

Working with ITSM's

An IT Service Management (ITSM) solution helps IT teams manage the delivery of services to its customers. This includes activities and processes relating to designing, creating, delivering and supporting IT across the organisation.

Central to ITSMs is the concept of delivering IT-as-a-service (ITaaS). This approach covers all aspects of organisational technology, from a request for access to business-critical software applications management and support.

To give an example of an ITSM in action: a user needs to request a new laptop. This is done by accessing a portal and using a workflow. The user would provide key information into the system, and a ticket with all relevant information would be raised. The ticket would be prioritised according to importance before being addressed by the IT team.

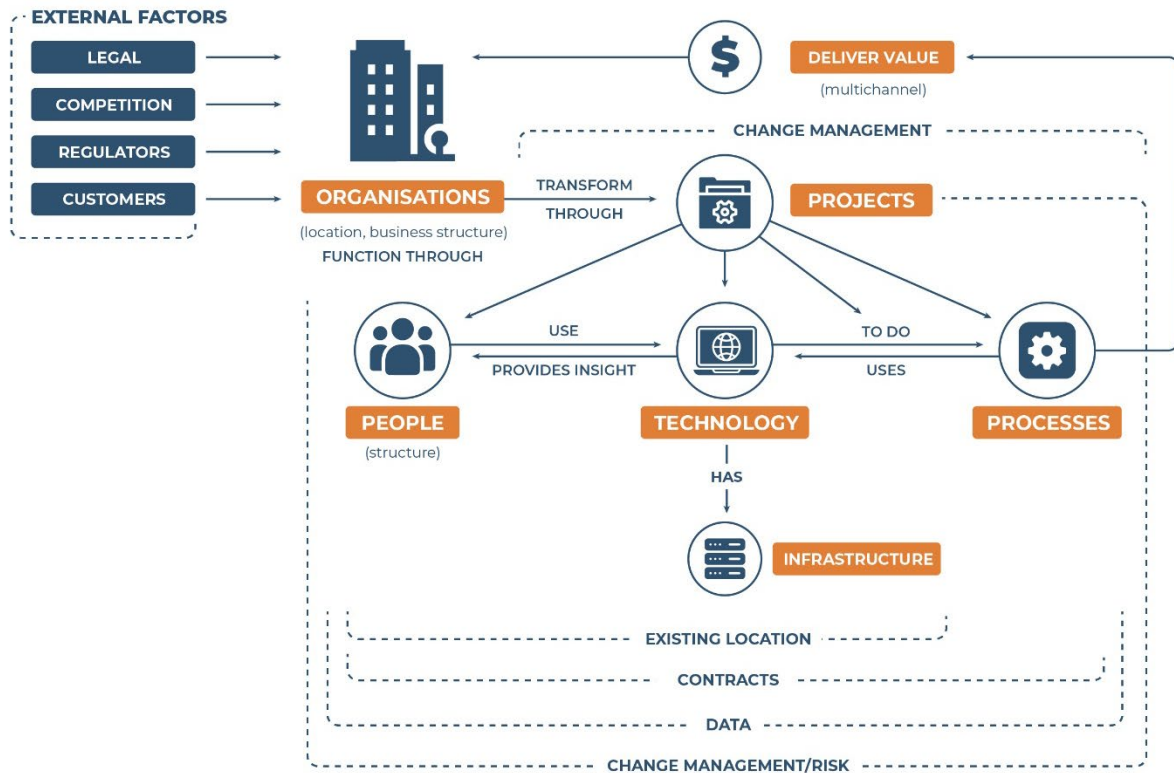
ITSM is simply a process management tool for IT operations.

Benefits	Challenges
<ul style="list-style-type: none"> • Creates service-based incident management. This prioritises incidents and requests, reducing the impact of downtime and reoccurring issues. • Provides consistency of service through standardisation of IT processes and the speed and quality of IT operations. • Increases accountability through service standardisation. This allows for greater visibility into IT operations and management, including IT auditing. • Increases efficiency through automating service delivery using workflow. • Promotes customer 'self-service' through clear processes • Assists with triaging requests and responding to major incidents. 	<ul style="list-style-type: none"> • Promotes a technology-centric view of the organisation. This view misses the wider view of how technology supports people, processes, and data within the organisation. • Does not provide downstream understanding of major technology outages (e.g., a server failure and how these impact hosted applications, end users and the processes they are performing).

STATE3 Enterprise and ITSM's

STATE3 Enterprise is an Azure based platform which provides a logical representation of your physical technology and business environment. Components include technology,

infrastructure, data, contract and vendor information, business architecture and process, people profiles and geolocation information (see diagram below).



STATE3 Enterprise Ecosystem

STATE3 Enterprise brings each component together and maps the relationships between each. An ITSM solution can only assist with processing IT requests and incidents, recording how these changes impact the wider technology environment. STATE3 Enterprise can capture changes within context, always providing an accurate view of your dynamic technology and business ecosystem.

We integrate into any data source from a customer and use Lansweeper to extract and import information to connect into the STATE3 Enterprise system.

An ITSM solution is home for incoming requests for change or incident management, dealing with the operational level of technology within your organisation. It is a perfect solution for providing up-to-date changes to STATE3 Enterprise, ensuring your current state is current.

**CONTACT US FOR
A FREE CONSULTATION**

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