BMC Service Resolution: Connecting and Optimizing IT Operations with the Service Desk

Improve service availability, mean time to repair (MTTR), and cross-team communications while prioritizing event resolution by business impact

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Executive Summary

Most IT processes and technologies respond to and resolve events in a technology silo, without correlating and contextualizing information from the service and event management disciplines. This fragmented approach to event resolution makes it impossible for IT teams to understand the role of IT infrastructure and resources in the context of an IT service. As a result, **most IT organizations struggle to resolve incidents without understanding the impact on the business, ultimately wasting valuable time and resources on event resolution.**

IT organizations should employ a phased approach that integrates and automates event and impact management processes **to reduce resolution time** and improve the availability of business services. BMC Service Resolution helps organizations:

- Reduce mean time to repair incidents by up to 70%

- Auto-resolve up to 40% more incidents

- Improve infrastructure incident volume and resolution by up to 360%

With **BMC Service Resolution**, IT organizations are equipped to focus effort on the work that matters to the business while leveraging the power of technology to **improve visibility, collaboration, and service quality.**

BMC Service Resolution helps organizations:

↑ **70%**

Reduce mean time to repair incidents

↑ **40%**

Auto-resolve more incidents

↑ **360%**

Improve infrastructure incident volume and resolution

THE HIGH COST OF SILOED INCIDENT RESOLUTION

Time is of the essence in the digital economy. The modern business is more dependent than ever on technology and has zero tolerance for outages and delays. However, traditional IT tools and processes, often focused on a silo of technology, struggle to support the speed and agility today's digital businesses require. It's not uncommon for incident management teams to use multiple, isolated event-monitoring interfaces for different technologies. This creates a siloed approach that increases cost, complexity, and management time. **In fact, IT is often unaware of events** until **end users notify them.** According to customer research by BMC Software, end users are the first to know about an issue **80 percent of the time**. By this time, the outage is already impacting customers and business.

An hour of downtime for a critical application can cost between $100,000 – $499,000 in lost revenue

Unfortunately, the service desk, the first line of contact for most employees and customers, often lacks the information needed to correlate an incident with specific infrastructure components or identify the root cause. As a result, the incident is often routed aimlessly from one team member to another in hopes that it will land with someone who can resolve it. In the worst case, a lengthy, war-room scenario hinders people throughout IT. Furthermore, in distributed data center environments, IT may even be unable to determine where to focus its response. Meanwhile, additional outages triggered by the same root cause enter the system as separate events, adding to the flow of duplicate and misrouted tickets. The result is more work for service desk members and lengthier MTTR. At many organizations, **up to one-quarter of issues remain unresolved for longer than 24 hours.**

A lack of visibility into the relationships between IT infrastructure, configuration items (CIs), and specific applications and services prevents many organizations from identifying where workloads can be shared without degrading performance and availability. As a result, these organizations may grossly overspend to meet performance targets.

Faced with greater demand for services and zero tolerance for outages, modern IT organizations need a more effective way to manage increasingly complex, dynamic, and distributed IT environments without creating more technology silos. **Their needs fall into three areas of focus:**

- **Improving service quality** (customer/user experience) by identifying and resolving issues earlier and faster, including issues that can be resolved proactively before they impact customers and the business

- **Increasing performance and availability** by eliminating blind spots in highly dynamic infrastructures and managing through a single pane of glass, even across multiple data centers

- **Optimizing IT costs** by managing business services more efficiently with fewer resources through improved collaboration and visibility between operations and the service desk

BMC SERVICE RESOLUTION

BMC Service Resolution helps the modern IT organization respond more quickly and effectively to service issues. By bridging the service desk gap, the solution auto-creates incidents from events and provides the information needed to assign the appropriate staff by location and management responsibility. Proactive event detection and notification speed resolution and reduce the impact on end users and customers. Drawing on information about a company's IT environment, BMC Service Resolution quickly identifies the root causes of operational events and correlates a single event with multiple service desk tickets, reducing duplicate tickets and complexity to help staff focus on the issues. A single, real-time record supports collaboration between operations and the service desk to improve productivity. By automatically identifying the business impact of service issues, BMC Service Resolution helps IT prioritize resolution while providing proactive notification to service and application owners. Continuous visibility helps IT manage highly dynamic and complex infrastructures more effectively to reduce cost and MTTR. Additionally, BMC Service Resolution can create unavailability records against configuration items, automatically enabling an unbiased view into when a service "went down" and was returned to normal operations. This allows for a true tracking of service or application downtime frequently used in measuring service level agreement (SLA) performance and compliance.

Customers can choose to implement BMC Service Resolution at three levels for infrastructure, applications, or services based on their importance or the maturity of the IT organization's implementation. They can also leverage a hybrid of all three levels.

Level 1 – Event incident service resolution

Level 1 is appropriate for organizations at any stage of IT maturity. Quick, out-of-the-box integration provides enhanced visibility into service resolution and additional ticket routing capabilities to improve productivity and reduce MTTR.

At Level 1, BMC Service Resolution provides an automated bridge between event monitoring systems, including BMC TrueSight and IT service management (ITSM) tools such as BMC Remedy. This eliminates the need to create incidents manually. Service desk agents receive the information they need to route incidents more accurately by location or who is managing them, and can use operational categories to assign them to the right people quicker. On the operations side, staff members gain visibility into the status of current incidents, including their ID, assignee, and status, helping them coordinate efforts more efficiently. If an intermittent issue resolves itself before it has been assigned, the solution automatically closes the ticket. If an operations staffer has already taken ownership of the issue, they maintain control, and can decide when and how to close the ticket rather than wasting time trying to determine why it has disappeared from the queue.

Level 2 – Infrastructure incident service resolution

Level 2 builds on Level 1 with additional intelligence and automation to eliminate the effort of identifying root causes and optimizing ticket routing based on type of asset, location, group, and other criteria. This is made possible through integration with a configuration management database (CMDB), which provides a complete, accurate, and consolidated view of the people, processes, and technologies that comprise the business and IT environment. The solution can also include an automated discovery tool, which maintains a complete view of a company's distributed, virtual, and mainframe environments, and creates a clear, visual mapping of IT infrastructure to applications and business services.

When an event occurs, the integration between TrueSight and the CMDB allows the event to be associated with a specific configuration item (CI), such as a piece of equipment or software. As a result, TrueSight can provide information from the CMDB to shed light on the probable root cause of the event to guide routing and speed resolution. For example, events associated with networks and routers can be sent automatically to the network support team, while those related to third-party applications can be sent to the desktop support team. A simple configuration interface allows IT to write rules easily without the need for coding.

At level 2, BMC Service Resolution can also correlate multiple events with a single causal incident, minimizing duplicate or redundant tickets and further reducing MTTR. Agents working a ticket can see real-time updates of incident status, such as escalation or the addition of new events with the same root cause, to help them manage incidents more effectively and provide better service to end users and customers. Once an issue has been resolved, its owner maintains control over when and how it is marked as closed and event information remains in BMC Remedy for future reference.

Level 3 – Application-aware and business-aware incident service resolution

Further extending the capabilities of Level 1 and Level 2 implementations, Level 3 uses the application or service modeling data in a CMDB to provide a business-oriented view of incident management. A Level 3 implementation can encompass one or both models:
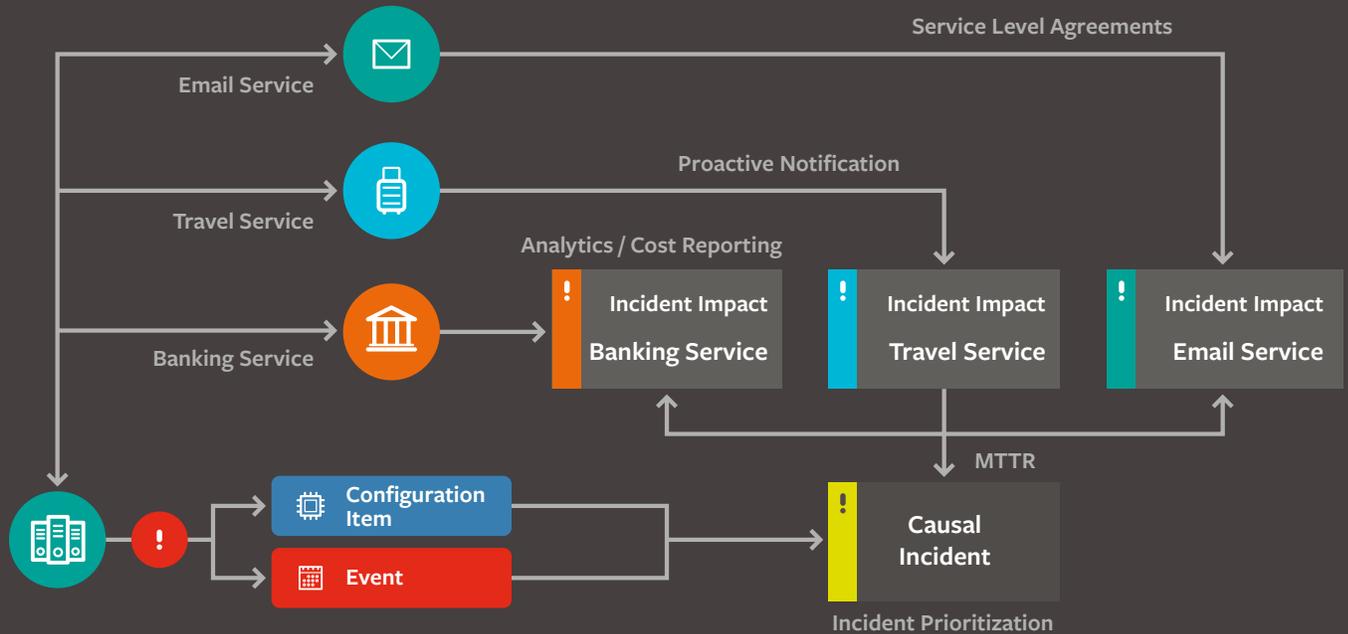
• Application-aware incident service resolution, which uses CMDB data to map CIs to specific applications

• Business-aware incident service resolution, which maps applications to the business services they support

In both cases, the solution provides insight into the business impact of an event to guide prioritization and enable proactive notification and updates for affected business owners.

When an event occurs, a causal incident is created, as in Level 2, and routed to IT for resolution. In addition, an impact incident is created and sent to the business owners so they can take appropriate measures to mitigate the impact of the outage on end users and customers. At the service desk, agents can prioritize how they assign resources based on the importance of the applications and services affected by each incident. A business-critical service, such as messaging or transaction processing, can be addressed before a less time-sensitive system such as supply management for the break room. Automated updates to the impact incident keep business owners posted on progress toward a resolution to guide expectations. The association of

causal incidents with application and services also provides insight into related services that have not yet been affected but may soon be, so proactive measures can be taken.

Additional impact tickets related to the same causal incident are assigned a "pending" status to show that the root cause is already being addressed. Closing a single causal incident automatically closes out all other impact tickets associated with the same root cause.

Level 3: Application/service aware incidents-model based ticketing

Choosing the right implementation levels for your organization

BMC Service Resolution lets customers choose the right implementation level for specific services and applications. Few IT organizations have invested resources to build a complete CMDB database encompassing the entire IT environment, as would be required for an enterprise-wide Level 3 implementation. This may be overkill anyway, as the effort involved in modeling even lower-importance services, such as an employee coffee system, may outweigh the business impact of an outage. More often, the organization will begin with the top few dozen most critical services and model them in the CMDB to enable a Level 2 or Level 3 implementation. Over time, IT can use a staged approach to raise the level for additional services as IT maturity and business needs evolve.

BENEFITS OF A MORE INTELLIGENT, HOLISTIC APPROACH TO INCIDENT MANAGEMENT

With BMC Service Resolution, customers can address their most critical needs around incident management: improving performance and availability to provide better service, as well as reducing IT costs by managing applications and services more efficiently with fewer resources.

- **Reduce the number of tickets to streamline resolution**
  With a unified view across event monitoring systems, more information into the nature of events to guide routing, and better collaboration between network operations and the service desk, IT can resolve issues more quickly—before they impact end users and customers. As a result, **fewer tickets with the same root cause enter the queue**. Similarly, by correlating events with the same root cause, IT can consolidate tickets around causal events, further reducing complexity, and focus on fixing the problem more productively. For example, a major automobile manufacturer saw a 20 percent reduction in the number of tickets generated per year after implementing BMC Service Resolution.

- **Route tickets to the right resources the first time**
  Instead of being bounced from team to team, or ending up in time-consuming, war room sessions, tickets are directed to the right resources the first time with the specific information needed to facilitate resolution, based either on an issue's location or the team responsible for managing the CI in question. By addressing causal incidents directly instead of chasing the numerous uncorrelated events they can trigger, **IT can dramatically reduce the number of people involved in the resolution and eliminate redundant work while accelerating MTTR**. For example, a multinational healthcare provider realized a 94 percent improvement in MTTR through BMC Service Resolution.

- **Prioritize service by business impact**
  Drawing on intelligence about the relationships among configuration items and the applications and services they support, IT can take a more strategic approach to service. Instead of handling issues reactively as they come in, **IT can assign different applications and services to different levels and ensure that the most critical issues are addressed first**. Impact incidents provide proactive notifications and updates to business owners so they can mitigate the impact of outages and set expectations for resolution.

- **Improve service availability**
  A faster, more efficient approach to service helps IT increase availability and reduce the costs resulting from service outages. A survey of enterprise organizations found that **an hour of downtime for a critical application can cost between $100,000 – $499,000 in lost revenue**. In addition, 15 percent of respondents cite losses of more than $1 million per hour. Beyond hard dollar costs, downtime also causes damage to a company's reputation, business relationships, and customer loyalty. With the improved IT efficiency and productivity that BMC Service Resolution enables, **companies can also take a more proactive approach to incident management**, preventing many emerging issues from causing downtime in the first place.

Case Study – Global Automaker

A $25 billion global automaker used BMC Service Resolution to move from reactive incident management to a more controlled, proactive approach through process automation and improved collaboration. Previously, only 15 percent of events were captured by event monitoring systems. The other 85 percent were reported by end users impacted by the issue. With BMC Service Resolution, events report themselves, generate their own incident reports, and speed resolution before end users are affected.

With more accurate first-time routing, additional intelligence in the tickets created, and related events correlated around causal incidents, the service desk and network operations team can collaborate more effectively around a single source of truth to resolve root causes.

Case Study – International Pharmaceutical Company

A $136 billion international pharmaceutical company reduced the number of reported events from 35,000 per month to only 10,000 per month by using BMC Service Resolution. This dramatic reduction decreased the number of incidents requiring attention. A three-level implementation helps the company invest the right amount of resources in each service and application based on its importance to the business, as well as prioritize the resolution of individual events.

CONCLUSION

Businesses can't afford to let siloed approaches to incident management delay resolution and undermine IT productivity. BMC Service Resolution bridges the gap between the service desk and network operations. It provides a unified, business-centric view across the technologies and services they support, helping organizations resolve the right issues, the right way, more quickly than ever. When implemented flexibly and according to an organization's business priorities and IT maturity, the solution helps maximize the value of existing investments and evolves as needs change. As a result, businesses can improve availability, deliver better service faster, and reduce costs—while bringing new intelligence and efficiency to their IT environments.

FOR MORE INFORMATION

To learn more about BMC Service Resolution, please visit **bmc.com/service-resolution**

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