

FLYER

YOUR SOLUTION FOR IT SERVICE CATALOG & SLA

So that IT can deliver the performance expected by its customers, the IT services and criteria for measuring the quality of service must be clearly defined. Only then can costs and services be compared – including with external providers. A high degree of standardization is advantageous in cutting the cost of services and providing them efficiently. At the same time, service customers want to agree tailored services and service levels with IT. To do that, you need a structured service portfolio and a service catalog that documents the specifications of customized IT services and is used as the basis for service level management and monitoring.

BENEFITS

Valuemat^{ion} enables you to

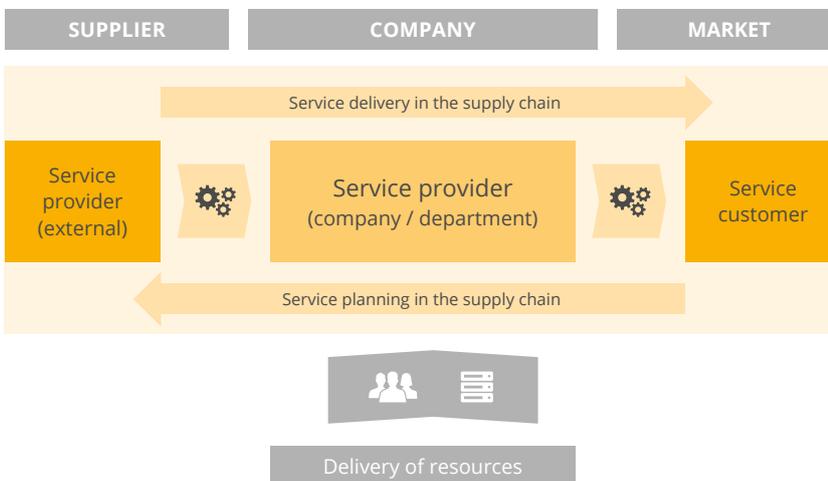
Enhance customer satisfaction by offering higher quality and enabling measurement of clearly defined IT services

Offer service customers a tailored IT service catalog and end users a service shop with personalized IT services

Cut IT costs by efficient, standardized service delivery and high ability to compare providers

Manage internal and external service providers comprehensively and measure their delivery quality on the basis of SLAs

Position IT as a business partner by gearing the IT service portfolio uncompromisingly to business objectives



Controlling of processes throughout the service supply chain

Objectives

— Valuation helps you define a market-driven service portfolio and agree customized services in a service catalog. You manage and monitor the services and service providers (internal/external) throughout the supply chain. From ordering of a service to fulfillment – all processes are backed by a high degree of automation, which perceptibly increases the quality of service, yet slashes service costs sustainably.

Defining the Service Meta-Model

— You use a range of best-practice methods in Valuation for classifying, specifying and decomposing services. They enable consistent modeling of your service portfolio and largely standardized decomposition of services into individual service assets. You assign these service assets to applications, IT infrastructure elements and external services. The service meta-model can be easily configured and readily customized to fit the needs and product classifications of a given service provider.

Describing and Specifying Services

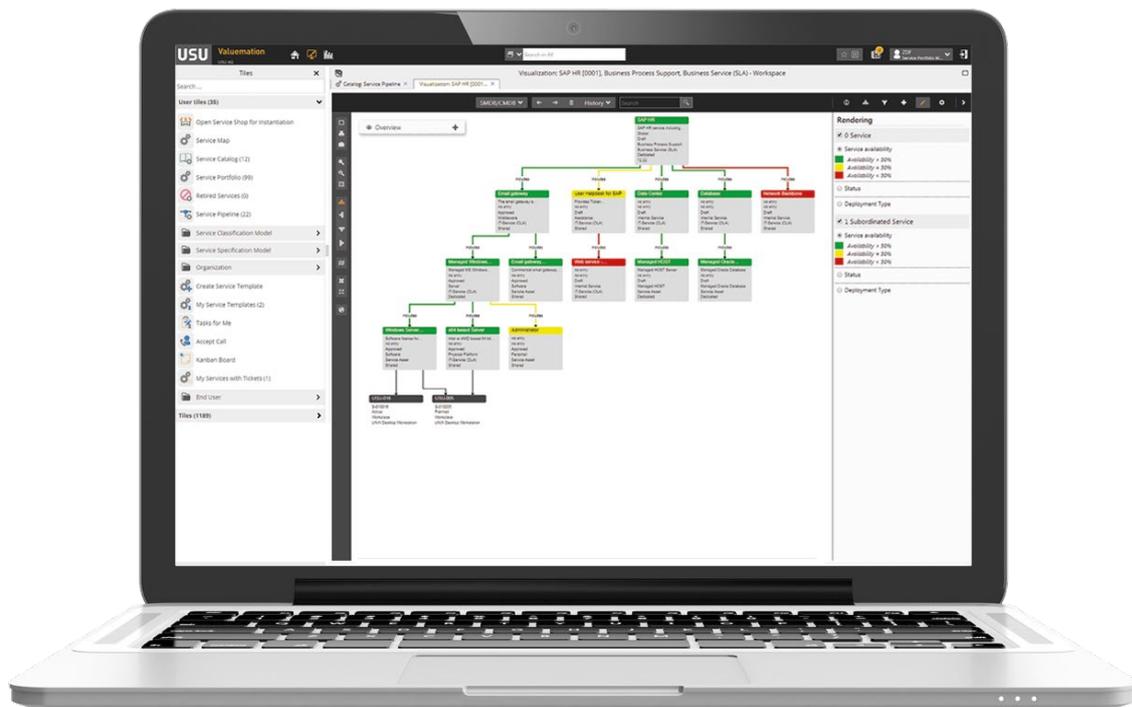
— Based on the previously defined process, the service model is created as a set of service templates. The service templates are used as the basis for structuring and standardizing market-driven services and can be modified as needed for a customer-specific service catalog (e.g. for individual business units). Valuation helps you present your service offering to customers transparently and market it optimally. You can also set up different pricing models for the respective service products and differentiate the services by different customer and market segments.

Offering and Agreeing Services

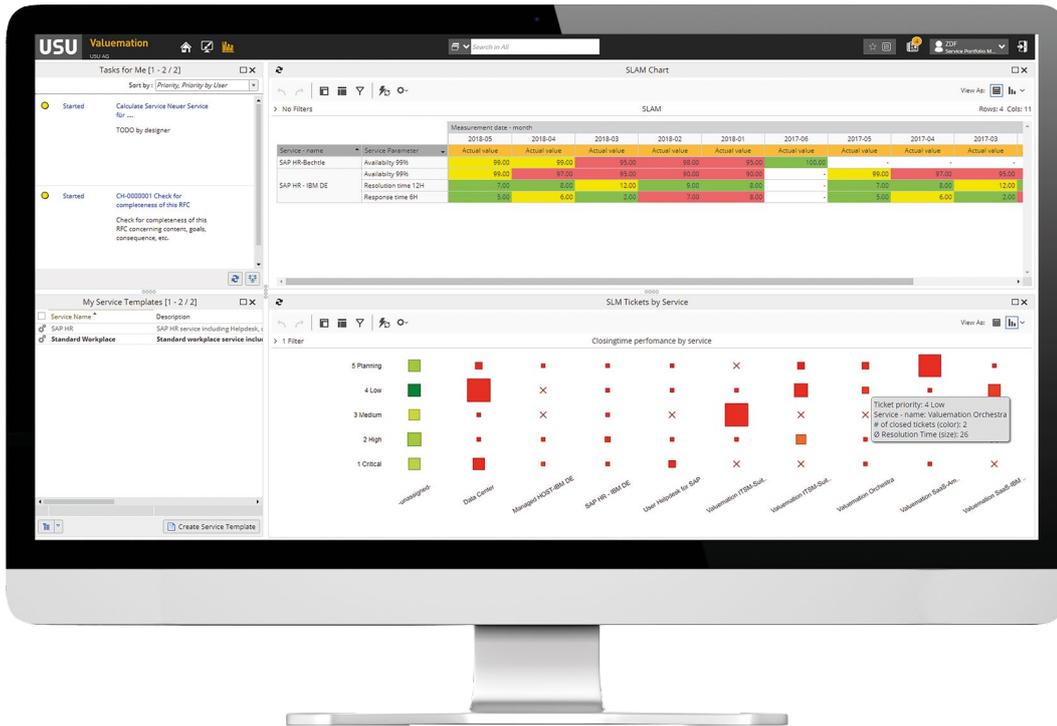
— Valuation supports you in generating a structured market offer (products and pricing) based on the service specification and the service options within it. In creating a service offer, different service products can be combined as desired. From this, you can then determine a suggested price for the overall services provided. At the same time, you can access the service specification including the service levels. Based on this market offer, a contract covering the items concerned can be created. It covers the services to be provided along with their specific service parameters (possibly modified to better meet the needs of the given customer). It also specifies the service level agreement (SLA) with that customer.

Requesting and Providing Services

— Valuation allows end users (service consumers) to order the IT services available to them from an attractive service shop. The basis for that is a customized service catalog in which services are not only managed and structured, but which also passes on the orders for execution to Service Request Management. With the integrated Business Process Manager, you define workflow-based fulfillment processes for delivering and controlling services with graphical support and model them according to the BPMN standard. The Process Engine interprets your models and automatically carries out the related processes – across all those involved, in parallel or serial process steps, or in process loops. Business operations and service delivery are based on the service instances rendered as per the agreed-on service levels.



Decomposition of services



Monitoring of service availability, agreed service levels and the volume of tickets

Monitoring Services and Service Levels

— The agreed services and subsequent service implementation result in changes in the IT environment that, thanks to the use of USU, are planned, coordinated with the relevant persons involved and so implemented reliably. To monitor service availability, the service structure is transferred by means of an interface from Valuation to the service monitoring system (such as ZIS-System). The operational monitoring system can then assign infrastructure events to the services and agreed service levels. That allows immediate evaluation and answers to questions such as: What impact will a fault or malfunction or a failure within the infrastructure have on service availability? What immediate impact will this have on adherence to service levels? These answers are the basis for customer/business-oriented prioritizing of service restoration.

Proof of Compliance with Service Level Agreements

— With Valuation, you aggregate monitoring data on service availability and pool it with data on SLA compliance in service operations. Both sets of data provide comprehensive evidence of service delivery in compliance with the service level agreement. Adherence to SLAs can be proven, prepared and analyzed directly in Valuation – e.g. with dashboards, reports and analysis methods from the integrated IT analytics solution Valuation Analytics – or transferred to external reporting systems for further processing.

KEY FACTS

Valuation supports

Service portfolio managers in structuring, planning and evaluating IT services

Service managers in describing a market- and customer-oriented service offering

IT managers in managing and evaluating internal and external providers

Process owners in monitoring and ensuring delivery of agreed services

Service customers in ordering personalized IT services on their own

The Valuation solution for IT service catalog & SLA comprises these integrated modules:

- Service Portfolio Manager
- Service Request Manager
- Service Level Manager
- Supplier Manager

INFO

You can find out more about our range of services at 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.