



Remedy's Comprehensive ITIL Solution

Your People. Proven Processes. Remedy Solutions.

Adopt ITIL and adapt it to your organization. With your people, proven ITIL processes, and Remedy solutions—you can implement ITIL Your Way!

ITIL: A Guideline for Service Management

The Information Technology Infrastructure Library (ITIL) provides the international IT community with a comprehensive, non-proprietary set of uniform written guidelines for supporting best practice Service Management business processes. This framework, which links all the service support processes with people, process descriptions, and software-based tools, has been accepted by the IT community as a basis for successful Service Management. However, successful implementation of the ITIL framework ultimately needs adaptable software solutions to effectively deploy procedure-level processes to IT staff tasked with service delivery and support.

Early Supporter of ITIL

Over time, many IT providers have embraced the ITIL framework as a foundation for IT Service Management. Remedy took an early lead in supporting ITIL, and has a long history with European partners implementing ITIL-based Remedy solutions. Remedy was also an early supporter of ITIL in North America. In fact, the Remedy IT Service Management suite was the first service desk to be certified through the Pink Elephant Pink Verify™ program. This program objectively assesses vendors against criteria specified by the OGC and certified by a qualified Pink Elephant IT Service Management Consultant as meeting the minimum functional requirements to support the ITIL framework. Remedy IT Service Management enables the ITIL functional requirements in the following service support processes:

- Incident Management
- Problem Management
- Configuration Management
- Change Management

Remedy applications also support key elements of other ITIL service support processes including:

- Service Level Management

Remedy's ITIL Advantage

ITIL is an integrated set of best-practice recommendations with common definitions and terminology. However, while ITIL does describe what best practices should be pursued, it does not mandate how to implement detailed processes and work-level procedures that enable those recommendations. Rather, it provides high-level guidance on what should be done, but leaves it up to each business to develop and implement work-level procedures for daily service delivery and service support activities that match their unique requirements.

Your Business, Your Way™ is Remedy's philosophy towards Service Management. Our best-practice out-of-box applications, which can be easily adapted to meet the needs of unique or changing requirements, make Remedy the solution of choice for automating all key IT Service Management processes.

Adopting the ITIL framework will improve the quality of existing IT Service Management practices, and also align them with the changing business demands of your organization. With Remedy's flexible solutions, you can easily adapt your ITIL implementations as your business needs and IT processes evolve, thereby helping to continually align IT with business objectives and drive IT operational improvements. Proper alignment will help to improve the chances of business success and provide your IT staff the opportunity of playing a key role in supporting your overall business vision.

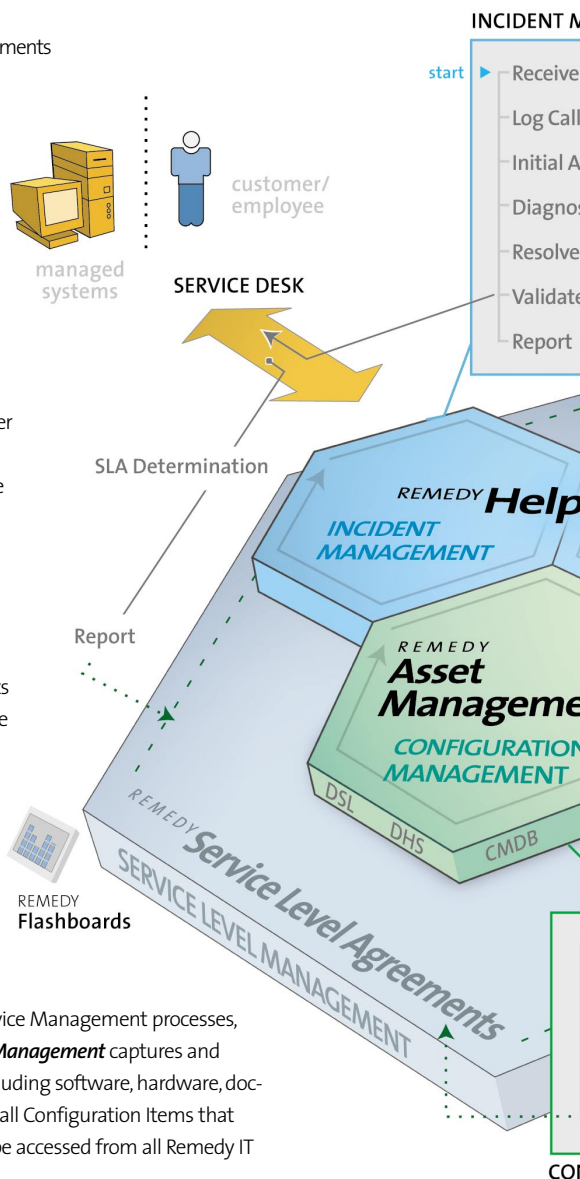
Unparalleled Industry ITIL Solutions

Together, BMC Software and Remedy offer an ITIL solution that is unparalleled in the industry. Remedy provides the workflow and process-based tools that provide a foundation for Service Support processes defined by ITIL. BMC Software offers a broad range of solutions that enable the Service Delivery functions defined by ITIL. With solutions from both Remedy and BMC Software, you can take advantage of powerful capabilities through every step of your ITIL journey.

Service Desk

ITIL positions the Service Desk function with responsibility for providing a quality interface to customers, supplying operational support to the business, and continually improving IT services. **Remedy Help Desk** provides a Service Desk that serves as the main customer contact with the IT organization and is a key driver of customer perception and satisfaction. It automates and integrates service delivery and service support process and procedures within and between IT functional or regional groups, third party resources, and other parts of the enterprise. Remedy Help Desk ensures the efficient and expeditious handling of customer interactions by providing:

- A centralized solution for global, regional, and local IT support organizations
- A system that allows all requests to be categorized, routed, tracked, validated with the customer, and closed
- A process for routing problems to geographical location, work group, or individual
- An escalation system that automatically prioritizes according to service level agreements
- Published and open APIs that offer broad integration capabilities, including integration with Network and Systems Management
- Built-in customer satisfaction survey capabilities



Service Level Management

Remedy Service Level Agreements supports many elements of Service Level Management by providing processes that stipulate required availability and then gauging if service levels are being met. This solution manages customer expectations and provides visibility into the process, enabling management to identify and monitor key metrics to drive operations improvement. Remedy SLA provides a solution with the ability to register and correlate SLAs to the underlying technical infrastructure and observe actual compliance. Management can identify and monitor key metrics to drive operations improvement and demonstrate customer value by:

- Defining rules to implement the service agreements between IT, customers, and any external resource
- Tracking all Service Desk requests to contractual parameters
- Using proactive alerts to identify issues and trigger actions prior to service levels violations
- Viewing out-of-box management reports that show performance of IT services compared to service level agreements
- Using Remedy Dashboards* to show real-time status of a wide variety of SLAs through an integrated graphical interface

Configuration Management

ITIL defines the objectives of Configuration Management to provide a solid basis for all Service Management processes, providing accurate infrastructure information including status information. **Remedy Asset Management** captures and maintains information on Configuration Items (CI) and the relationship between them, including software, hardware, documentation, and processes. Its configuration management database maintains a record of all Configuration Items that make up the IT infrastructure. Information stored in Remedy Asset Management can also be accessed from all Remedy IT Service Management applications. Remedy Asset Management provides for:

- Population of the CMDB with all relevant information about CI's, such as model, serial number, physical location, user, owner, maintenance contract information, lease, warranty, and financial information
- Identification of the physical and logical relationships between CI upstream, downstream, ownership, peer-to-peer users, and "is-used-by"
- Tracking of all baseline and deviation configuration to provide full asset lifecycle information
- Data integrity verification provided by authorizations checks, name consistency, and mandatory fields
- Standard and easily configured reports that allow analysis of standard compliance, security audits asset configurations, warranty management, and financial cost and recovery.

Incident Management

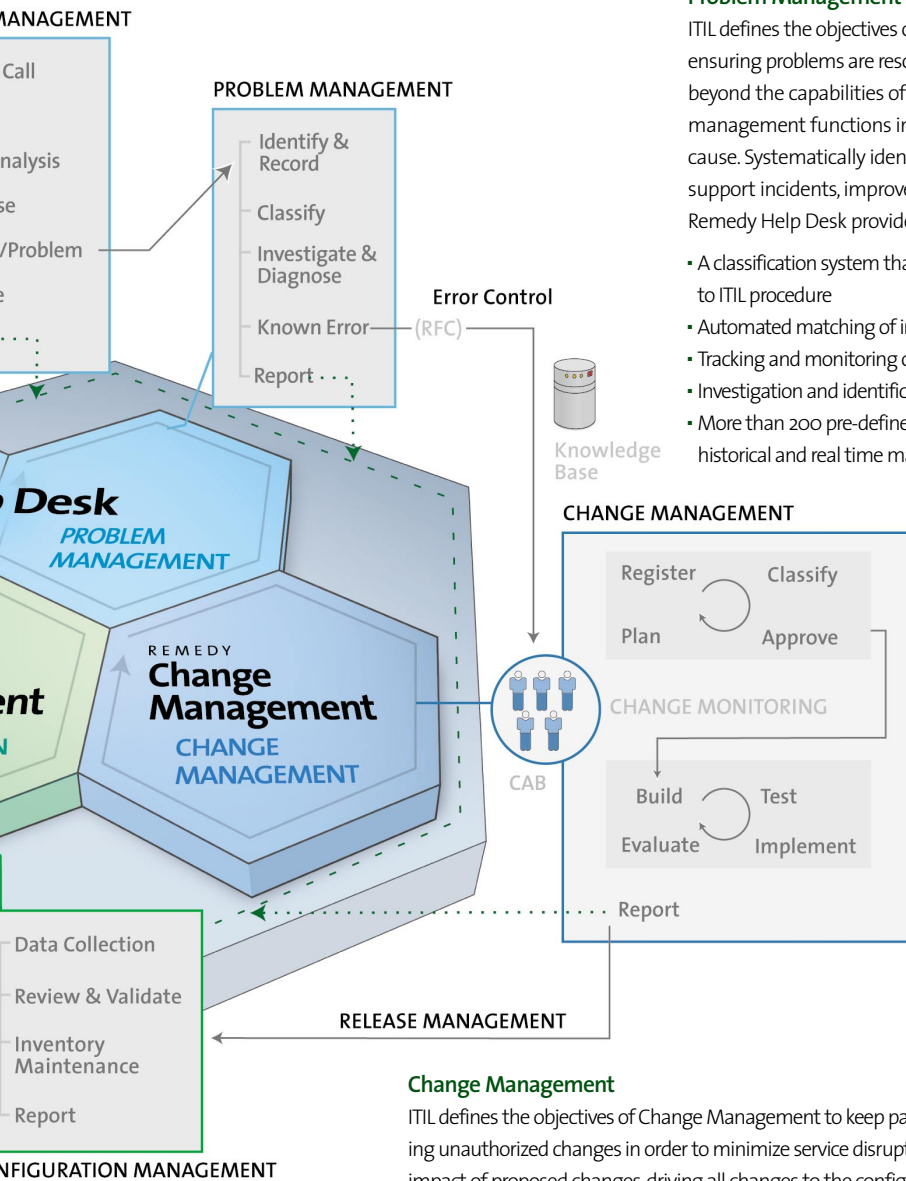
ITIL defines the objectives of Incident Management to restore disruptions in service to agreed upon service levels, maintaining meaningful incident data, and ensuring the best use of resources to support the organization. **Remedy Help Desk** enforces accountability and responsibility for the resolution of all incidents and incoming service requests that may be submitted by the customer, the service desk staff, or through tools such as BMC Patrol Enterprise Manager. By tracking the configuration item to which it applies, recording the name of the caller, resolving the incident, or dispatching to a specialist, Remedy Help Desk tracks and solves the incident. Remedy Help Desk provides:

- An interface for users to request and track status
- A classification system for all incidents
- An integrated searchable Knowledge Base of common solutions and work-arounds to known errors
- An escalation system that automatically priorities and routes incidents according to service level agreements
- More than 200 pre-defined, out-of-box management reports that graphically display performance to SLAs

Problem Management

ITIL defines the objectives of Problem Management to build and maintain a stable service environment, ensuring problems are resolved and removed, thus lowering overall IT incidents. When an incident goes beyond the capabilities of the assigned support staff or is determined to be a problem, problem management functions in **Remedy Help Desk** are used to track and analyze the underlying root cause. Systematically identifying and resolving IT infrastructure problems reduces the number of support incidents, improves service levels, and improves the return on IT infrastructure investments. Remedy Help Desk provides:

- A classification system that creates problem records separate from incidents and tracks them according to ITIL procedure
- Automated matching of incidents with problems and known errors using a three-tier system
- Tracking and monitoring of problems through defined stages with audit records for all past work
- Investigation and identification of Root Cause that can be used to initiate Request For Change
- More than 200 pre-defined and easily modified management reports and graphic display that provide historical and real time management information



Change Management

ITIL defines the objectives of Change Management to keep pace with the business, providing both change monitoring as well as preventing unauthorized changes in order to minimize service disruption. **Remedy Change Management** systematically manages the risk and impact of proposed changes, driving all changes to the configuration management database with an associated change request, and continually updating the CMDB. Remedy Change Management provides for the consideration of business and technical impact, impact on other services, and the effect of not implementing the change. Remedy Change Management provides:

- A classification system for accepting, logging, and storing change requests
- The ability to track change requests through stages of review, authorization, and implementation
- Support for back-out procedures if incidents arise as a result of the implemented change
- Relationship information in the change repository that identifies risks to the change requests
- Impact assessments and resource requirements and notification
- Management reporting to evaluate changes for desired effect, on time, on budget

Remedy means Service Management to more than 7,000 customers and 10,000,000 users worldwide. You can benefit from their experience solving problems similar to those facing your organization.



Pink Elephant is a world leader in IT Service Management education, consulting, conferences and managed services.

Headquartered near Toronto, Canada with operations in the U.S. and throughout Asia Pacific region, Pink Elephant was the first organization to bring public ITIL education and certification to North America.

More Information

Contact your local Remedy sales representative to learn more about Remedy's comprehensive ITIL solution.

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Remedy IT Service Management Suite

The Remedy IT Service Management suite is the industry's most adaptable ITIL solution. Each application within the suite has built its reputation on providing time-proven best practices and complete out-of-box functionality that enables you to get up and running quickly. Moreover, because they are built on the highly adaptable Action Request System®, Remedy's IT Service Management solutions deliver the flexibility you need to respond to the IT needs of your business.

Designed as a complete Service Management support solution, Remedy ITSM consists of four integrated software applications:

- Remedy Help Desk
- Remedy Service Level Agreements
- Remedy Change Management
- Remedy Asset Management

A cornerstone of the ITIL framework is the relationship between the various processes. The Service Support processes and their relationship with each other are inherent in the Remedy IT Service Management application suite. The integrated applications share a common workflow foundation and unified data model, directly supporting the integrated process approach outlined in the ITIL framework. Furthermore, the flexible and adaptable nature of Remedy applications supports the natural ongoing procedural and workflow changes and adaptations that are common in organizations practicing quality improvement methodologies.

In addition, many customers use the AR System® development platform to automate additional service-related business processes. Remedy was first to enable Web Services in the Service Management platform, making it possible for even professionals without deep technical expertise to leverage Web Services.

Worldwide, Remedy Means Service Management

Remedy has assimilated the best practices, common approaches, and intellectual capital drawn from customer engagements worldwide to deliver industry-leading solutions that include out-of-box best practices to support IT Service Management. Today, more than ten million users derive benefits from this pool of knowledge. In addition, we use our own integrated platform and applications, with built-in management reporting capabilities to support multiple service delivery and support activities. Remedy is able to leverage our own experience in running a world-class global support organization to benefit our customers.

About Remedy

Remedy, a BMC Software company, has a successful track record of providing industry-leading Service Management solutions that enable organizations to reduce costs, improve quality of service, and maximize overall operational effectiveness.

Remedy automates service-related business processes through a complete suite of out-of-box best-practice Service Management applications, including Help Desk, Asset Management, and Customer Support. Over 500 customers rely on Remedy Asset Management to manage their infrastructure costs and control their IT environment. More than 2,000 customers use our Customer Support application, or build upon Action Request System to deliver superior customer support to their external customers. Worldwide, Remedy is the leader in Service Management, with over 7,000 customers and 10,000,000 users.

Remedy customers are able to depend on rapid deployment of Remedy solutions, and realize a quick return on their investment. Over 13,500 trained developers and over 300 partners make up a part of Remedy's support network for customers extending our reach worldwide.