the business will face now and in the future. From mobile application support to cloud computing services to support for personal devices, IT organizations have been forced to rethink their operations strategy to position themselves for a future that is significantly more complex.

So how well is today's IT organization positioned to maintain the "today business" while planning for the "tomorrow business"? Is your IT environment and organization up to the task? How much are you automating and integrating? How do you view the new demands headed your way?

AUTOMATION & INTEGRATION: WHAT'S REALLY GOING ON HERE?

Most IT organizations are fairly positive about their ability to manage IT to help the business meet their critical objectives. In fact, the vast majority of executives feel their IT organizations are doing a good job of monitoring and managing IT assets and services to meet those objectives.

However, in a study commissioned by BMC Software and executed by IDG, in-depth questioning suggests this positive sentiment doesn't translate to automation and integration of IT service and asset management processes. For example:

- » Just 27% of respondents indicate a high level of process automation connecting IT asset and service management.
- » Less than half of the respondents rate their current level of automation for IT management processes as "excellent" or "good" in terms of cost-effectiveness or in terms of freeing up IT's time to work on more strategic initiatives.
- » Nearly one-quarter of respondents report that all or most processes that join IT service and asset management are handled manually.
- » Just 16% of respondents indicate a high level of data and process integration between their IT management tools and solutions.

The survey results make a strong case that automation and integration lead to better success in managing IT assets and services. Among respondents who indicate their companies have a high level of process automation connecting IT assets and service management, 87% assign an "excellent" or "good" rating to their IT organization.

Among those who report a high level of data and process integration between IT management tools and solutions, 96% assign an "excellent" or "good" rating. Similarly, companies with high levels of process automation and data and process integration are significantly more likely to assign "excellent" or "good" ratings to their processes in terms of efficiency, cost-effectiveness, and freeing up IT's time.

MORE TOOLS, MORE VENDORS

Today's enterprises are also contending with a wide variety of processes, tools, and solutions to monitor and manage their IT assets and services. On average, companies have three or four different solutions installed to help monitor and manage their IT assets and services. Nearly 50% of the respondents say they have five or more solutions in place. The majority of respondents describe these solutions as integrated, but with gaps.

Although the majority of respondents say they are working with multiple vendors for their IT management tools and solutions, less than 50% actually prefer this situation. In addition, companies that have a high level of process automation connecting IT asset and service management, as well as those that report a high level of data and process integration, are significantly more likely to be using a single vendor for IT asset and service management. Asked to rate their IT asset and service management strategy as a whole, respondents are least likely to assign high marks for "ease of implementation" and "cost-effectiveness."

So what are the most important capabilities enterprises consider when evaluating IT asset and service management providers? "Support of industry best practices," followed by "flexibility to choose implementation level and deployment method" and "offers a high level of visibility into operations."

A LOOK AHEAD: ARE YOU PREPARED FOR TOMORROW?

The importance of process and data automation and integration really comes into focus when IT executives offer their thoughts about the future. Think about it: IT organizations are already struggling to do more with less. The economic downturn resulted in leaner budgets and smaller staffs. But now consider the top trends that are expected to demand a “significant portion” of IT’s resources in the near:

- » Requests for changes/upgrades to IT -supplied applications and technology. Many organizations have delayed their Microsoft product upgrades until they were confident about Windows 7.
- » Organizations looking to do a PC refresh or Windows OS migration will need to find an automated and repeatable process to migrate thousands of PCs, including user data and settings.
- » Requests for support for personal applications and technologies. If you think the consumerization” of IT is just a fad, think again. Fully one-half of the respondents say they expect to field requests to support consumer technologies such as the iPhone, Facebook, and other Web-based services that come into the enterprise through the “back door.” Do you have a strategy for gaining business value from these new technologies and minimizing their risks?
- » Requests to access the corporate network from remote locations. The average workday is hardly restricted to 9 to 5 anymore. People are constantly working: accessing the most up-to-date information, responding immediately to client contacts, and taking care of many more daily tasks around the clock. Some researchers have estimated that the worldwide mobile worker population will increase to 35 percent of the workforce by the end of 2013.
- » Pressure to comply with regulations. Having noncompliant assets in your environment can result in fines, a tarnished reputation, virus infection, even criminal charges. With industry and government regulations proliferating, can you nonintrusively scan your network to detect potential compliance issues? Do you have the ability to identify, group, and immediately remediate those devices that do not adhere to defined compliance policies?
- » Demand for mobile application support. Enterprises of all sizes are looking for capabilities to manage the influx of mobile devices and deal with the evolving nature of mobile applications and data. Do you have a solid strategy to address mobile devices as endpoints?

BMC FOOTPRINTS: FAST, FLEXIBLE, INTEGRATED IT OPERATIONS MANAGEMENT

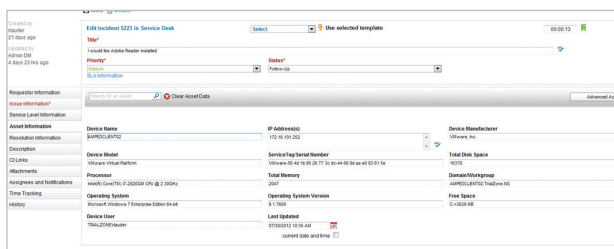
BMC FootPrints is a flexible, comprehensive, integrated IT Operations Management solution that is easy to install, use and extend to create business value. Supporting the convergence of IT service and asset management, this powerful platform gives your IT organization the visibility and control they need to continuously improve service delivery and manage IT assets while driving efficiencies, controlling costs, maintaining compliance and reducing IT vulnerability and financial risk through the integration of data and process automation.

With BMC FootPrints, your IT organization can achieve true IT Operations Management—the convergence of applications, data and process automation.



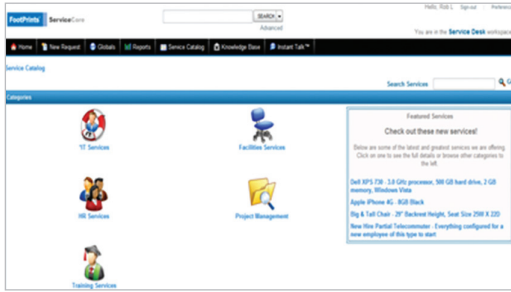
Process integration is something that is encouraged by IT best practices visionaries such as the Information Technology Infrastructure Library (ITIL). Taking a proactive approach and having an effective service management strategy can help eliminate manual processes, which are time-consuming and often inaccurate. Thousands of organizations around the world have adopted ITIL’s philosophies and guidelines to improve their service management and IT operations processes. BMC FootPrints is officially certified as ITIL® compatible by Pink Elephant for 10 ITIL V3.1 processes.

BMC FootPrints provides a single, modular solution that can manage, secure, control, track, remediate, and retire all devices, whether they are servers, desktops, laptops, tablets, or smartphones.



Easily view asset information including device type, model, and service tag information directly from the service ticket.

CONVERGENCE IN ACTION



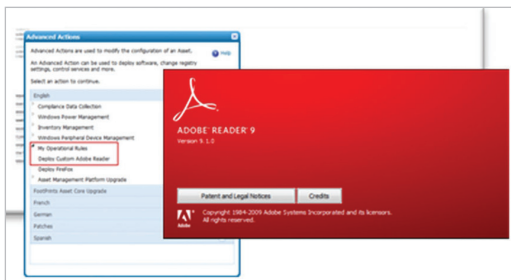
User requests Adobe Pro from self-service catalog.



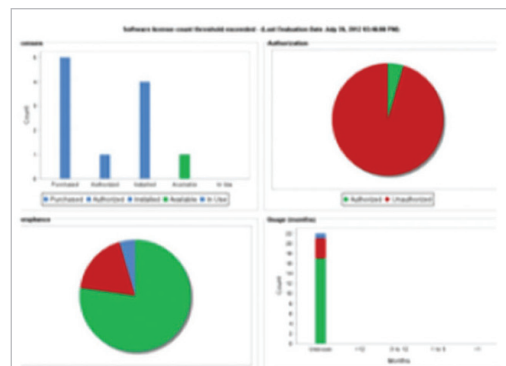
A ticket is generated based on the users request for this application.



Adobe Pro has a cost associated with it, so the request is automatically routed to the users manager for approval.



Once approval from the manager is received, BMC FootPrints automatically deploys (or can schedule the deployment) of Adobe Pro to the users machine.



Once the application is deployed it is monitored by FootPrints Software Licensing Management to ensure the organization is not over deployed on licenses.

Integrating and automating the application request, approval and deployment process reduces calls to the service desk and eliminates escalations to tier 2/ 3 staff while enforcing process adherence (including approvals), monitors license usage, and provides a seamless customer experience.

GETTING STARTED: 10 QUESTIONS TO CONSIDER

Aligning IT with business objectives is no longer enough. Meeting tomorrow's challenges will require much more: the convergence of applications, processes, and process automation. The following questions can help you get started.

1. How many processes, tools, and solutions are currently in place at your organization to monitor and manage IT assets and services?
2. What level of process automation connects your IT asset and service management processes?
3. What level of process integration exists between your IT management tools and solutions?
4. How do different departments interact with each other when an issue requires collaboration? Is cross-department collaboration done manually or is this automated?
5. What level of asset information is available to your level 1 support staff when a user reports trouble with an asset? Do they have to escalate to a tier 2 team to gain access to this information?
6. How much are you spending on consulting services?
7. Can you manage and secure all of your physical, virtual, and mobile devices?
8. Do you have a single view into IT service management?
9. Do you engage with multiple vendors for your IT management needs? (Would you prefer a single supplier?)
10. How much manual effort is involved when you roll out new operating systems, upgrade hardware, or deploy new applications? (And how easy is it to migrate users' preferences, settings, and favorites to their new machines?)

CONCLUSION

As IDG's survey demonstrates, demands on IT are growing as employees become more mobile, personal technology continues to pour into the workplace, and cloud computing gains in importance. Are IT organizations up to the challenge? While survey respondents are initially fairly positive, further questioning identifies some important concerns. In particular, most companies have limited or no automation connecting IT asset and service management, and very few have a high level of data and process integration between IT management tools and solutions.

BMC FootPrints helps IT organizations rectify that situation. By integrating and automating IT service and asset management data and processes, BMC FootPrints helps IT organizations deliver end-to-end IT Operations Management. BMC FootPrints is easy to install, use, and extend to create business value—without the need for consultants or programmers. Ultimately, BMC FootPrints provides IT organizations the agility necessary to meet the "new world order" headed their way.



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