Traditional or SaaS

itmSUITE® and itmCLOUD®

Governance made easy

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Agenda

itmSUITE® and itmCLOUD® presentation.

1	Company introduction.
2	Solution overview.
3	SM – Service Desk and Service Management.
4	PM – Project & Portfolio Management.
5	CMS – Configuration Management System.
6	DE & RE – Discovery Engine & Reconciliation Engine.
7	DB – Dash Board.
8	MS - Mobile Services.
9	Success stories.
10	Contacts.

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itmSUITE srl

Governance made easy.

Founded in 2003

By partners with a high level of experience in the fields of IT Governance, IT Service Management and Portfolio/Project Management.

First itmSUITE® delivered in 2007

Designed upon best practices (e.g. ITIL® and PRINCE2®) and experience on the field.

Available in SaaS mode since 2013

itmCLOUD® public cloud.

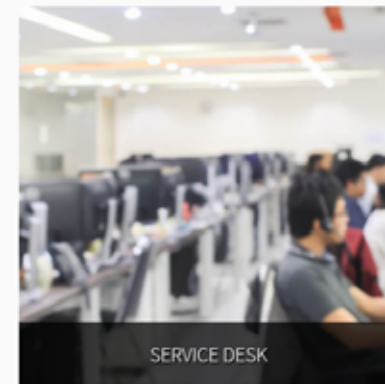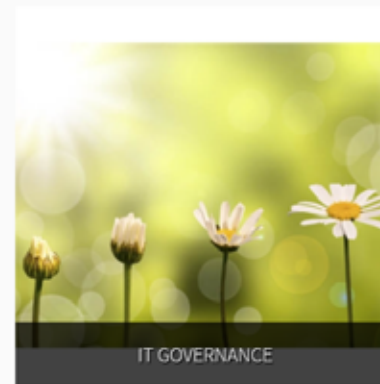Also available for private clouds.

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Agenda

itmSUITE® and itmCLOUD® presentation.

itmSUITE® and itmCLOUD® use scenarios

An integrated suite supporting several use scenarios, by means of preconfigured versions of the same software.

SERVICE MANAGEMENT

PORTFOLIO & PROJECT MANAGEMENT

IT GOVERNANCE

SERVICE DESK

HELP DESK FOR SMES

ERP FOR SERVICE PROVIDERS

IT FINANCIAL MANAGEMENT

ASSET & CONFIGURATION MANAGEMENT

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Service Management with itmSUITE® / itmCLOUD®

Successfully manage your services – improve customer and business satisfaction while optimizing service delivery costs.

Use a single system of record - consolidate redundant, legacy service tools into a modern, single system.

Boost productivity - set yourself free from complex legacy systems and siloed processes, and deliver services faster through workflow automation.

Provide superior self-service capabilities - offer a consumerized user experience that makes it simple and intuitive for employees to request services, log issues, track progress and resolve problems — all without picking up the phone or sending a single email.

Increase efficiency - standardize service processes across IT, increasing the speed of request fulfillment.

Add value - automate manual, repetitive tasks to free up time for work that adds value to the business.

Improve maturity and compliance - adopt and adapt Service Management best practices and standards based on ITIL® and ISO/IEC 20000.

Supported domains

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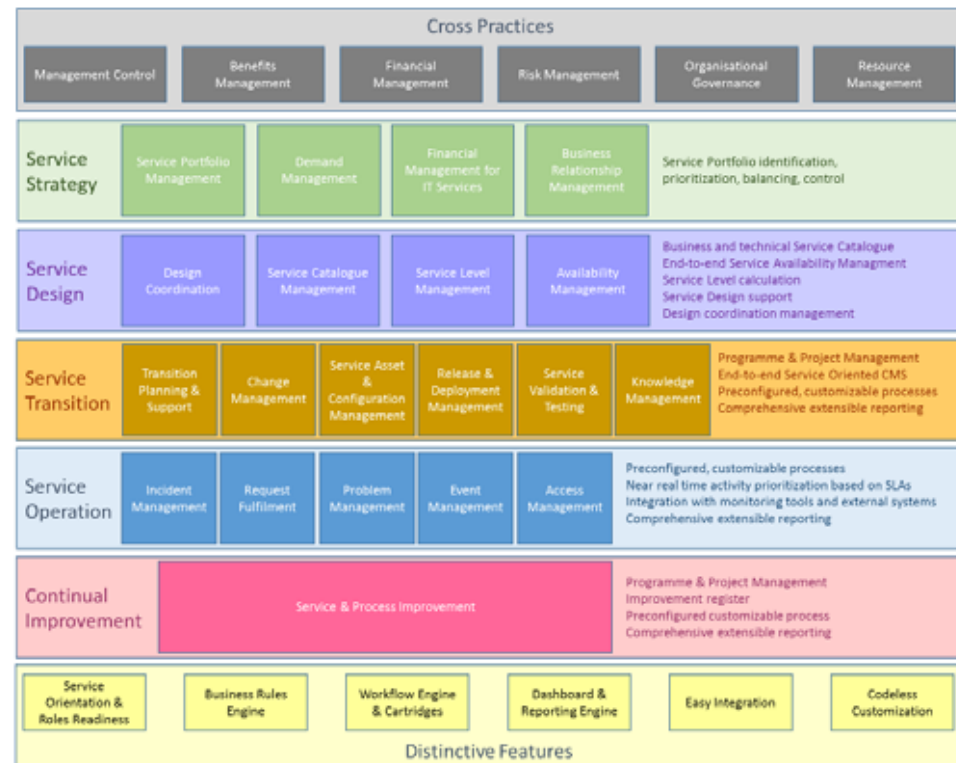
Portfolio and Project Management with itmSUITE® / itmCLOUD®

Successfully manage your investments – plan your investments, optimize delivery and unlock management insights to optimize the use of resources in order to achieve business goals.

Use a single system of record - consolidate redundant, legacy service tools into a modern, single system.

Boost productivity - set yourself free from complex legacy systems and siloed processes, and deliver projects and programmes faster through workflow automation.

Increase efficiency - Standardize project, programme, portfolio processes across the whole organization, automatic integration and access to all information and automation of routine tasks improve execution efficiency.

Improve visibility – centralized demand management for gathering, assessing and managing initiatives; dashboards, reporting to quickly access to project, programme or portfolio information

Improve maturity and compliance - Adopt and adapt project, programme, portfolio best practices and standards based on MoP®, MSP®, PRINCE2®, SCRUM, ISO 21500 and others.

Supported domains

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IT Governance with itmSUITE® / itmCLOUD®

Improve maturity and compliance of IT Governance according to best practices

Plan & Organize

IT Planning
COBIT, ITIL, TOGAF
- IT Service Portfolio **
- Enterprise Architecture **
- Service & Solution Design **
- Organization & Process Design **

IT Investment
COBIT, ITIL
- Portfolio Financials **
- Service Financials **
- Project Financials **

IT Quality Plan
ISO 9001
- Quality Management System plan, processes and procedures **

Human Resources
SFIA, e-Competences
- Resources allocation **
- Competences *
- Procedures *

Risk Management
COBIT, ISO/IEC 2700x
- Techniques, processes and procedures **

Project Management
PRINCE2, MSP, MoP, PMI, Agile
- Traditional techniques, processes and procedures **
- Agile techniques, processes and procedures WIP

Acquire & Implement

SW Development
CMMI, ASL
- Techniques, processes and procedures **

Change Management
ITIL, ISO/IEC 2000
- Techniques, processes and procedures **

Infrastructure Management
ITIL, ISO/IEC 20000
- Techniques, processes and procedures **

IT Procedures
ISO 9001, ITIL, ISO/IEC 20000
- Processes and procedures **

Delivery & Support

Service Management
ITIL, ISO/IEC 20000
- Techniques, processes and procedures **

Security Management
ISO/IEC 2700x
- Techniques, processes and procedures **

Monitoring

Performance Monitoring
- Built-in DashBoards **
- Configurable DashBoards WIP
- Reporting *

Process Monitoring
- Built-in DashBoards **
- Configurable DashBoards WIP
- Reporting *

Assurance and Audit
ISO 9001, ISO/IEC 2000, ISO/IEC 27001
- Techniques, processes and procedures **

**   Trivial configurations needed
*   Advanced configurations needed

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Service Desk with itmSUITE® / itmCLOUD®

The optimal solutions to support large to medium Service Desks

Successfully manage your Service Desk – efficient and effective management of Service Desk processes and activities.

Use a single system of record - consolidate redundant, legacy service tools into a modern, single system.

Boost productivity - set yourself free from complex legacy systems and siloed processes, and deliver services faster through workflow automation.

Provide superior self-service capabilities - offer a user experience that makes it simple and intuitive for employees to request services, log issues, track progress and resolve problems — all without picking up the phone or sending a single email.

Increase efficiency - standardize service processes across IT, increasing the speed of request fulfillment.

Control performances – define OLAs/SLAs and use them in real time to drive priorities and trigger activities.

Add value - automate manual, repetitive tasks to free up time for work that adds value to the business.

Improve maturity and compliance - adopt and adapt Service Management best practices and standards based on ITIL® and ISO/IEC 20000.

Preconfigured ITIL® and ISO/IEC 20000 ready processes for

- Incident Management
- Request Fulfilment
- Asset & Configuration Management
- Problem Management
- Etc.

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Help Desk for SMEs with itmSUITE® / itmCLOUD®

Run quickly and easily your Help Desk in Small / Medium Enterprises

Easy setup / Quick Start – immediately run your Help Desk.

Resolve issues fast – say goodbye to the chaos of managing support with email, and hello to fast automated requests management

Offer self-help - offer a self-service portal that lets users solve many of their own problems and requests

Improve in time –customize and improve the basic processes and capabilities; add new processes.

Key features

- Request and Incident management – out-of-the box processes to manage requests and incidents
- Self service portal
- Knowledge Base access

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itmSUITE®   **itm**CLOUD®

ERP for service providers with itmSUITE® / itmCLOUD®

Manage your service (IT and non IT) provider business

Automated process areas

- Sales & CRM
- Procurement
- Service management lifecycle
- Human Resources

- Administration
- Enterprise Performance and Governance
- Enterprise Asset Management

Boost your service provider business – run your business more effectively and efficiently.

Use a single system of record - consolidate multiple redundant tools.

Boost productivity - set yourself free from complex legacy systems and siloed processes, and deliver services faster through workflow automation.

Provide superior self-service capabilities - offer a consumerized user experience that makes it simple and intuitive for employees to request services, log issues, track progress and resolve problems — all without picking up the phone or sending a single email.

Add value - automate manual, repetitive tasks to free up time for work that adds value to the business.

Improve maturity and compliance - adopt and adapt Service Management best practices and standards based on ITIL® and ISO/IEC 20000.

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IT Financial Management with itmSUITE® / itmCLOUD®

Plan and control IT costs and benefits from a financial perspective

Plan an control your costs and benefits – define your elements and plan, account, forecast costs and benefits for them.

Manage your demand – manage price lists and service requests through workflows.

Make costs and benefits transparent - offer a consumerized user experience that makes it simple and intuitive for employees to request services, log issues, track progress and resolve problems — all without picking up the phone or sending a single email.

Connect cost to service usage – enable fact based conversations, correlate expenditures with reasons, drill into cost details.

Align investment with business goals – make it easy to understand where and how the money is spent.

Charge or bill – charge or bill the actual use of IT services and assets.

Make people accountable – assign responsibilities for costs and benefits planning, accounting and forecasting.

Add Value - automate manual, repetitive tasks to free up time for work that adds value to the business.

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Asset & Configuration Management with itmSUITE® / itmCLOUD®

Control your IT assets and configurations – gain visibility, compliance and control of your assets and configurations.

Plan assets – integrate design with asset and configuration information.

Control through transition phase – ensure change, release an deployment management are aware and update asset and configuration information.

Support operation and improvement phases – provide asset and configuration information and analytics to support service operations and service improvement.

Add value - automate labour intensive activities such as asset and configuration discovery and dynamic creation of maps.

Ensure compliance – enable compliance (security, license) by providing information and warning on asset use.

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Cross benefits

From the adoption of the itmSUITE® / itmCLOUD®

Improvement in the management

Full functional cover for automation with no compromise.

Enabling the maturation of the best practices used in the management area.

Time to market

Extremely rapid start up times.

Complete range of support services.

Easy and autonomous configuration (codeless) makes for easy maintenance.

Total Cost of Ownership

Fantastic quality / cost ratio.

Easy and autonomous configuration (codeless) makes for easy maintenance.

Guaranteed configuration portability from version to version.

Flexible support contracts.
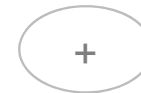
Also available for open source middleware.

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Overview of the modules

itmSUITE® SM
Service Desk and Service Management

itmSUITE® PM
Project and Portfolio Management

itmSUITE® CMS
Configuration Management System

itmSUITE® DE
Discovery Engine

itmSUITE® FM
Financial Management

itmSUITE® FM
Financial Management

itmSUITE® RE
Reconciliation Engine

itmSUITE® RE
Reconciliation Engine

itmSUITE® OCE
Service Level Management

itmSUITE® OCE
Service Level Management

itmSUITE® SP
Sharepoint Publisher

itmSUITE® REP
Reporting

itmSUITE® DB
DashBoard

itmSUITE® DB
DashBoard

itmSUITE® REP
Reporting

itmSUITE® MS
Mobile Services

itmSUITE® MS
Mobile Services

itmSUITE® EEM
External Event Manager

itmSUITE® REP
Reporting

itmSUITE® REP
Reporting

itmSUITE® EEM
External Event Manager

itmSUITE® EEM
External Event Manager

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itmSUITE®   **itmCLOUD®**

itmSUITE – Licensing Model

Cost per module

$+$

Cost per named user

Manager

Manages services, projects, clients and suppliers
Configure itmSUITE®

Resource

Team member in delivery and project teams, process actor

Requester

Opens, closes, reads tickets

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itmCLOUD – Licensing Model

Some limitation applies:
- OCE: max number of KPIs
- ASM/CMS: max number of configuration items
- DE: not available

Ad hoc negotiation is required when these limitations are breached

Cost per module/year*

+

Cost per named user/year

Provider User

Manages services, projects, clients and suppliers
Team member in service delivery and project teams
Configure itmSUITE®

Final User

Opens, closes, reads tickets

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itmSUITE® and itmCLOUD® architecture

Vision and architecture, the key to better performance and flexibility.
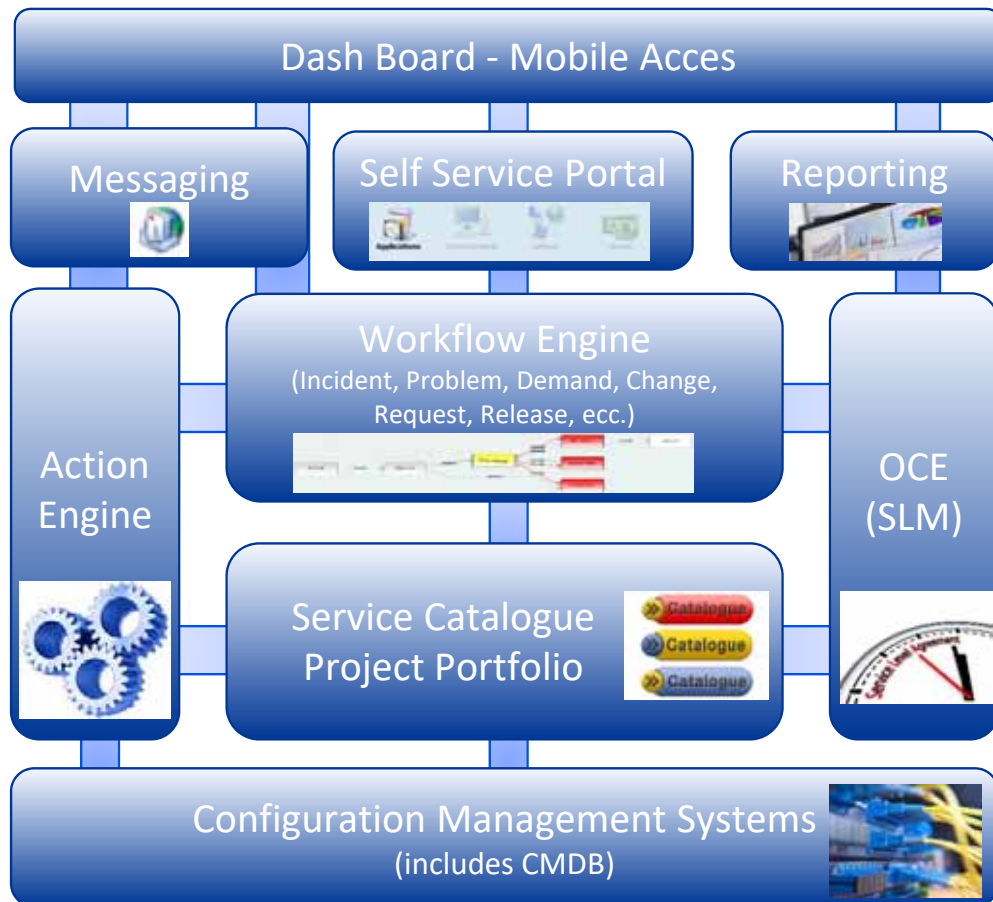
Service/project orientation allows the configuration and management of processes based on service/project management roles and service/project data.

Workflow engine allows 'Point and click' configuration of processes according to needs with no compromises.

Self Service Portal guides users through the opening of requests, via an intuitive and user friendly interface.

Objective Caluculation Engine (OCE) makes service levels and KPIs available in «near real time» for decision making and reporting

Action Engine allows 'point and click' configuration and automatic execution of business rules triggered and actin on all itmSUITE® areas.

Configuration Management System for graphic mapping and analysis of Services and any configuration, at the heart of Asset Management.

Reporting Engine for flexible and inexpensive reporting (pull and push) on itmSUITE® and external data.

Message System allowing contextual management of communication and seamless integration with traditional email systems.

DashBoard for embedded business intelligence

Mobile Access allowing mobile devices (Android, iOS, Windows Phone)

Service Catalogue

The heart of IT Service Management.

	Code	Name	Service Domain	Short Description	Service Manager	Client	IOSD	IOED	Lifecycle status	Marketing status	Service Parent
☐	3	Networking Service	Administration	Networking	Service Manager	Sample Client	01-03-2013	30-04-2113	Active	Unbillable	
☐	4	itmCLOUD	Administration	itmCLOUD	Admin Admin, Service Manager		01-03-2013	31-12-2015	Active	Unbillable	
☐	5	Server Management	Administration	Server Management	Service Manager		01-03-2013	01-03-2113	Active	Unbillable	
☐	6	Personal Device Management	Administration	Personal Device Management	Service Manager		01-03-2013	01-03-2113	Active	Unbillable	
☐	7	Telecomunications	Administration	Telecomunications	Admin Admin		01-03-2013	01-03-2113	Provisory	Unbillable	
☐	8	Service Desk	Administration	Service Desk	Admin Admin		01-03-2013	01-03-2113	Provisory	Unbillable	
☐	13	Asset Management	Administration	Asset Management	Admin Admin, Manager Asset		01-07-2014	31-12-2015	Active	Billable	
☐	29	Release	Administration	Release	Admin Admin		01-11-2014	31-12-2099	Active	Unbillable	
☐	31	Insurance Company Service Support	Administration	Insurance Company Service Support	Admin Admin, Service Manager		01-11-2014	29-02-2016	Provisory	Unbillable	
☐	32	Regional Council Service Support	Administration	Regional Council Service Support	Service Manager, Project Manager		01-01-2014	31-12-2015	Provisory	Unbillable	

A precious repository.

A custodian of information relating to IT Services including general info, activities and timescales, budget, final balance sheets, predicted end dates, allocated resources, service levels, risks, components and configuration, and documentation etc. that will be the guiding operational lighthouse.

Directly accessible from the SM module , it can be synchronised with the CMS and from there, published on the Microsoft Sharepoint portal.

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Self-service portal

Easy and secure access to IT Services.

The place where making a request is simple

It offers simple navigation where the user can request IT services, using informal language.

The requests trigger the corresponding managed processes, via the workflow engine, initializing information (for example Service, type of request etc.).
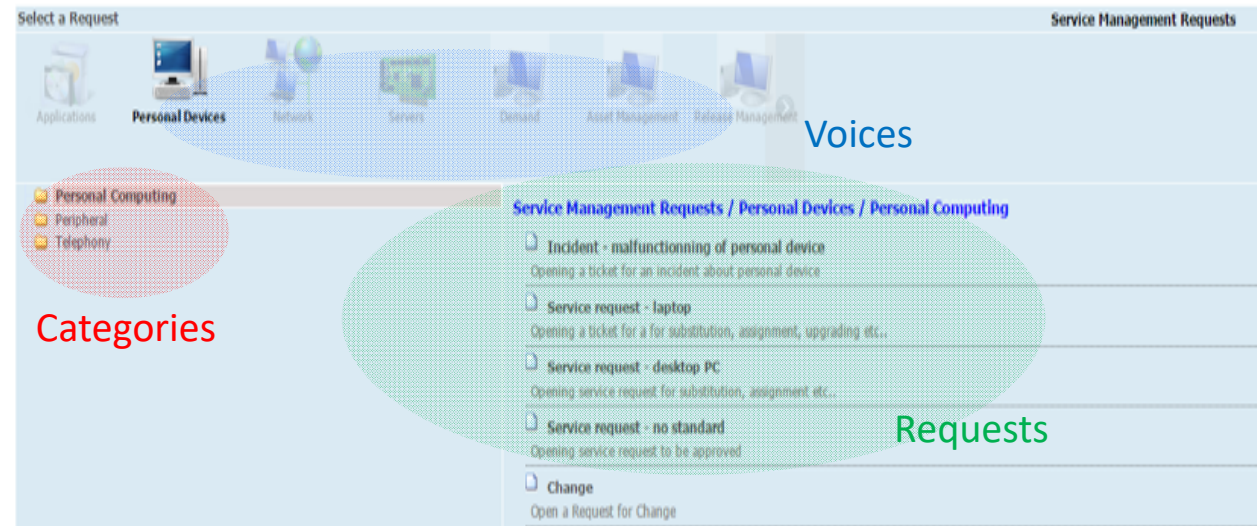

Totally and easily configurable.

The self-service portal is a very flexible instrument that makes it possible to define: top level voices, the structure of categories and specific requests. The visibility of the requests can be configured based on the user rights and on service calendars.

The configuration does not require programming but simply comes from a graphic interface.

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Workflow Engine

Flexibility on a plate!
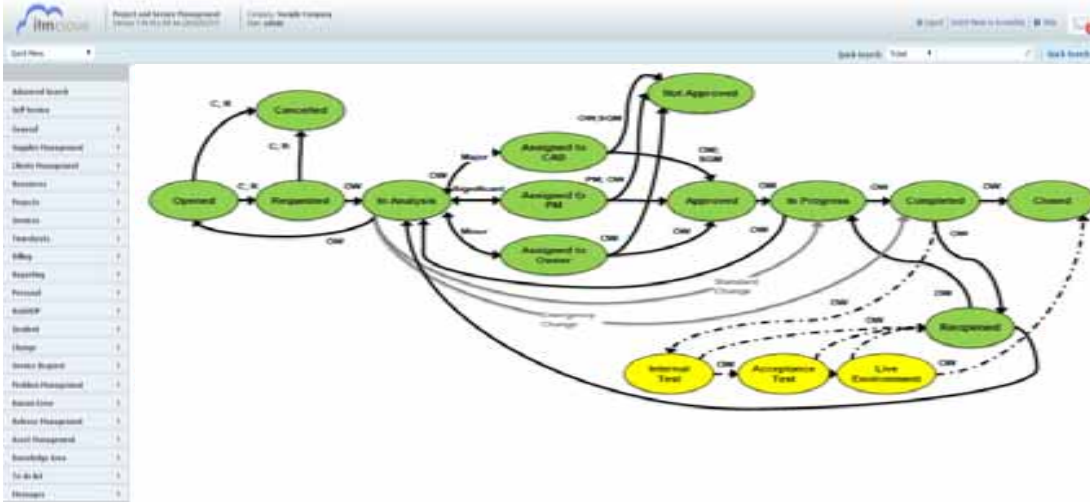
Flexibility and power

The workflow engine makes it possible to define the following in an easy way: status, transitions between statuses, correlated rights, notifications, data, fields and their visualisation rights for role/status.

The strong functionalities make configurations very quick, even for particularly complex processes.

It is thanks to this engine that itmSUITE®'s Total Cost Ownership is unbeatable.
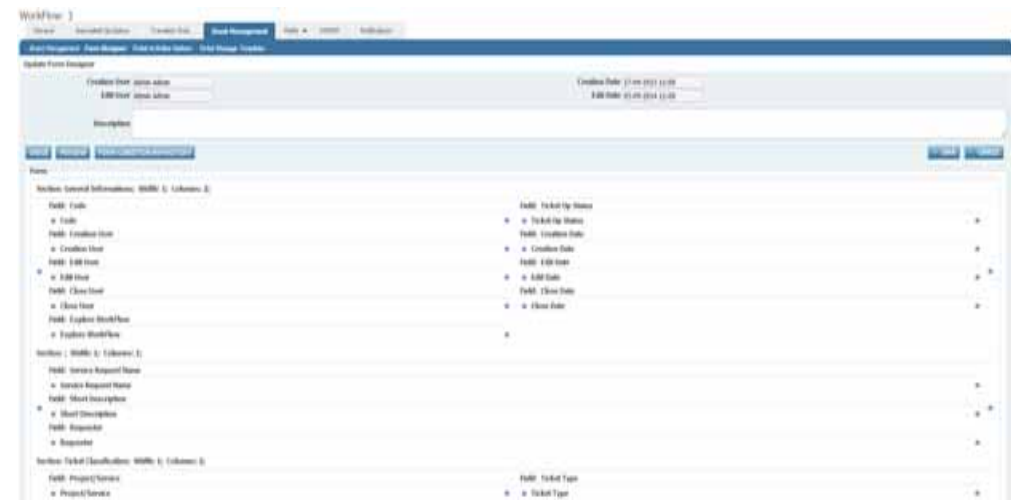
The screen Designer

Another element that is key to the flexibility is part of the Workflow Engine. It makes it possible to define the layout of the fields, so the workflow screens can be designed by drag and drop. In the same way, it makes it possible to define the visibility of the fields, the triggers and actions (business rule) set off via the Action Engine.

Finally, there is a simulator to view the results of the design by role and status.

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Action Engine

Business under control!

What is it?

A repository where business rules can be defined (eg. opening and closing of a process, calculation of a value), in such a way that they are well documented and under control.

Together with the Workflow Engine it is a key source of itmSUITE®'s flexibility.

Totally and easily configurable

This component is also totally and easily configurable. In most cases, this doesn't require any programming thanks to a graphic interface that makes it possible to manage the conditions of the trigger, parameters, variables and actions to be carried out. Thanks to one particular component, which makes it possible to write and activate Java scripts to access and modify all the information in the system, there are basically no limits to the automation and therefore flexibility that can be achieved.

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OCE – Objective Calculation Engine

Service levels under control!

What is it?

A subsystem that makes it possible to define key performance indicators relevant to any process or activity that is managed via itmSUITE® and the target values for them (e.g. volume, process completion times)

The calculation of the key performance indicators can be planned to 'near real time'. The results can be used:

- In informative records and in the views od data to align the IT behaviours with the SLAs (and therefore with the business needs)

- With the aim of triggering any kind of action (for example notifications) via the Action Engine

- In reports to drastically simplify their creatn

Totally and easily configurable but not only...

Once again the configuration of the SLAs /OLAs and UCs is simple and doesn't require any programming skills.

OCE has an evolved structure that makes it scalable and suitable even in particularly challenging workload contexts.

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Reporting

Flexibility without obligations!

The reporting form is made up of a design component and makes it possible to import, publish and schedule reports in itmSUITE®.

Every functional area of itmSUITE®. has a basic set of reports but the reporting engine makes it easy to expand on that.

And that's not all: users who access reporting do not have to pay any additional licence fees.

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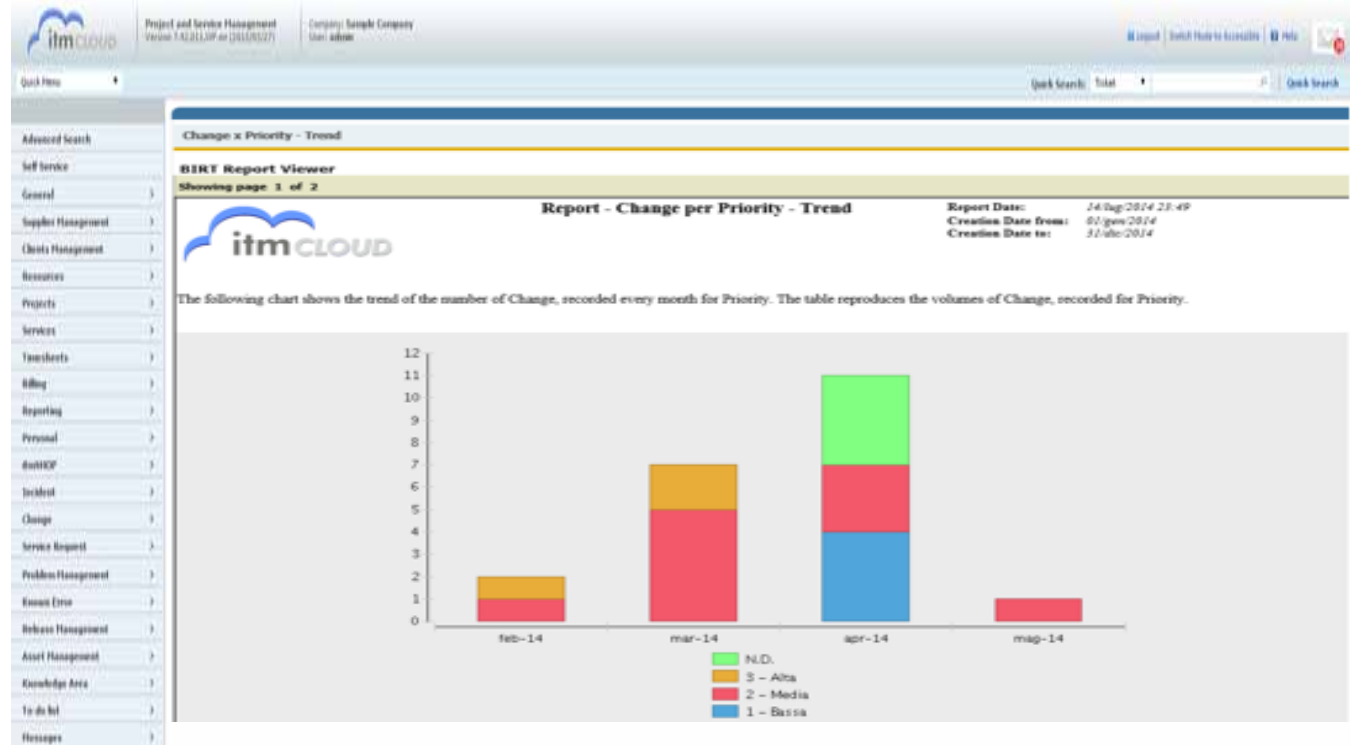
Messaging

Unique and integrated with your email!

The itmSUITE® messaging sub- system is a unique and precious module. It enables messages to be managed:

1. Keeping them correlated with the entity to which they refer (eg. Incidents, changes, projects, activities, deliverables etc.)

2. And also means that messages can be forwarded via traditional message systems at the same time and replies can be sent this way while still maintaining the relationships with itmSUITE® entities.

This way, all the communications, even those relating to automatic system generated messages, can be easily tracked and it is easy to find them too; this leads to increased team productivity.

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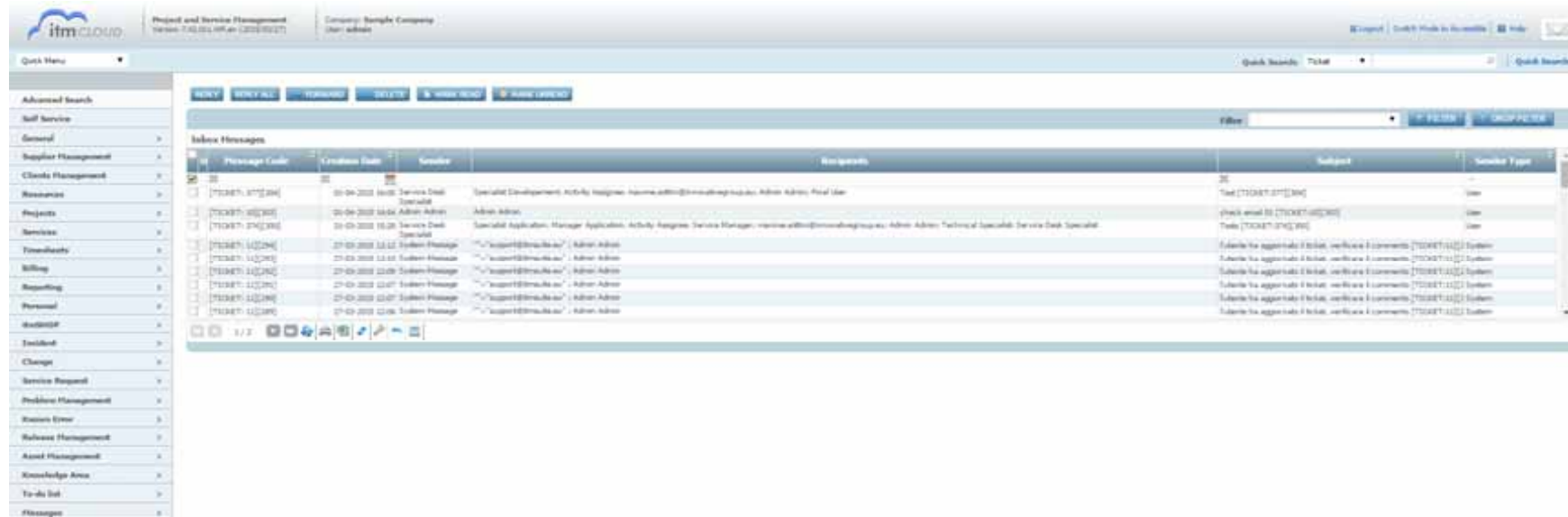
Other itmSUITE® characteristics

Multi language, multi company and multi currency

Multi language

itmSUITE® is available with user interface in the following languages: Italian, English and French

The administrator can define additional languages to be used in the multi language data fields.

Multi company

itmSUITE® is inherently multi company with the same application

The levels of data segregation that can be obtained are high even in the field of the same Company (eg. More clients can be served and operated in the same Company domani)

The driver for the activation of different Companies is when the Client can autonomously administrate the system.

Multi currency

Makes it possible to manage the costs for projects and IT Services in different currencies.

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itmCLOUD®

All the power of itmSUITE® with the benefits of cloud !

itmCLOUD® is the platform managed by itmSUITE which offers itmSUITE® as a Software as a Service to clients.

Cloud reduces the need for initial investment and minimises the start-up times.

No features of itmSUITE® are scarified with itmCLOUD®!

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Service Desk and Service Management

SM – Service Desk and Service Management

Overview of the practices supported.

Service Strategy	Service Portfolio Management	Demand Management	Financial Management for IT Services	Business Relationship Management	Service Portfolio identification, prioritization, balancing, control

Service Design	Design Coordination	Service Catalogue Management	Service Level Management	Availability Management	Business and technical Service Catalogue End-to-end Service Availability Managment Service Level calculation Service Design support Design coordination management

Service Transition	Transition Planning & Support	Change Management	Service Asset & Configuration Management	Release & Deployment Management	Service Validation & Testing	Knowledge Management	Programme & Project Management End-to-end Service Oriented CMS Preconfigured, customizable processes Comprehensive extensible reporting

Service Operation	Incident Management	Request Fulfilment	Problem Management	Event Management	Access Management	Preconfigured, customizable processes Near real time activity prioritization based on SLAs Integration with monitoring tools and external systems Comprehensive extensible reporting

Continual Improvement	Service & Process Improvement	Programme & Project Management Improvement register Preconfigured customizable process Comprehensive extensible reporting

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itmSUITE® SM   **itm**CLOUD® SM

Workflow cartridge

The accelerators of success.

What are they?

They are processes that have been pre-configured in line with the ISO/IEC 20000 guidelines, the international standard for the quality of IT Service Management

Why are they important?

They are easily installed on the workflow engine, drastically reducing configuration times and the process start up. In addition to this, they encourage the introduction of behaviours that are in line with IT Service Management best practices.

Which ones are available?

Cartridges are available for the main IT Service Management processes: Incident Management, Request Fulfillment, Change Management, Problem Management, Release Management, Asset Management, Demand Management.

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itmSUITE® SM - Area Service Strategy

Main characteristics and benefits

Service Portfolio

Characteristics

- Build Service Portfolio (eg. For client)
- Service data and information
- Planning and control of Service lifecycle (activities, costs, risks, service levels)
- Management of 'Service Oriented' processes (the Service is a fundamental part of configuration and management)
- Risk management
- Reporting

Benefits

- Better alignment between business/IT
- Facilitation of decision making processes on how to build up the Portfolio (more reliable information)
- Reduction in risks connected to the Portfolio delivery
- Increase in customer satisfaction

Demand Management

- Self Service Portal for request management
- Automation of Demand processes via workflow
- Management of activity, budget, costs and forecast plans
- Planning and control of resource saturation
- Risk management related to requests
- Management of Service Levels
- Reporting

- Better alignment between business/IT
- On time and on budget management of requests
- Risk reduction (eg. delays due to resource saturation)
- Increase in customer satisfaction

Financial Management

- Service budget, final balance and financial forecasts management
- Management of all types of costs
- Management of invoiced profit
- Management of final balance timescales, expenses and investments
- Cost management in the field of process instances (workflow)
- Reporting

- Cost control for Services and process instances
- Transparent financial management with a reduction in related risks (eg. Lack of funds)
- Management of services carried out with or without invoice

itmSUITE® SM - Area Service Design

Main Characteristics and benefits

Characteristics

Service Catalogue Management

- Service data and information
- Publication of services
- (Self-Service) Automated service request management (Self Service)
- Reporting

Benefits

- Secure and immediate access to all information and service requests
- Identification, tracking and control of all the management activities for the Service lifecycle

Design Coordination (itmSUITE® PM)

- Management of Service planning activities via projects
- Integration of design activities with all the management processes of the Service lifestyle.
- Control of status and progress (timescales, costs, quality) of the design activities
- Risk management of the design phase
- Reporting

- Punctuality of desing output
- Output meets requirements (business/IT alignment)
- Reduction in risks and design errors and subsequent re-working and /or dis-service
- Increased efficiency of the design activity
- Increase in customer satisfaction

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itmSUITE® SM - Area Service Design

Main characteristics and benefits

itmSUITE® OCE

Availability Management

- Integration with external event monitoring systems so that the processes can be activated automatically
- Configuration Management System for the mapping of all the components and the architecture of the system, with a simulation of the impact of component dis-service
- End-to-end monitoring of Service status with the possibility of drill down on the components
- Automatic triggering of processes/activities based on events

itmSUITE® CMS

itmSUITE® CMS

Benefits

- End-to-end services status visibility
- Immmediate evaluation on end-to-end Services impact
- Reduction in reaction times in the face of dis-service and potential threats
- Automation of processes and activities in response to events

Capacity Management

Planning management and 360° evaluation of human resource saturation (engaged both in Business As Usual activities and in projects) **itm**SUITE® PM

- Reduction in time and effort needed to determine the status of resource allocation
- Reduction in risks deriving from insufficiency of human resources in all the activity areas

Service Level Management

- Management of information related to SLAs / OLAs / UCs
- Automatic calculation of SLAs / OLAs / UCs
- Triggers automatic processes and activities on the basis of Key Performance Indicators status and targes
- Directs visibility of SLAs / OLAs / Ucs status in the lists of process instances (eg. Incident) as well as in the individual report
- Pre-calculations for simplified reporting **itm**SUITE® REP

- Knowledge of the performance of the organisation
- Automation of all aspects of SLAs /OLAs / UCs management
- Efficient in the prevention and management of infractions
- Facilitation of process execution in line with business needs
- Improvement in communications with clients and client

itmSUITE® SM   **itm**CLOUD® SM

itmSUITE® **SM** - Area Service Transition

Main characteristics and benefits

Transition Planning & Support **itm**SUITE® **PM**

Characteristics

- Management of Service transition activities via projects
- Integration of the transition activities with all other management process of the Service lifecycle.
- Planning and control of the status and progress (timescales/costs/quality) of the transition activities. **itm**SUITE® **FM**
- Transition risk management **itm**SUITE® **OCE**
- Reporting **itm**SUITE® **REP**
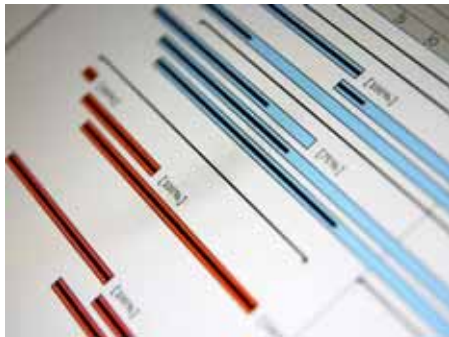
Benefits

- Punctuality of releases in production
- Output meets requirements (business / IT alignment)
- Reduction in risks and transition errors with subsequent re-working and/ or dis-service
- Increase in transition activity efficiency
- Improvement in client satisfaction

Change Management

- Change Management workflow configuration for all types of Changes (eg. standard, minor, major etc.) without compromises and with the availability of pre-configured
- Change Assessment support
- Planning and control of the status and progress (timescales/costs/quality) of Changes **itm**SUITE® **FM**
- Integration with other processes (eg. Incident, Problem, Release Management) **itm**SUITE® **OCE**
- Reporting **itm**SUITE® **REP**

- Rapid Change Management introduction
- Reduction in unauthorized or failed Changes
- Reduction in unwanted collateral effects resulting from the Changes
- Full and automatic Changes tracking
- Efficient Change Management, in other words increased productivity

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itmSUITE® **SM** **itm**CLOUD® **SM**

itmSUITE SM - Area Service Transition

Main characteristics and benefits

Release & Deployment Management

Characteristics

- Release & Deployment Management workflow configuration for all types of Releases (eg. minor, Major, etc.) without compromises and with the availability of pre-configured
- Automated Release numbering
- Planning and status control and progress of Releases (timescales/costs/quality)
- Integration with other processes (eg. Change, Problem, Release Management)
- Reporting

Benefits

- Rapid introduction
- Reduction in failed Releases or those with problems
- Reduction of unwanted collateral effects from the Releases
- Complete and automatic tracking
- Release & Deployment Management efficiency, in other words, increased productivity

Service Asset & Configuration Management

- Complete asset management, typical processes via workflow with the availability of pre-configured
- Graphic configuration management for Service
- Automatic acquisition of Configuration Items and relations
- Reconciliation of data from external sources
- Integration with other processes (eg. Change, Problem, Release Management)
- Publication of CMS content on the Sharepoint portal
- Reporting

- Improvement in Change and Release impact predictions
- Facilitation of Incident and Problem resolution
- Improved license control
- Improvement in compliance and governance
- Understanding of end-to-end Service costs
- Asset Management efficiency
- Complete and automatic tracking

Knowledge Management

- Document management specifically for the area managed (eg. Incident, Change, Projects)
- Messaging system for the area managed but integrated with traditional mailing systems
- Forum management for each area managed
- Search engine for all information
- Pervading notification management
- News broadcasting
- Reporting

- Data, information and knowledge needed by certain people at a certain time, readily available.

itmSUITE® SM - Area Service Operation

Main characteristics and benefits

Service Desk

Characteristics

- Management of typical roles and support groups
- Availability of SLAs / OLAs in real time to guide operational activities
- Automatic notifications based on threshold values
- Integrated overview of human resource capability
- Access to knowledge base
- Reporting

Benefits

- Reduction in client response time
- Facilitated activity co-ordination
- Reduction in the duration of service downtime
- SLAs / OLAs respected
- Increased productivity
- Improved client satisfaction

Incident Management

- Workflow configuration of Incident Management for all types, without compromises and with the availability of pre-configured
- Support for categorization, prioritization and automatic routing
- Automated activities (notifications, ticket opening, etc.)
- Easier activity co-ordination (allocation, status control, etc.)
- Integration with other processes (eg. Change. Problem, Release Management)
- Reporting

- Rapid introduction of Incident Management
- Reduction in Incident resolution times
- Reduction in duration of poor service
- Complete and automatic tracking
- Efficient Incident Management, in other words, increased productivity
- Improvement in client satisfaction

Request Fulfillment

- Workflow configuration for the management of different types of requests, without compromises and with the availability of pre-configured
- Self-service portal for requests
- Support for category for categorization, prioritization and automatic routing
- Automated activities (notifications, ticket opening, etc.)
- Easier activity co-ordination (allocation, status control, etc.)
- Integration with other processes (eg. Change, Problem, Release Management)
- Reporting

- Rapid introduction of the Request Fulfillment
- Simplifying access to IT services
- Optimized process execution and management costs
- Aligning business / IT
- Improved customer satisfaction

itmSUITE® SM - Area Service Operation

Main characteristics and benefits

Characteristics

Problem Management

- Workflow configuration for Problem Management for all types without compromises and the availability of pre-configured
- Planning and status control and progress of the Problem (timescales/ costs/ quality)
- Automated activity (notifications, ticket opening, etc.)
- Integration with other processes (eg. Incident, Problem, Release Management)
- Reporting

Access Management

- Workflow configuration of Access Management for all types, without compromises and with the availability of pre-configured
- Self-service portal for requests
- Support for the allocation of categories, priorities and automatic routing
- Automated activities (notifications, ticket opening, etc.)
- Easier activity co-ordination (allocation, status control, etc.)
- Reporting

Event Management

- Integration with external monitoring
- Automation of activities and triggering/ execution of processes

Benefits

- Rapid introduction of Problem Management
- Reduction in Incident volumes and resolution times
- Reduction in duration of poor service
- Complete and automatic tracking
- Efficient Problem Management, in other words, increased productivity
- Improvement in client satisfaction

- Reduction in Access Management automation times
- Improved security
- Faster Access to services
- Full tracking capabilities
- Facilitation of compliance
- Efficient Access Management, in other words, productivity
- Improvement in client satisfaction

- Immediate reaction in the face of events
- Automation of processes and activities in response to events

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itmSUITE® SM - Area Continual Service Improvement

Main characteristics and benefits

Characteristics

- Automation of the execution of the seven-step-improvement process via the workflow engine
- Support for the creation and management of improvement plans via the function of Project Management (including therefore the management of costs, risks etc.)
- Automation of the CSI Register managing the opportunities for improvement via workflow
- Automation of the actions for improvement via workflow creating links with the improvement opportunities, with the Changes, the Incidents or any other element managed by itmSUITE®
- Real time visualization of the process targets with graphic visualization of the status (eg. RAG - Red Amber Green) and the automatic management of the escalations for optimum reactivity (for example the monitoring of the advancement of the opportunities or improvement actions)
- Availability of pre-configured process cartridges in line with the best practice adhered to (ITIL®)
- The possibility to create reporting and to configure the dashboard to be able to monitor any valuation unit of action efficiency and improvement plans
- Reporting

Benefits

- Reduction in the introduction time of Continual Service Improvement
- Progressive and continual improvement in the service quality
- IT Services always in line with business needs
- Progressive and continual improvement in the efficiency of Service management
- Identification of the needs and possibilities for improvement at all levels (processes, services, organization, etc.)

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Project and Portfolio Management

Improve the performance in the transformation of the business

PM – Project and Portfolio Management

Overview of the practices supported

	Cross Practices					
	Management Control	**Benefits Management**	**Financial Management**	**Risk Management**	**Organisational Governance**	**Resource Management**
Portfolio Management	· Portfolio, Programme and Project planning & control · Change Management · Configuration and Document Management · Dependencies Management · Lessons Learned · Opportunities Management · Reporting	· Benefits Management Process · Benefits Evaluation in Change · Document Management Benefits Mapping · Benefits Reporting · Benefits Management Improvement	· Funding Management Process · Business Case Management · Costs Budgeting, Accounting and Forecasting · Investment Management Process · Financial Impact Evaluation in Changes	· Risk Management process · Issue Management Process · Risk Mitigation Plans · Risk Evaluation in Changes · Reporting	· Support of Portfolio, Programme and Project Management roles · Business Process Modeling · Business Impact Evaluation in Changes · Reporting	· Resource Capacity planning, analysis and control · Resource utilization analysis · Resource Capacity Evaluation in Changes · Resource Request and Release Process · Reporting
Programme Management						
Project Management						

Project Management

Main inspiration.

💡 **Focus on the result** –Product management, benefits management

💡 **Management by stages** – Check plans structured for each stage

💡 **Performance control** – Costs, timescales and quality

💡 **Centralisation of human factor** – Certification of data

💡 **Minimise variables** – Risk and change management

💡 **Agility** – Embed change

Built-in monitoring dimensions

Easy control.

Time – Activity schedule respect

Delivery – Delivery schedule respect

Cost – Cost budget compliance

Work – Work budget compliance

Risk – Value of risk

Quality – Issues faced

Level of control – Control schedule and respect

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Project build and control

Just a few steps from success!

Step 1 - General

Project data

Project Manager

Optional

Step 3 - Resource

Allocation of resources andrelated costs

Step 5 – Control plan

Milestones to carry out.

Step 6 – Ongoing co-ordination and control

Step 2 – Products

Output definition

Product build

Structure brteakdown and Product Flow Diagram

Step 4 – Planning

Activity

Timescales

Effort and other costs

Optional

Product and activity control

Execution of milestone checks with certification of timescales and costs

Risk and cost management

benefits management (Optional)

Step 2 – Planning andProduct Management

First things first!
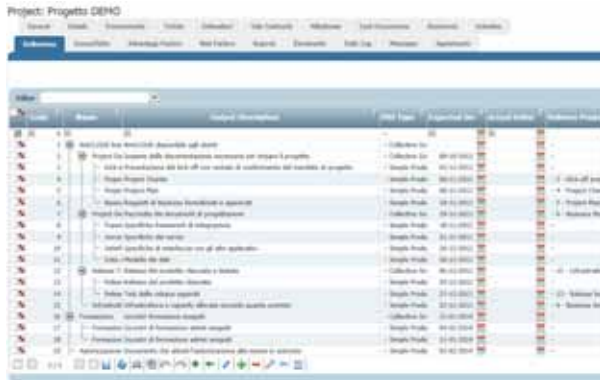
Identification

- Product list

- Product characteristics

- Tolerance
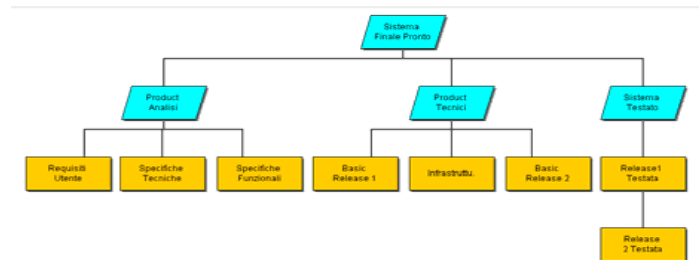
Product Breakdown Structure

- Product decomposition

- In parallel with identification
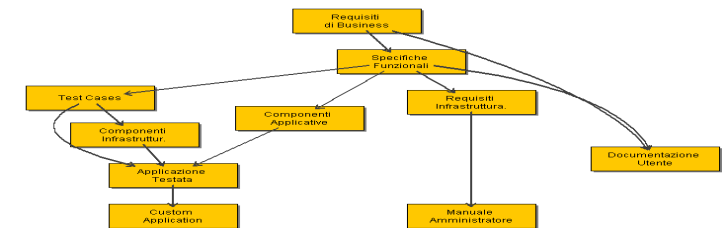
Product Flow Diagram

- Sequence to be followed.

- The base for defining the activity sequence

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Step 3 – Resource Allocation and costs profile

Flexible cost management.

Purchase contract

Define resource purchase costs per profile

Makes it possible to connect the resources to a profile

Resources

Allocated to the project along with their standard cost or associated purchase contract(s)

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Step 4 – Planning activity, effort and budget

How to do it…
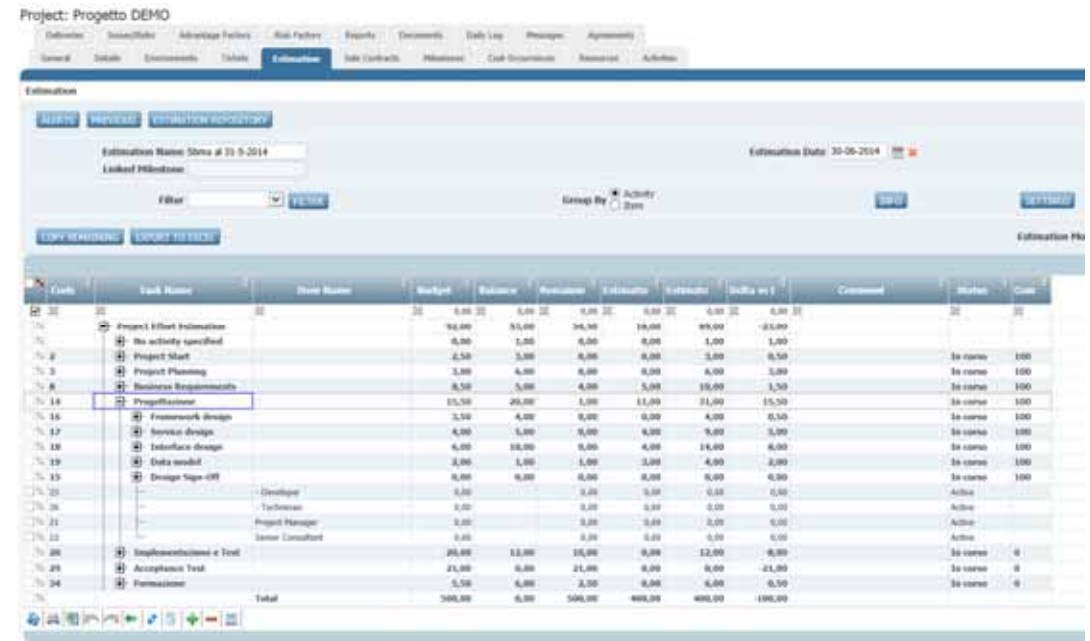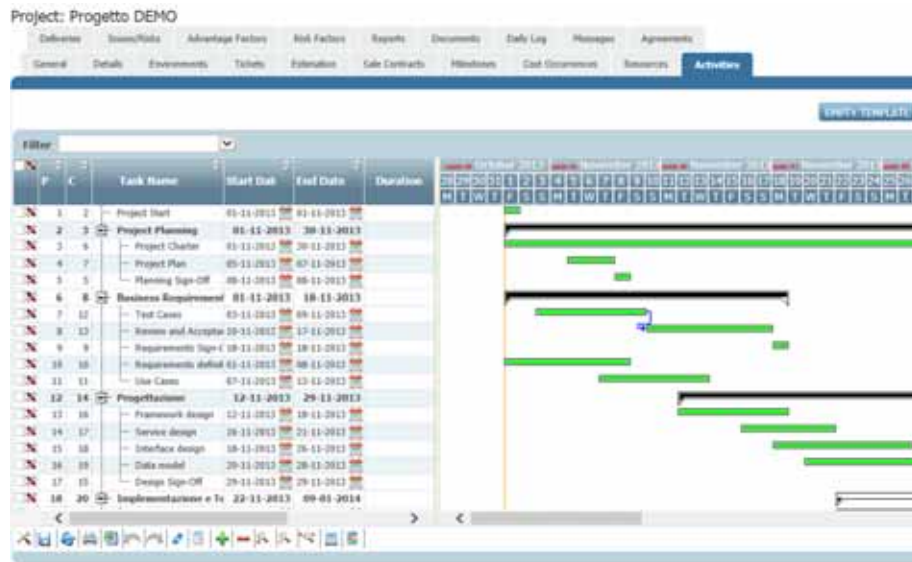
Activity and timescale

- Definition of activity, resource allocation
- Management of Work Breakdown Structure
- Gantt management

Effort and budget

- Definition of effort
- Verify and confirm budget

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Step 5 – Control plan

Power is nothing without control!

- **Milestone checkpoints**
- Pre-defined rules of control
- Identification and definition

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Step 6 – Co-ordination and Control

Ongoing and milestone certificate.

Financial analysis

Effort, costs, expenses

Budget, Final balance,
Completion forecast

Units (% Completion, %
Completion forecast, Earn,
Earned Value)

Resource status

Saturation or availability

Budget

Completion forecast

Project activities

Other activities

Variables

Issue, Risks, Change

Workflow

Authorization

Summary Risk Profile

Detailed Reporting

Performance

Costs, timescales, quality

Traffic light analysis

Project syntheses

Detailed reporting

Programme and Portfolio Management

Overview

Immediate reconstruction of the Program or Project overview

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Main benefits of PM – Project Management

Impacts on three levels.

Project	Program	Portfolio
Facilitates the adoption and maturation of the model best practice		
Optimises the use of resources		
Improved control over change		
Better risk management		
Fewer variations in the final output		Reduction in level of overlapping or duplicated initiatives
Flexibility in project management	Optimisation of the project benefits	Easier to reach the business objectives and obtain the benefits

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Configuration Management System

Main inspiration.

Visual
The mapping and representation of the relationships between the components and services is visual.

Flexible
The representation models (elements, relationships and attributes) can be configured.

Service Oriented
The representation and functionality faciliate the management of IT Services.

Supports the Design and Transition phases
The functionality also supports the design phase, not only the as-is mapping.

End-to-end control of the Services
Management of the impact relationships as well as the 'topology' ones

Improves the decision-making process
It has evolved reporting instruments that support the analysis and decisions

Can be integrated with Discovery tool
Although having its own Discovery Agents, it can easily work with other third party tools

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itmSUITE CMS - Visual, Flexible, Service Oriented

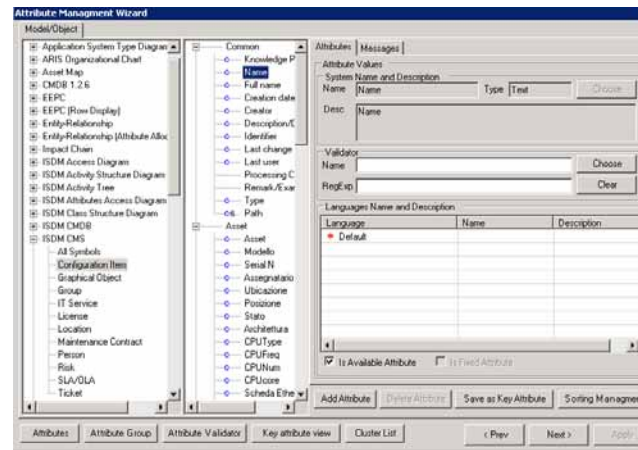## Main Characteristics and Benefits

Visual

- CMS means you can plan and analyze the service maps visually
- To be able to do this it has extremely advanced tools that are typical of a graphic design system but which are optimized for the specific context, in other words the management of a Configuration Management System


Flexibility and Control

- Configuration elements and definable relations
- Definable attributes
- Rules of definable population

Service Oriented

- The IT service is a key element of the CMS that allows:
  - The graphical mapping of the topological relationships of an IT service
  - The mapping of impact relations of an IT service
  - The creation of reports of belonging to a service on the basis of the simple positioning of a configuration element in a mapping or in a folder

Visual benefits
- Speed and efficiency in service mapping
- Intuitive and immediate consultations and analysis
- Very reasonable learning timescales

Flexibility benefits
- In line with requirements
- Quick and facilitated population
- Control of editing resulting in easier and improved analysis
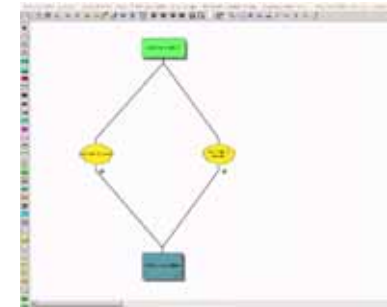
Service Oriented benefits
- Reduction of maintenance effort
- Immediate and effective analysis (eg. Impact)

- IT Support for the IT services lifecycle

itmSUITE® CMS

Main characteristics and benefits

Caratteristiche

Design & Transition Support

- CMS visual desing and analysis of the maps in the planning phase
- Support for every type of analysis, for example in the Change or Release phase
- Support for the population and design of the existing infrastructures via the reconciliation and/or automatic discovery of the configuration elements
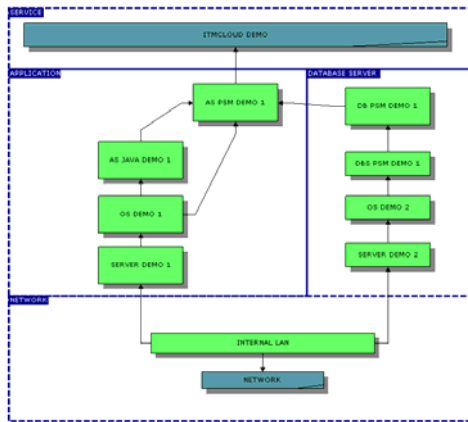
Operations support

- Automatic population and update of the configuration elements and of the service maps via reconciliation and/or automatic discovery
- Support of the CMS audit (es. as-is vs. to-be)
- Facilitation of the analysis typical to the operative support processes (eg. Incident and Problem management)

End-to-End Service Control

- Simplified integration with monitoring systems for ICT component acquisition info on their state
- Graphic evaluation of the impact end-to-end services based on the status of ICT components
- Console for monitoring the state of the components and end-to-end IT services.

Benefici

- Quick and efficient desing
- Improvement in the quality of the analysis and ultimately in the desing and transition of the IT services

- Optimization of the TCO of the assets
- Reduction in the risks related to the use of the licenses
- Improved security
- Optimization of the Service Operation processes
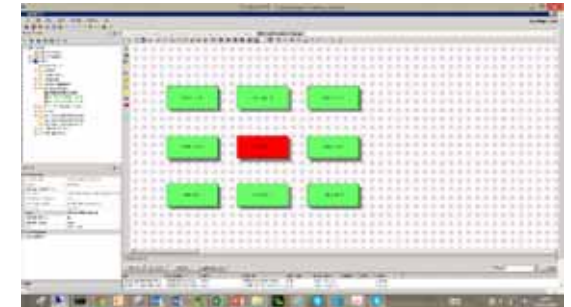
- Visibility and automatic graphic representation in near real time of end-to-end IT services status
- Graphic rating and automatic representation in near real time of the impact of ICT component failures
- Prompt intervention

Scenarios for the creation of a service oriented CMS

Starting from design

1. Creation of a to-be service map
2. Copy of to-be service map in as-is
3. Discovery
4. Substitution of Configuration Item from discovery to as-is

When deployment has occurred

1. Discovery
2. Creation of an as-is service map with elements of the discovery
3. Copy as-is service map in to-be
4. Update of as-is service map

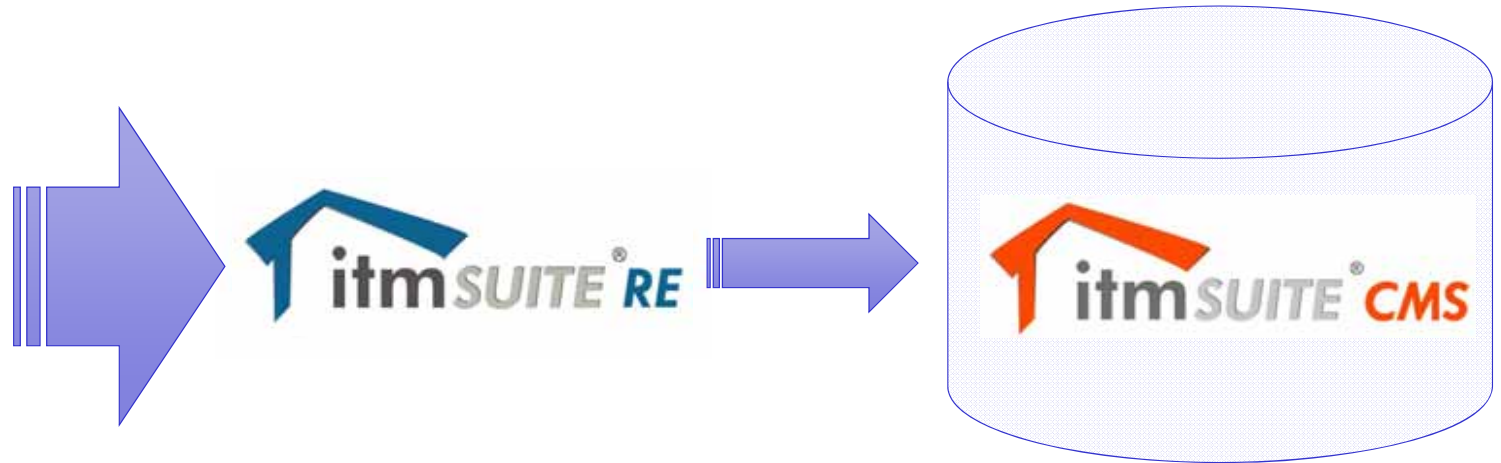Usage: reporting, audit, change management, etc.

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itmSUITE® DE - Discovery Engine (DE)

Module overview.

The DE module is a plug-in component for the RE (Reconciliation Engine) that allows to import data, discovered by the Open Source tools OCS Inventory NG, in CMS (the Configuration Management System of itmSUITE®)

The main characteristics of the OCS Inventory NG tool are

- Automatic Discovery of HW and SW via agents
- Automatic deployment of agents
- Interfaced via web services
- NCS Discovery NG is natively able to identify
  - Cisco, Brocade Fibre Channel,
  - Firewall Checkpoint, Juniper, Netasq
  - F5 load balancer
  - Linux server
  - Windows workstations and servers
  - Printer
  - Others

The Discovery Engine includes a plugin for OCS that allows it to also identify relationships among software components installed on Windows and Linux machines

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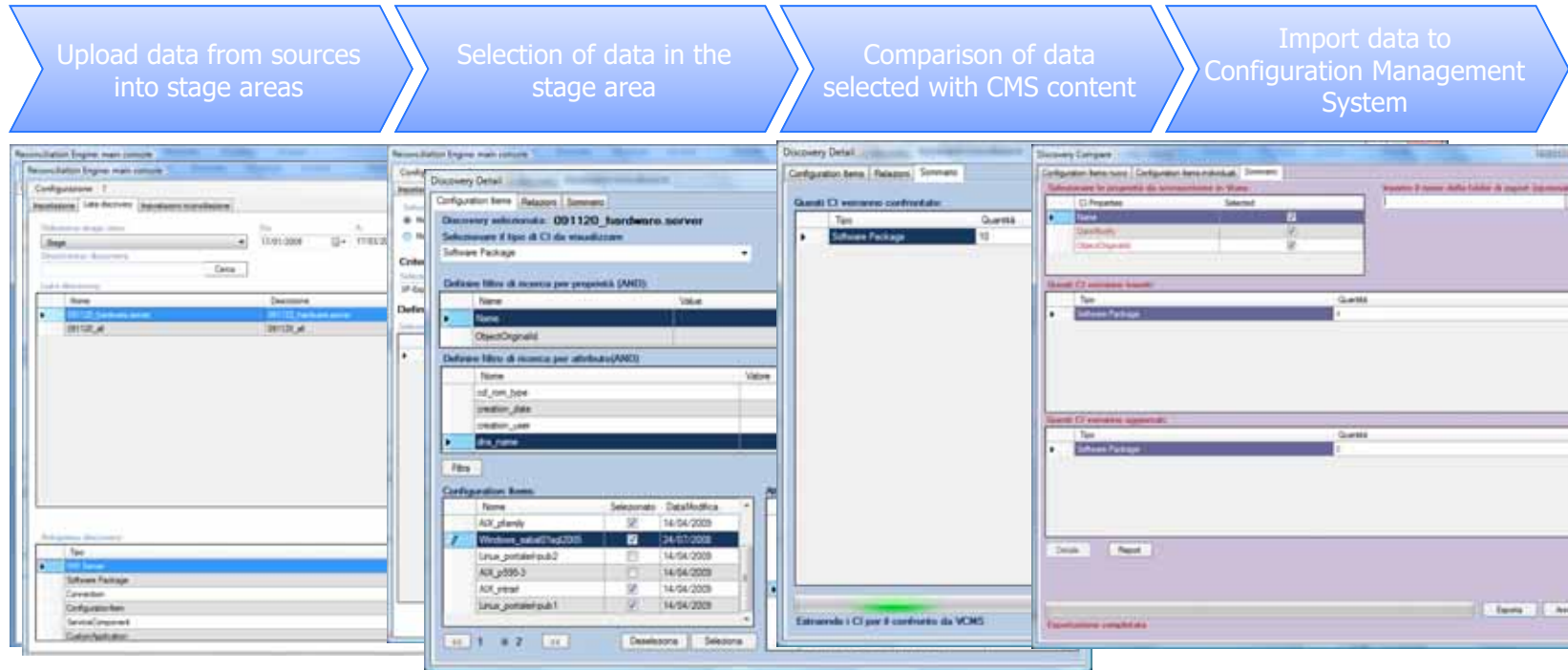# itmSUITE® RE - Reconciliation Engine (RE)

Module overview.

The reconciliation engine module allows selective and controlled importing in the Configuration Management System of information from different sources, with identification of the changes through the definition of identification keys for each type of element

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itmSUITE® RE - Reconciliation process

Process overview.

| Upload data from sources into stage areas | Selection of data in the stage area | Comparison of data selected with CMS content | Import data to Configuration Management System |

The process can be performed manually or be scheduled as a service on Windows servers

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![itmSUITE DB logo] **- DashBoard (DB)**

Embedded business intelligence

Self and forced configurable and distributable dashboard

Configurable drill down paths

Graphics, lists, complex widgets

Real time data and historical series

Extreme user friendliness

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itmSUITE MS - Mobile Services (MS)

Mobile access to itmSUITE® cloud or on premise

Mobile Services module lets you immediately **work with other itmSUITE® available components on mobile devices**. Therefore you can easily manage your projects, workflow instances (e.g. incidents, changes, requests), work timesheets, etc. on your favourite mobile device.

Data are available off-line too and may be **synchronized** when network connection is available. For example, you may enter a timesheet when you are abroad an later synch it when back to office.

Mobile Services is available as a **native app** for **Android**, **iOS** and **Windows Phone** devices.

Mobile Services is available both **on-premise** (itmSUITE®) and **cloud** (itmCLOUD®).

With the spread and increasing use of mobile devices ® Mobile Services module is a "must have" whose **capabilities grows together with those of itmSUITE®**.

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Customer satisfaction

Backbone of our action!

Some of our customers

No customer is too demanding

Service Management

Portfolio / Project Management

REGIONE TOSCANA
Consiglio Regionale

http://www.consiglio.regione.toscana.it/

CARABINIERI

http://www.carabinieri.it/

CRIF

http://www.crif.fr/Pages/default.aspx

FCA
FIAT CHRYSLER AUTOMOBILES

BANCO POPOLARE
GRUPPO BANCARIO

http://www.bancopopolare.it/

Both

RGi

http://www.rgigroup.fr/

Amundi
ASSET MANAGEMENT

http://www.amundi.com/ita/

BCC Retail

http://www.bccretail.it/

Amadori
Passione di Famiglia

http://www.amadori.it/

Zambon

http://www.zambongroup.com

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