

Service Management Optimization

Proven expertise and best practices designed to help you meet and exceed service goals while keeping costs down.



Increasingly, information-technology (IT) departments are expected to deliver next-generation services whenever and wherever they are needed. As a result, IT services are becoming more complex and distributed, with multiple components and dependencies scattered throughout the IT infrastructure. This creates more challenges for IT departments as they try to maintain the availability of services and respond to incidents while simultaneously trying to control costs.

- Proactively identify and resolve issues before they become outages.
- Efficiently manage and improve your monitoring infrastructure and processes.
- Establish and improve communications between IT and the business.

Service Management Optimization is a fixed-scope consulting engagement for large organizations. It provides a management solution for proactive monitoring and capacity management of systems, applications, and services that can help you:

- Meet and exceed service-level goals.
- Improve IT productivity.
- Implement best practices.

This Offering incorporates guidance and best practices from the Microsoft® System Center Operations Manager™ 2007 product development team, the Microsoft IT department, and real-world engagements with enterprise organizations. This Offering is based on System Center Operations Manager 2007, which is a service-management solution designed to work with Microsoft software and applications. It helps organizations like yours increase efficiency and gain greater control of the IT environment.

Meet and Exceed Service-Level Goals

Many IT departments today are unable to accurately measure service levels, limiting their ability to improve service and accomplish their objectives. Monitoring is often done at the server level, but it does not include infrastructure components, dependencies, or client delivery, all of which impact service availability.

Establish Service-Level Agreements

As part of this Offering, ITSLN consultants can assist you in understanding how to develop service-level agreements (SLAs) between your IT department and business stakeholders. Internal operating-level agreements (OLAs) among groups in IT can also be discussed. Establishing service levels provides a benchmark against which you can measure your efforts, prioritize your resources, and plan for the future.

Document How Services are Interrelated

In order to provide visibility into your IT services, ITSLN consultants can assist you in creating graphical representations of your services, including their dependencies and components. These service maps provide visibility into the functioning of services and help establish ownership of service components.

Improve IT Productivity

IT departments often spend most of their time in reactive mode, responding to incidents rather than proactively resolving their root causes. As a result, IT usually spends its time keeping systems running instead of improving them or building new services for the business.

Establish Accountability for Outages

This Offering will help you establish clear ownership and service-level goals for the components that make up your IT services. These goals will enable you to establish clear accountability for service outages and provide a clear escalation path for incidents, helping your IT department to respond more quickly and effectively.

Move from Reactive to Proactive Mode

Best practices for tuning Operations Manager 2007 will enable optimal operations-management capabilities for your environment.

Implement Best Practices

This service Offering was developed in conjunction with the Microsoft System Center Operations Manager 2007 product development team and the Microsoft internal IT department, then tested and refined through multiple, successful service engagements with large organizations.

ITSLN consultants offer the highest level of expertise in planning, deploying, and optimizing a service-management solution. With a deep understanding of System Center Operations Manager 2007, the Information Technology Infrastructure Library, and the Microsoft Operations Framework, ITSLN consultants are uniquely qualified to provide guidance and best practices to make your service-management solution a success.

Engagement Overview

This engagement includes the following key deliverables:

- An implementation of Microsoft System Center Operations Manager 2007 designed for the specific needs of your environment (product license not included).
- Architecture and design guidance detailing your System Center Operations Manager 2007 implementation.
- Operational guidance to help you get the most value out of the solution after it has been deployed.

