

IPcenter and ITIL

 PROPRIETARY

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1 IPcenter and ITIL v2

ITIL v2-based IT Service Management (ITSM)¹ consists of two main areas: **Service Delivery** and **Service Support**.

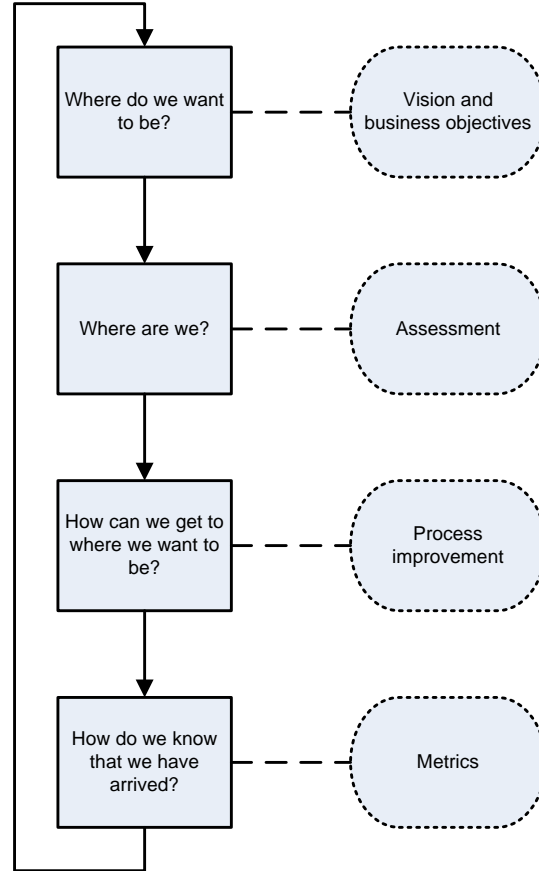
Service Delivery:

- Service Level Management
- Financial Management for IT Services
- Capacity Management
- IT Service Continuity Management (ITSCM)
- Availability Management

Service Support:

- Service Desk (a function, not an ITIL Process Area)
- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release Management

Other key ITIL areas include Security Management, ICT Infrastructure Management, Application Management



1.1 Service Support

ITIL Process Area...	IPsoft processes and technologies...
<i>Service Desk (a function, not an ITIL process area)</i>	IPpm (ticket management), IPradar (automated workflow management) and IPescalate (escalation management and tracking) keep service desk functions running smoothly.
Incident Management	IPmon (monitoring and automated remediation) discovers and resolves up to 56% of events/incidents automatically, without the need for human intervention. Where incidents are recorded manually, IPpm , IPradar and IPescalate track them to resolution.
Problem Management	In addition to our regular service desk support tools, IPinfo (knowledgebase) supports the storage of information about known problems and solutions, a key element of Problem Management.

¹ IPsoft’s tools, methods and processes are currently aligned with ITIL v2 best practices; we are actively studying the new ITIL v3 library, and are ensuring that our ITSM approach, going forward, is aligned with ITIL v3 best practices.

ITIL Process Area...	IPsoft processes and technologies...
Configuration Management	Cfengine (configuration and patch management), IPcode (code deployment and change control) and IPam (asset management) work together to support Configuration Management.
Change Management	Cfengine (configuration and patch management), IPcode (code deployment and change control) and IPam (asset management) work together to support Change Management.
Release Management	IPdeploy (new environment deployment) makes Release Management a smoother process.

1.2 Service Delivery

ITIL Process Area...	IPsoft processes and technologies...
Service Level Management	All IPsoft tools are service level-driven; IPcenter provides constantly updated status information and provides immediate notification of service level breaches.
Financial Management for IT Services	On average, customers deploying unified system management solutions realize 30% cost savings in the first year (Source: Gartner Group.) Specific IPsoft tools supporting Financial Management include IPam (Asset Management) and IPreports (capacity planning.)
Capacity Management	IPreports directly facilitates performance and capacity planning.
IT Service Continuity Management	An actively managed network environment is easier to replicate and recover; IPsoft partners with our customers to develop Disaster Recovery/Business Continuity plans that guarantee the ability of key business processes to keep functioning when adverse events occur.
Availability Management	IPmon (monitoring and remediation) and IPreports (capacity planning) help keep availability high.

1.3 Other ITIL areas

ITIL Process Area...	IPsoft processes and technologies...
Security Management	IPsecure offers robust security and patch management functionality
ICT Infrastructure Management	The entire IPsoft product family, with IPcenter at its heart, facilitates better, lower-cost and high-return infrastructure management.
Application Management	IPcode and IPdeploy support Application Management.