



# IT Service Management Solution Planning Workshop

Put your organization on the right path to a best-in-class and ITIL<sup>®</sup>-aligned IT Service Management environment

## Key Activities

- » Understand and refine your IT service management objectives
- » Review best-in-class IT service management environments and alignment with ITIL best practices
- » Detail requirements and model use cases
- » Develop a near and long-term technology roadmap
- » Perform a gap analysis between your current and desired states
- » Assess risk, change, and organizational readiness

## Key Benefits

- » Understand how your technology will need to adapt to enable a seamless, integrated IT support process
- » Create a solution strategy that directly connects business needs with IT requirements
- » Reduce implementation risks by leveraging BMC expertise
- » Prioritize your technology investments with a detailed roadmap

## Business Challenge

Organizations are seeking to reduce complexity and establish a seamless, integrated process for IT support. In addition, many organizations are also looking to integrate IT support with event management and other operational processes to drive proactive incident resolution and additional customer service improvements.

Because IT Service Management covers a broad range of IT activities — from incident and problem management to change management, asset management, service request management, service level management, and more — it is important to clearly define your technology objectives, understand the type of environment that will best meet your needs, and develop a phased implementation approach that will ensure a successful outcome with minimal risk.

With BMC Software, you can quickly deploy core IT service management functionality and enable IT Infrastructure Library<sup>®</sup> (ITIL) best practices across service desk optimization, service catalog and request management, service asset lifecycle, and comprehensive change and release management. The result is a successful IT service management initiative that clearly maps business needs to technology investments and requirements.

## 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 one-to-three week activity will help you define and design a best-in-class IT service management architecture and roadmap for your organization. Utilizing an interactive workshop format, our consultants and architects will:

- » Work with you to understand and refine your IT service management objectives
- » Conduct a detailed review of best-in-class IT service management environments
- » Review alignment with ITIL best practices
- » Analyze your current tools and capabilities
- » Detail requirements and model use cases for your IT service management deployment
- » Define a phased roadmap with both near-term and long-term milestones
- » Perform a detailed gap analysis between your current and desired states
- » Conduct a technology risk and change readiness assessment

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 understand the exact level of effort, risk, and technology change necessary to plan, deploy, and administer a best-in-class and ITIL-aligned IT service management environment for your organization.

## Workshop Agenda

- » Introductions
- » Overview of your IT service management initiative, as well as your current state
- » Overview of BMC's solutions and implementation methodology
- » Review of best-in-class IT service management environments and implementations with detailed steps on how to get there
- » Current state assessment
- » Use case modeling
- » Creation of deliverables
  - Phased roadmap for IT service management technology deployment
  - Risk and change readiness assessment
- » Formal review of deliverables with attendees and stakeholders
- » Average duration – two weeks

### BUSINESS RUNS ON I.T. I.T. RUNS ON BMC SOFTWARE.

Business thrives when IT runs smarter, faster, and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC provides a comprehensive and unified platform that helps IT organizations cut cost, reduce risk, and drive business profit. For the four fiscal quarters ended September 30, 2010, BMC revenue was approximately \$1.96 billion. Visit [www.bmc.com](http://www.bmc.com) for more information.

The length of the IT Service Management Planning Workshop depends on the scope of your objectives. Each workshop can be tailored to address a combination of common projects, including service desk optimization, service catalog and request management, service asset lifecycle, and comprehensive change and release management.

Whether you are fully committed to deploying an integrated IT support process as quickly as possible right out of the box, or are looking to tailor your IT service management solution to meet unique requirements, the IT Service Management Solution Planning Workshop will put your organization on the right path to a best-in-class and ITIL-aligned solution.

## 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 leaders and staff members who can provide a clear understanding of your current IT service management processes and adherence to ITIL best practices, as well as your existing tools, policies, and procedures in the following areas:
  - Incident and problem management, knowledge management, and integration with change and event management (Service Desk Optimization)
  - Service catalog, service requests, asset provisioning, roles and access rights, incident and change integration, and financial management (Service Catalog and Request Management)
  - Discovery, request fulfillment, order management, asset tracking and reporting, configuration compliance, software license management, financial management, and supplier management (Service Asset Lifecycle)
  - Change process management, change planning, configuration management, release process management, and deployment (Comprehensive Change and Release Management)

## Deliverables

The primary deliverables provided at the end of the workshop are:

- » A detailed, phased IT service management solution roadmap and use case design document focused on addressing the specific objectives refined (or developed) in the workshop, including technology requirements, project timeline, and financial investment summary
- » Comprehensive risk and change readiness assessment

## Project Team

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

- » Project Manager/BSM Architect
- » IT Service Management Specialist
- » Integration Specialist

## 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 500 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.