

Bringing a New Level of Simplicity to ITSM System Administration

EXECUTIVE SUMMARY

Today's ITSM solutions are highly complex and serve a large and diverse user population that includes both IT and non-IT users. Each user group has different requirements with respect to the information and functionality group members need from the ITSM solution to do their jobs.

To exploit the full capability of the ITSM solution, administrators need to deliver personalized capabilities. That means giving users the information and functionality they need in a way that is meaningful to them. To do so requires creating for each user group a personalized environment with personalized look, feel, and content. Considering the broad scope and high depth of functionality and information offered by today's ITSM solutions combined with the many different user roles and user access devices, that presents quite a challenge.

BMC FootPrints Service Core version 12 is an ITSM solution that addresses the challenge. This advanced solution enables administrators to easily create an unlimited number of different user portals using simple drag-and-drop operations in a visual environment. Each portal includes consoles, reports, forms, and workflows. The administrator sees a visual representation of the portal as it is being created, so there's no guesswork, and FootPrints guides the administrator every step of the way.

Because there's no programming or scripting required, administrators can exploit the full power of the FootPrints solution without having to become technical experts. They can create a personalized portal for each different user group to accommodate the wide diversity across groups while ensuring consistency within each group. The benefits are compelling and include:

- » Increased time to value of new FootPrints installations
- » Enhanced value for existing installations with additional new features both for existing user environments and new environments set up to accommodate new user groups
- » Personalized administrator productivity with individualized consoles



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THE ADMINISTRATOR CHALLENGE

Think how ITSM solutions have evolved since their early incarnations as help desk solutions. They were initially created to assist help desk agents in managing incidents and problems. Over the years, these solutions have rapidly expanded in both depth and scope.

Today, ITSM solutions are available that span a wide range of IT disciplines and processes, including: incident, problem, configuration, change, release, software license, event, knowledge, and asset management. These solutions implement, orchestrate, and automate processes that encompass multiple IT disciplines and groups, integrating processes across groups to foster collaboration.

As the solutions have increased in scope and complexity, they have also increased in the number and types of users that need to access them. This includes IT users such as service desk technicians, applications support staff, operations personnel, change management staff, and IT managers. It also includes end-users who enter incident tickets and request IT services. What's more, different users want to use different access devices such as desktops, laptops, tablets, and smartphones.

In some cases, non-IT departments also want to automate the tracking of their business tasks, relying on IT administrators to enable non-IT process owners (such as human resources, facilities, accounting, or purchasing) to set up their own automated tracking processes using applications originally purchased for ITSM purposes.

As a result, administrators are now tasked with managing complex ITSM systems that serve a large and diverse population of users with a wide variety of access devices. The administrators need to ensure that they can take full advantage of the information and functionality of the solution and present it to users in a way that best supports the users' roles.

Administrators have to provide each user role with an environment that is personalized to that role. That requires delivering the right combination of content and functionality to users in a form they understand.

BMC FOOTPRINTS V12, UNPARALLELED ADMINISTRATOR SIMPLICITY

BMC FootPrints is a field-proven, comprehensive solution for full service lifecycle management. The solution's advanced capabilities include:

- » Management of incidents, problems, changes, service levels, CMDB, hardware and software deployments, software licenses, patches, events, financial assets, knowledgebase, power, and devices
- » Meaningful reports and dashboards supported by sophisticated business analytics
- » Automated process workflow
- » User self-service through service catalog

Now, FootPrints v12 offers breakthrough simplicity to administrators in managing this solution and delivering its extensive power to users. It shields administrators from the solution's underlying complexity.

Administrators use simple, visual, drag-and-drop operations to create a variety of different Web-based user portals to meet the needs of different user groups. Each portal is personalized to the information and functionality needs of a particular user group based on the group's role in the organization. The portal includes a personalized user console that contains the forms, reports, dashboards, and workflows appropriate to the target user group.

FootPrints v12 presents the user portal visually to the administrator as it is being created. So the administrator sees exactly what the user will see. To create an item — such as a user console, form, report, dashboard, or workflow — the administrator selects a template from the wide variety of standard business templates provided out-of-box with FootPrints. The administrator then configures the template as necessary to meet the specific requirements of the target user group.

What's more, the administrator can reuse items. For example, the administrator can recall a previously created report, modify it, and save it under a different name for a different user group. This ability to reuse previously-created items maximizes administrator productivity.

Create Personalized User Consoles

Users of ITSM systems differ in the information and functionality they need from the ITSM system to do their jobs. This information and functionality must be presented to each user in a form best suited to the user's role in the organization. Consequently, the administrator has to create a number of different user consoles. FootPrints v12 greatly simplifies that task.

As shown in Figure 1, the administrator can create any number of different Web-based user consoles with each console personalized to a particular user role. The administrator creates each console using simple drag-and-drop operations. The administrator selects from a variety of standard forms, reports, and dashboards provided out-of-box; drags each selected item to the desired position on the console display; and then configures the console items to meet unique requirements. There's no scripting or programming required.

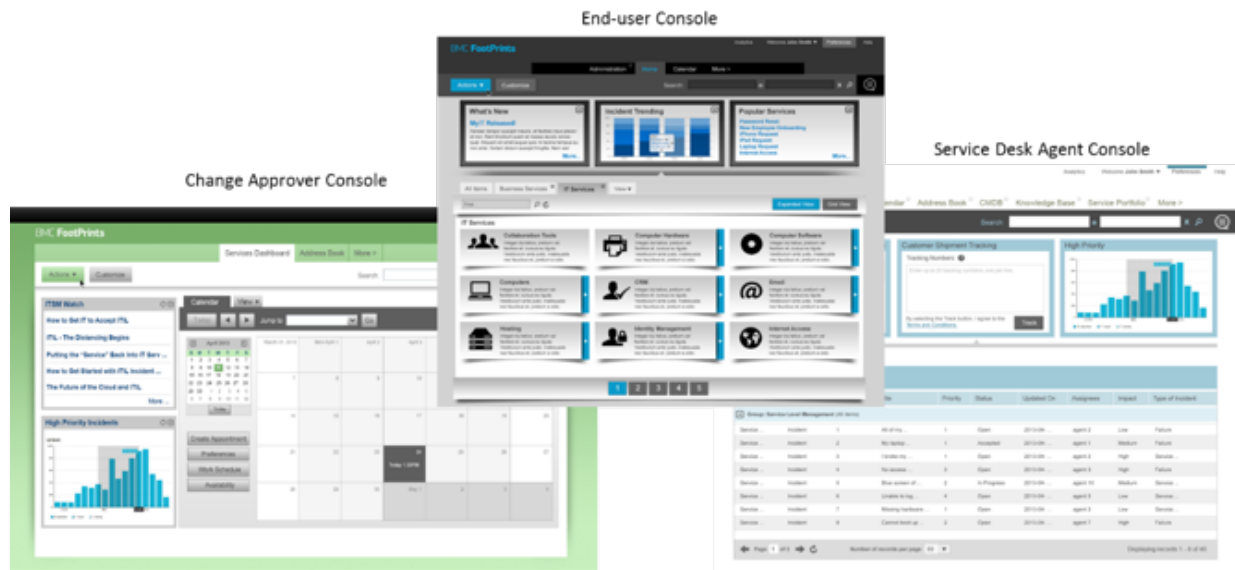


Figure 1. Drag-and-drop user console creation

Once created, the administrator saves the console and assigns it to a user role. The administrator can assign multiple consoles to a single role. For example a service desk technician may be given access to both the service desk agent console and the end-user console.

On login, the user is presented with the console(s) assigned to his or her role. The user can further personalize the console, such as rearrange the layout or adding buttons for quick access to links or records they frequently reference using simple drag-and-drop operations. Personalization is constrained to the information and functionality that the user is authorized to access. For example, a service desk agent can view only those incidents assigned to him or her.

Create Multiple Workspaces

Because of its comprehensive functionality, FootPrints can be used by multiple groups within IT as well as by business groups outside of IT. In many cases, these different groups want to maintain control of their own processes and data.

With FootPrints, departments can create self-contained environments called workspaces, in which they implement their business process automation. Each workspace has its own user portals, workflows, forms, reports, and dashboards. Each workspace also has its own independent information base, providing true separation of user groups to ensure privacy and security.

Users can be granted access to multiple workspaces. This enables the implementation of higher-level, end-to-end processes — for example, onboarding a new hire — that involve the participation of multiple departments.

Because of the simplicity of creating personalized user portals, forms, reports, dashboards, and workflows, business groups can create and populate their workspaces on their own.

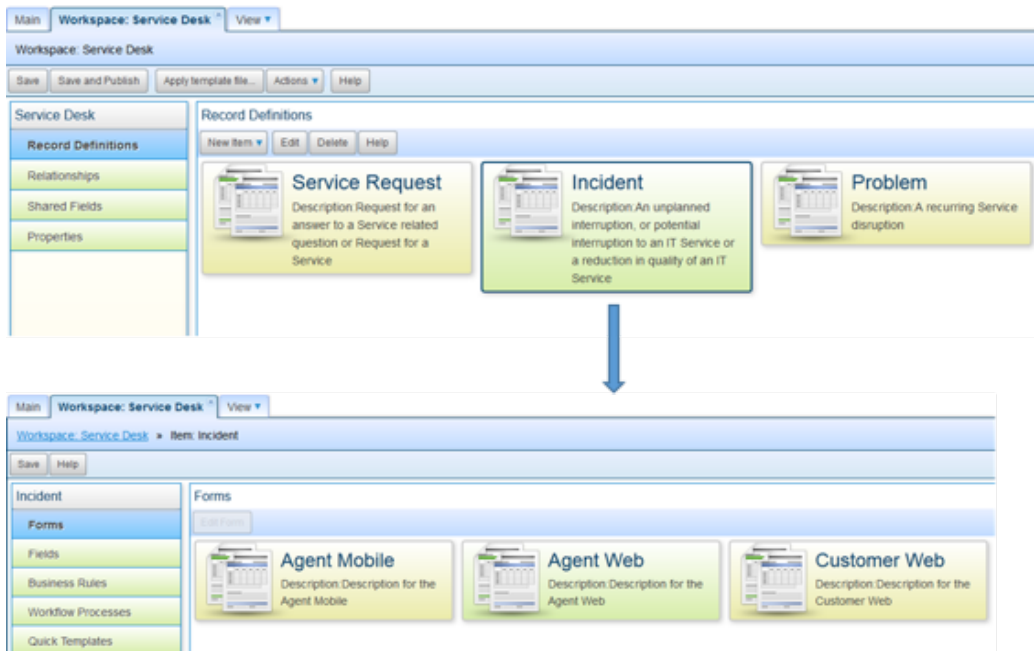


Figure 2. Multiple record types within a single workspace

FootPrints v12 enhances the already powerful FootPrints workspace capability. In previous versions, only a single record type, such as incidents and its associated form, could be included in a workspace. Now, with FootPrints v12, the administrator can include multiple record and form types in a single workspace, simplifying user navigation. (See Figure 2.)

Create Personalized Forms

FootPrints v12 also enhances FootPrints Form Builder. With the previous version, the administrator could only create incident tickets. In FootPrints v12, the administrator can create a wide variety of forms including incident ticket, address book, knowledge base (solutions), service catalog (services), configuration items, service level agreements, and even emails that can include static and dynamic fields.

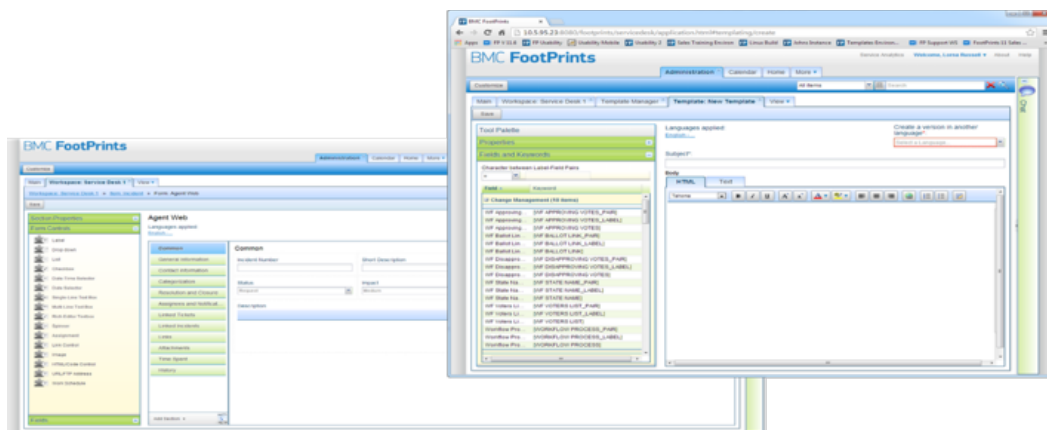


Figure 3. Drag-and-drop forms creation

As shown in Figure 3, the administrator selects the desired form from a number of standard business forms provided out-of-box. He or she then configures the form as needed. The administrator can also create mobile forms, as shown in Figure 4.

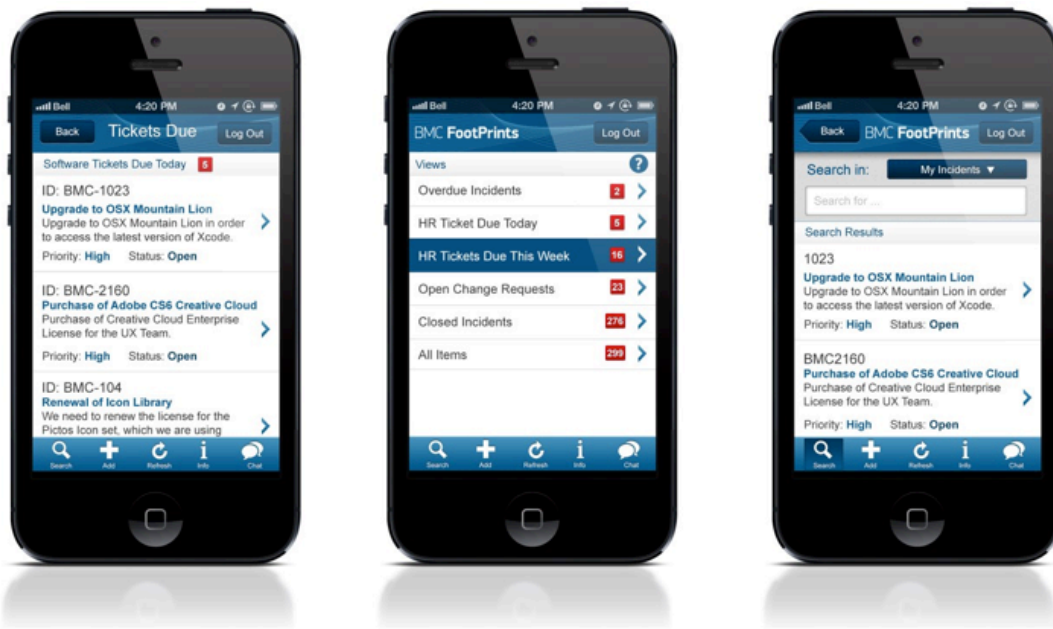


Figure 4. Mobile forms

Create Personalized Workflows

One of the key capabilities of an ITSM solution is that administrators can create workflows that orchestrate and automate processes. With FootPrints v12, administrators can create even the most complex IT workflows using simple drag-and-drop.

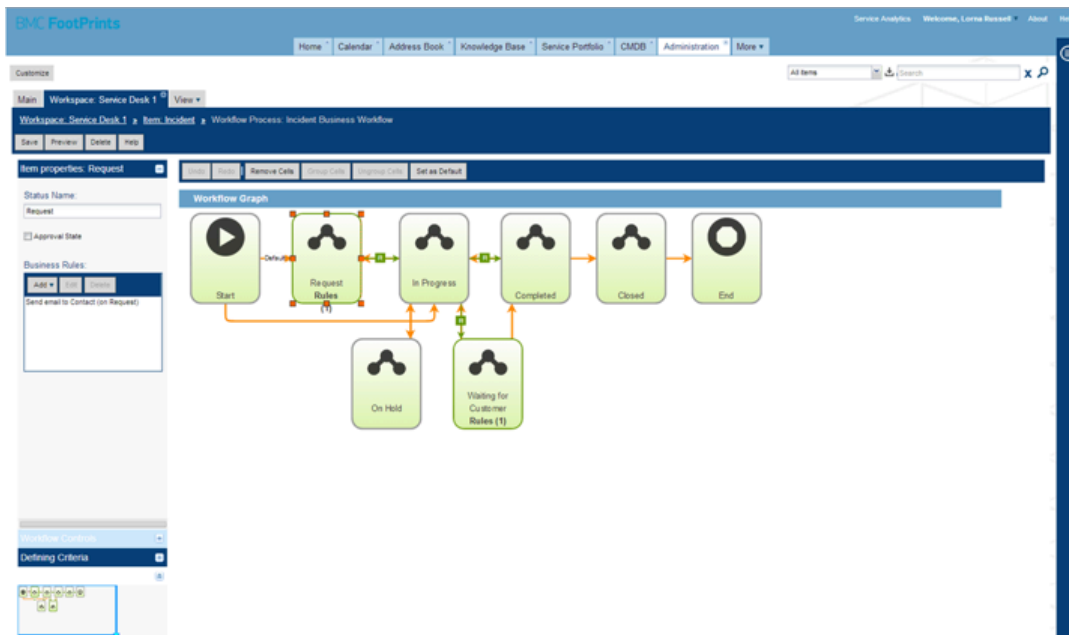


Figure 5 Drag-and-drop workflow creation

The administrator simply selects a workflow template from the standard workflow templates provided out-of-the-box with FootPrints. (The templates cover a variety of IT processes as well as non-IT business processes.) FootPrints displays the workflow as shown in Figure 5. The workflow includes the basic elements (data containers such as Workspaces and Address Books, item definitions, business rules, reports, etc.) needed to create an environment for the selected business process. The administrator can then configure the workflow as needed to support the unique processes of the organization.

Workflows are not limited to IT workflows. So business groups in the organization can also use FootPrints to implement workflows that orchestrate, and automate their particular business processes. Because workflow creation is visual and does not require scripting or programming, it can be performed by non-IT users.

Create Personalized Reports and Dashboards

Different users need different information. Using simple drag-and-drop, the administrator can create a wide variety of reports and dashboards. To create a report, the administrator simply selects from any one of a number of standard report templates and configures it, adding, changing, moving, or deleting fields as needed.

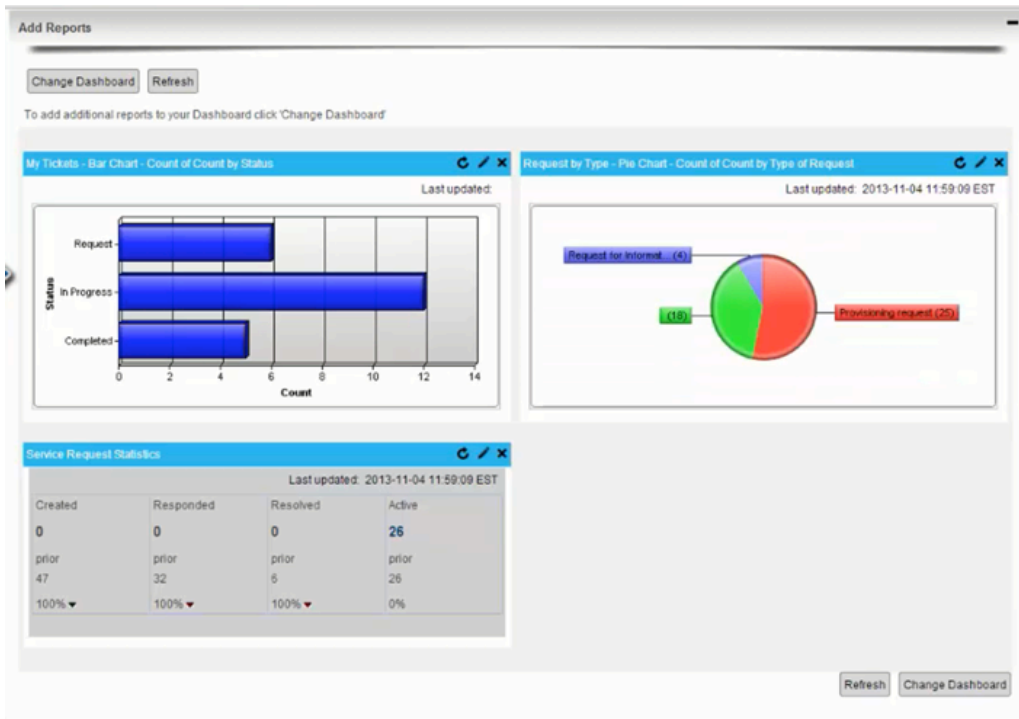


Figure 6. Drag-and-drop report and dashboard creation

As shown in Figure 6, the administrator can easily create a dashboard from reports by selecting a standard dashboard template and configuring it. A single dashboard can consolidate data from multiple reports. Sophisticated business analytics combine and transform the data into information that is meaningful to the user, such as key performance indicators.

The administrator sees the report or dashboard as it is being created, exactly as the user would see it. What's more, as shown in Figure 7 on the next page, the preview is live, that is, it automatically accesses live data and continually updates the report or dashboard as the data changes.

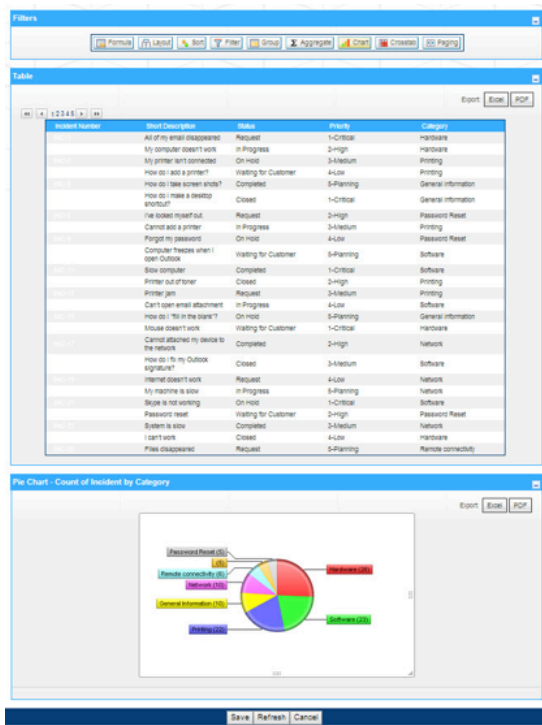


Figure 7. Real-time report creation and preview

These meaningful reports and dashboards not only support better-informed decision making but also enable IT to demonstrate value to the business. So IT can show that it is more than just a cost center. It is a significant contributor of business value that is aligned with the strategic direction of business.

CONCLUSION

ITSM solutions have continually evolved and have greatly improved IT's ability to deliver high-quality business services. With these solutions, IT can

- » Automate and orchestrate best-practice processes
- » Speed problem resolution
- » Enforce compliance with internal policies and external regulations
- » Enable better-informed decision making
- » Enable closer alignment of IT with the business

As a result, these solutions deliver a number of benefits, including:

- » Increase IT staff productivity
- » Drive down costs
- » Improve service quality
- » Reduce risk
- » Transform image of IT from cost center to contributor of business value

To fully exploit the power of ITSM solutions requires the ability to deliver that power to a wide variety of users with different roles in the organization. That presents a challenge considering the complexity of the solution, the large number of users, and the wide diversity of their needs.

BMC FootPrints v12 provides a solution. It greatly simplifies the administration of ITSM solutions by enabling administrators to create a wide variety of personalized user environments using simple drag-and-drop operations. This delivers additional benefits that include:

- » Faster time to value by speeding implementation
- » Increased expandability by making it easy to add features for existing user groups and to bring on new user groups
- » Increases overall organizational efficiency by making end users more productive

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