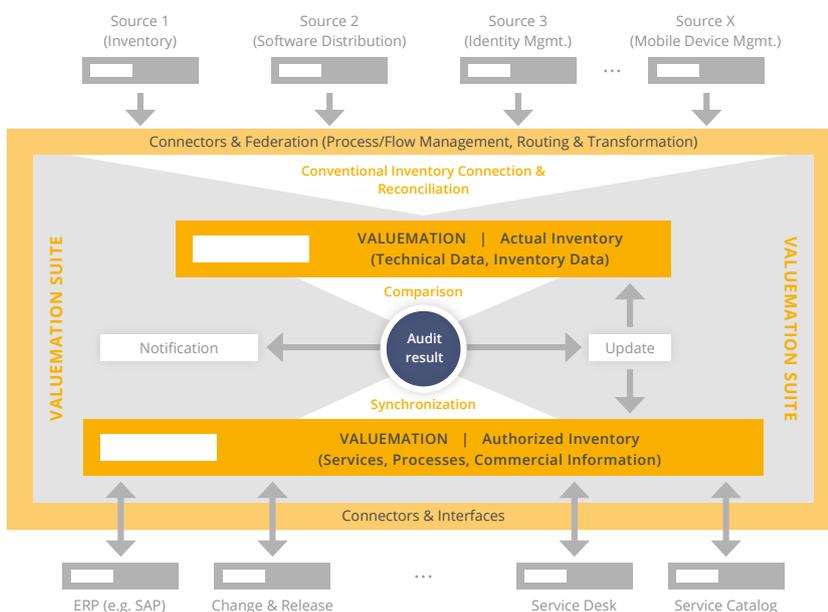


FLYER

# YOUR SOLUTION FOR IT CHANGE AND CONFIGURATION MANAGEMENT

Changes to the IT environment during day-to-day operations should be made so that there is no disruption to service availability and problems do not entail follow-up activities, which are often time-consuming and cost-intensive. Changes are therefore planned in good time where possible, examined in advance for their potential effects, authorized and then carried out in a controlled manner. To enable active controlling, you need a detailed insight into the relationships and dependencies in the IT infrastructure and the service environment. You can only achieve that if the change processes are standardized and automated and all changes are completely documented in a configuration management database (CMDB).



## BENEFITS

Valuation enables you to

minimize operational faults and malfunctions and establish maximum process reliability through authorized and automated change processes

plan and implement hardware and software releases reliably thanks to predefined, ITIL®-based workflows

speed up troubleshooting, since support staff access one CMDB containing all the relevant configuration data

identify causes of problems quickly and optimize service processes systematically by means of informative, rule-based analyses

create a high level of transparency for everyone involved thanks to complete documentation of changes

Overview of the Valuation CMDB and relevant processes

## Objectives

— With Valuation, you establish a high degree of process reliability, standardization and automation throughout change, release, deployment and configuration management. Thanks to rule-based comparison of the actual inventory and authorized inventory in the CMDB, you quickly identify changes that may not be authorized and so might have effects on IT operation or service availability. At the same time, problems can be remedied faster if you have an insight into up-to-date configuration data.

## Perform IT Changes Reliably

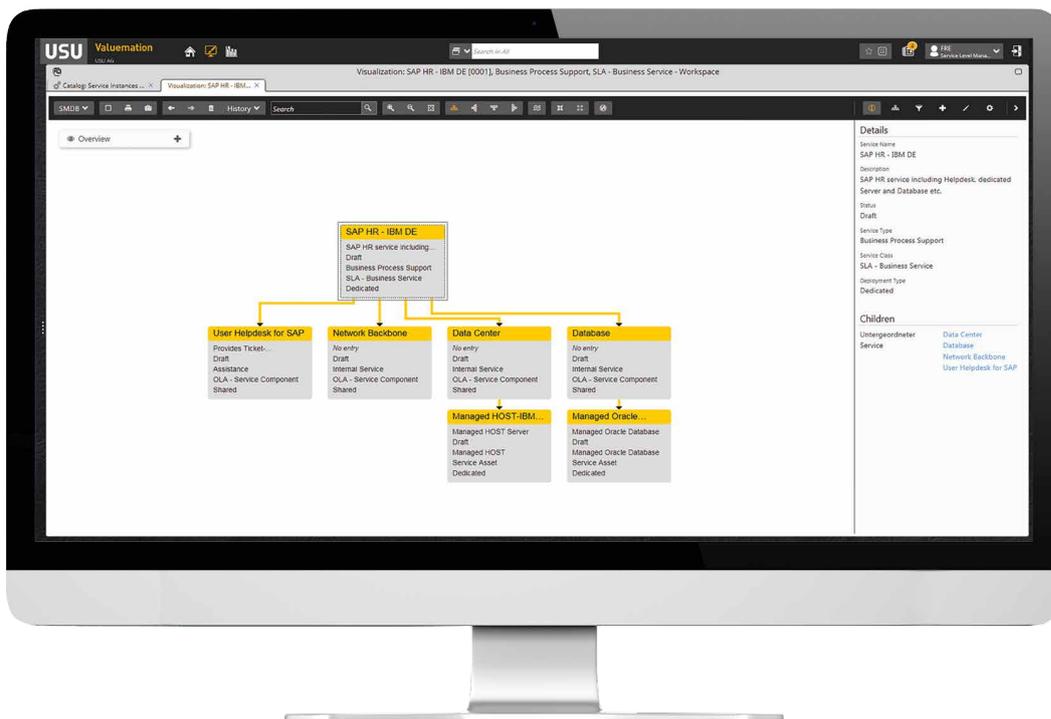
— With Valuation, you standardize change processes by gearing them to ITIL® best practices and control all the necessary work steps with end-to-end system support – from registration, examination and authorization to planning and implementation of requests for changes (RFCs). Proactive change planning and implementation ensures a controlled change process that is coordinated with everyone involved. This means that authorized changes are carried out extremely efficiently, with minimum risk and no negative impacts on IT operations or service availability. Any deviations from the intended status are handled by the system on the basis of rules and directly generate an RFC if applicable.

## Documentation of Configuration Data

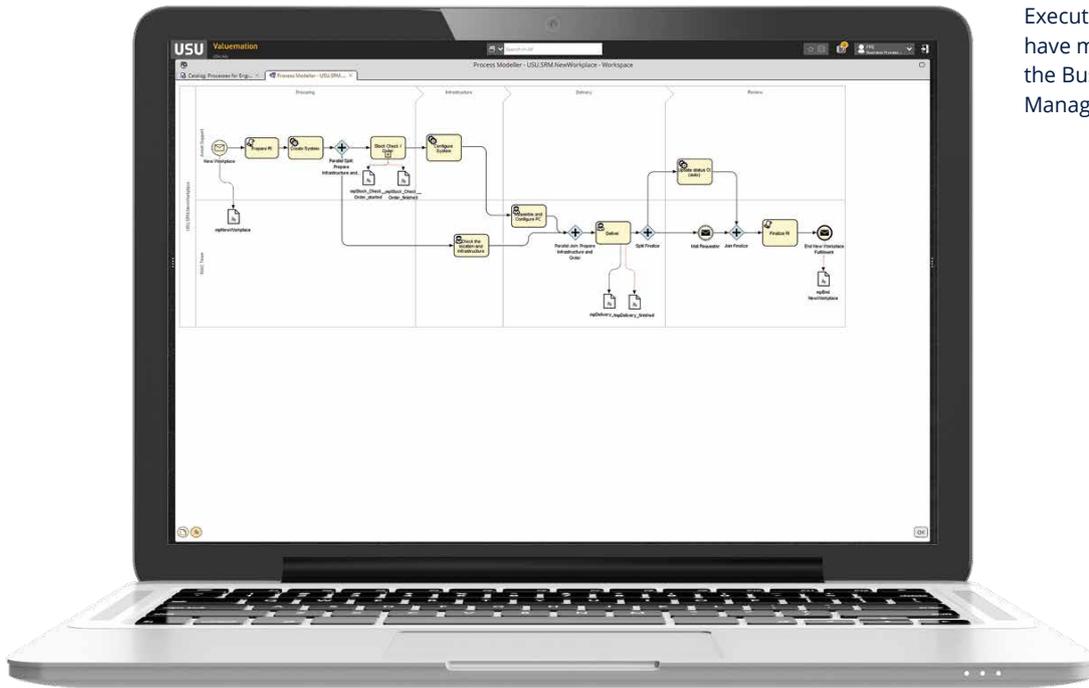
— You manage all IT components relevant to providing IT services (configuration items/CIs) in a central database – the CMDB. All the processes in Valuation relating to service operation and support use this as a central database. The configuration changes caused by RFCs are documented in the CMDB in an audit-compliant manner so that you can prove compliance with contracts at all times. Automated synchronization and comparison processes identify deviations between the actual CMDB and the authorized target CMDB, so that you can take selective action before contracts are violated or problems are caused in operation.

## Achieve a High Data Quality

— So that you can get the most out of the advantages a CMDB offers, it is crucial for the data in it to be up-to-date and of a high quality. Valuation supports a federated CMDB: Information from different, distributed data sources is pooled in the Valuation CMDB and overall relationships are not only shown graphically, but can also be maintained graphically. Following initial inventorying by transfer of already recorded data or an inventory scan process, a comparison process ensures that only up-to-date information is included. The CIs are uniquely identified, verified and correctly correlated to other CIs. As a result, you ensure a high quality of data and establish the CMDB as the one and only truly reliable data source (“Single Source of Trust”).



Visualization of dependencies and relationships in the service structure and IT infrastructure



Execution of processes you have modeled yourself with the Business Process Manager

### Identification of Dependencies and Risks

— In the CMDb, you document technical inventory data on CIs and their relationships to each other. As a result, you have access to up-to-date, complete data on every IT component and know the interdependencies. Valuation also offers a graphical means of visualizing and maintaining the relationships between IT components and IT services and between IT services and business processes in the shape of the Visualizer. That means you can easily identify relationships, dependencies and any effects on the availability of business-critical IT services and minimize risks in IT operation. You also have diverse options for customized ad-hoc evaluations and forms of presentation (e.g. by the number of levels/sections through filtering, grouping, use of color profiles, etc.).

### Reliable Rollout of Releases

— Changes due to new releases of hardware and software very often result in unexpected difficulties. With Valuation, you minimize these risks by implementing releases with integrated, comprehensive processes together with change management in a proactive, coordinated way and depending on service requirements – from planning, to the development and test environment to approval of the release for productive use. Software updates are rolled out in Valuation by means of automated software deployment: All the required software packages are distributed to the relevant clients and installed at a time when they do not hamper users.

### Flexible Adaptation of Processes

— Valuation is shipped with preconfigured, out-of-the-box processes for change and configuration management. They offer you guidance, quick going live and a good starting point for customized adaptations, for example for subsequent changes, extensions or special organizational aspects. With the integrated Valuation Business Process Manager, you can model processes on your own and implement them directly and use them productively in Valuation. You can also define customized, workflow-based tasks which are then triggered automatically in the relevant process steps.

## KEY FACTS

### Valuation supports

IT managers in ensuring service availability and no disruption to IT operation

persons in charge at service desks in proactive fault prevention and analysis of the cause of problems

IT process owners in change, release and deployment management in ensuring reliable, authorized updating of software and hardware

support staff in accessing documented changes and up-to-date configuration data

### The Valuation solution for IT change & configuration management comprises these integrated modules:

- CMDB Manager
- Change Manager
- Release Manager
- Resource Manager
- Inventory Manager
- Software Deployment Manager

## INFO

You can find out more about our range of services at [www.valuation.com](http://www.valuation.com)

## USU's Valuation Suite at a Glance

— Valuation is a modular, well-integrated suite for efficient support of your operational IT service management. You can soon get your solution up and running thanks to preconfigured, out-of-the-box ITIL®-based processes. If changes are made in future, Valuation's flexible architecture platform ensures outstanding expandability and scalability and so investment security. You can make adaptations by customizing the solution on your own – without the need for programming or the cost of service work by outside parties. Even complex organizational structures, roles and permissions can be mapped with it quickly and easily. Apart from modules for specific IT service processes, there are overarching Valuation solutions for these subject areas:



## Software, Consulting and Support from a Single Source

— Your IT systems are replaceable – but not the know-how of your product and solution partner! As a software and consulting firm, we specialize in developing and rolling out solutions that are tailored fully to the specific requirements of IT service management. USU's process model for rolling out ITSM solutions is based on best practices and our many years of experience from more than 500 successful customer projects.

We will be pleased to take responsibility as general contractor for your project – from design of the concept to implementation. We also provide you with competent assistance in continuous functional and technical further development of your solution during operation in the shape of consulting, training and support services.