IT Service Management (ITSM) involves both hardware- and software-related requests. These are usually better attended to through a digital portal with a ticketing system. One company had an outdated ITSM 7.x version, which the product company no longer supported.

This resulted in performance and enhancement challenges, which the ASB Resources team could solve.

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BUSINESS CHALLENGES

- There was a complicated interface with screens that users could hardly comprehend, leading to multiple calls to the service desk. This was counterproductive since the system should promote self-service instead of support agent intervention at every stage.
- The system also had limited self-service for end-user capabilities, which slowed down user adoption.
- System security wasn't in line with the latest requirements.
- The existing system lacked a single dashboard for visualizing business metrics and generating reports.
- There was a lack of compliance and audit logs.
- Various ITSM modules (Incident, Change Problem, Problem Management, Release Management, Asset Management, Service Request and Configuration Management Database) were difficult to use.

OUR SOLUTION

We set out to implement a BMC Remedy ITSM 20.x BMC Remedy ITSM Suite with IM, PM, CM, AM, SRM, SLM, RKM, Atrium Dashboard and Analytics. This project focused on three core elements:

End-user experience

One of our first objectives would be to provide a new portal through which those in need of IT services could submit requests and the IT team could attend to them. We implemented MyIT 3.0, offering an advanced user interface where end-users could add and track incidents, requests, approvals and more.

The MyIT 3.0 implementation came with three major benefits:

- Customization and integration capabilities enabled users to utilize the Incident Change and Work Order modules without switching from one interface to another. This shortened the time needed to handle requests and respond to other issues.
- Access to IT services through both desktop and mobile devices.
- The ability to anticipate IT needs and provide solutions to the customer before they reach out. This can be something as simple as authorizing a personal device for a worker who's traveling so they can access company networks or databases while away from the office.

Configuration Management

IT teams often make physical adjustments to hardware and change software settings to solve certain problems. Accordingly, it is vital to keep track of every change made to avoid spending a lot of time troubleshooting and implementing solutions that conflict with current settings.

Therefore, we enhanced CMDB data collection and reconciliation processes by collecting Configuration Item (CI) information from multiple data sources such as TADDM discovery, vCenter, firewall, SCCM and more.

This effort spawned two main capabilities, namely:

- Automatic discovery of CIs and their respective data types and relationships with other CIs in the client's IT infrastructure.
- The ability to import CI information from Operational Management tools and other libraries that may contain such data.

By doing so, we enabled the company to:

- Easily access the relevant asset information and dependencies when investigating a particular issue.
- Simulate the impact of specific network and application changes. Eventually, IT teams wouldn't have to commit to a solution and then spend time undoing it when it doesn't work since they could predict outcomes.
- View asset-related financial information, which simplifies communication to business leaders and other stakeholders to secure buy-in for additional IT resources and transformations.
- Use asset information for targeted approval processes in Change Management and Service Request modules.

Analytics and Reporting

- The client could view reports on assets and their relationships through a single dashboard.
- We enabled multiple online reports on asset movement information and ticketing activities within various groups in the organization.

Are you looking to simplify IT Service Management within your organization?
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