IBM Tivoli Service Request Manager

In today’s volatile, ever-changing IT environment, the service desk delivers critical support to the entire organization by keeping key business systems and services available and reliable. As technology becomes increasingly complex, problem resolution becomes more time-consuming, skill requirements increase and costs to maintain quality services escalate. In the face of tighter budgets and fewer resources, prioritization and responsiveness are the keys to maximizing availability of business-critical IT services.

IBM Tivoli Service Request Manager™ (formerly IBM Tivoli® Service Desk) helps you meet these challenges by enabling you to manage incidents and problems across your infrastructure, more rapidly restore failing IT services and help minimize costly service-desk calls. Use Tivoli Service Request Manager to help:

- Optimize IT infrastructure management, increase availability of critical IT services and reduce disruptions.
- Improve IT service to end users and enhance their satisfaction.
- Streamline service-desk operations.
- Leverage IT Infrastructure Library® (ITIL®) guidelines and other best practices.
- Establish a common solution for global support.
- Deliver more easily accessible business reporting and on demand views of key performance indicators (KPIs).
- Align IT objectives with business objectives.

Tivoli Service Request Manager is part of a unified product suite for asset and service management built from the ground up on a single, unified platform. Tivoli Service Request Manager is designed to work with IBM Tivoli Asset Management for IT to help enhance your asset management and enterprise management processes.
Tivoli Service Request Manager — a core component of IBM Service Management offerings — is built on open standards–based technologies, making it a highly flexible service-desk solution that allows you to support ITIL processes that benefit your overall business objectives. The solution allows you to move from incident management to problem management to change management to release management — all on a single platform.

**Automate incident and problem management**

Tivoli Service Request Manager enables you to have a single point of contact to help manage incidents and problems across your organization. It consolidates incidents from:

- End users.
- Service technicians.
- Non-IT-related data points, including heating and air conditioning systems, human resources applications and photocopiers.
- Network systems management/monitoring applications.

Streamlining the process further, workflow and escalation features help you configure Tivoli Service Request Manager to better meet your business objectives. For example, you can automatically respond by ticket type or event classification. With an easy-to-use Web interface, your service team can quickly prioritize and respond to your most business-critical events, helping to improve efficiency and speed time to resolution.

No matter where your incident originates, Tivoli Service Request Manager enables you to consolidate user communication across a variety of channels (including phone, e-mail, Web and fax) to help ensure that incidents are captured and that your service team can more consistently provide high-quality service.

Form-based fields capture information on who is reporting the issue and the details of the issue. The product also enables you to search for similar trouble tickets, to aid in root-cause analysis. For frequent requests like password resets or recurring incidents, you can apply ticket templates to further streamline the workload.

You can use Tivoli Service Request Manager to:

- Make IT operations function as the single point of contact for your end users. IT operations can receive and record all service requests, as well as communicate updates.
- Prioritize service restoration.
- Help resolve problems and prevent future incidents.
- Monitor and escalate incidents and problems based on designated service levels.
- Design and implement processes to manage changes and help establish efficient procedures to distribute changes.
Built-in features streamline service-desk functions

**Configure workflows and escalation for your organization**

Through a built-in workflow and escalation engine, Tivoli Service Request Manager enables you to easily configure workflows and escalation thresholds to implement proactive business process automation — through a Web browser. These features help you automatically monitor and manage any data point, process or event.

For instance, you can design your workflows to prompt for different tasks, depending on the incident or problem type, then configure your escalation to evaluate conditions and send a notification — or take action against that record, if necessary. You can also set your escalation to implement remedial measures after reaching designated thresholds.

In addition to traditional, assignment-oriented process workflows, Tivoli Service Request Manager supports interactive, automated workflows to guide users through a process or activity based on the context of data entered. This helps dramatically reduce training requirements for part-time or high-turnover users.

**Self-service feature delivers 24x7 support to end users**

A key factor in reducing calls to the service desk and improving satisfaction is enabling users to proactively address their own issues. With Tivoli Service Request Manager, users have easy access to 24x7 service support. Self-service functionality empowers end users to submit, update and review incidents via a Web browser, as well as search for solutions to common problems and browse through frequently asked questions (FAQs). Through this functionality, users become more self-sufficient, helping to reduce service-desk costs.

**Knowledge base delivers fast answers to help-desk agents**

A searchable knowledge base provides access to common solutions, known errors and workarounds. With classification and keyword searching, agents can resolve issues faster, improving first-call resolution rates. You can easily populate the knowledge base with content from third-party providers as well as specific information on products deployed in your environment.

**Dashboards provide real-time performance views**

Tivoli Service Request Manager also includes real-time dashboards that provide insight into multiple levels of service-desk operations so that support staff, managers or executives can monitor role-based KPIs using an intuitive, graphical display from any Web-based client. Dashboards provide actionable information and identify potential problem areas, helping support staff to take appropriate corrective actions before critical services are adversely affected.

**Global organizations can leverage centralized support**

To provide local responses, global organizations often deploy dispersed support organizations. Yet these same organizations are required to establish and leverage standard procedures and to centralize reporting. Tivoli Service Request Manager supports simultaneous deployment of multiple languages from a single running server. Additionally, multisite and multiggregation capabilities allow the deployment to be mapped to the organizational structure, helping to enhance security and more consistently deliver quality services at a local level.

**Automate requests and approvals with change and release management**

Change and release management capabilities in Tivoli Service Request Manager enable you to automate
requests and approvals, leveraging a powerful visual workflow. By providing proactive service, you help minimize outages. Change and release management can be invoked from any service request and leveraged for planned changes as part of an IT asset management process. Changes are automatically updated, and notifications of scheduled changes make support staff aware of actions that may increase the number of incidents.

Create and track service level agreements
The ability to create and track service level agreements — and maintain a service catalog — helps your organization prioritize critical business functions according to response thresholds that you set. Use Tivoli Service Request Manager to manage service levels for:

- Ticket management.
- Service restoration.
- Vendors.
- Delivery times.
- Invoice accuracy.
- Key assets, services and work-related metrics.

Integrated asset and enterprise management helps speed problem resolution
Tivoli Service Request Manager works with IT asset management and asset discovery applications from IBM, including Tivoli Asset Management for IT, the IBM Tivoli License Compliance Manager family and IBM Maximo Discovery, as well as applications from other vendors. When an organization unifies IT asset management processes with Tivoli Service Request Manager, its service-desk technicians can view asset details to drive rapid problem resolution.

Furthermore, Tivoli Service Request Manager allows your organization to handle enterprise management tasks from the same service desk that you use for IT requests. By managing requests related to facilities and fleet, for example, from the same service desk, you help minimize the number of tools staff must learn, promote consistent execution of processes and correctly prioritize the issues that have the greatest impact on the business.

Manage contracts with greater ease
You can use Tivoli Service Request Manager with Tivoli Asset Management for IT to facilitate efforts to comply with software licenses and contracts and hardware lease agreements. For instance, service-desk technicians can check maintenance and warranty terms before approving and making a change, and can reference software agreements for proper licensing before updates are deployed. Use Tivoli Service Request Manager to manage:

- Leases.
- Maintenance agreements.
- Warranties.
- Purchasing agreements.
- Software license agreements.

Work management features help streamline planning and scheduling for staff
Tivoli Service Request Manager has industry-leading work management capabilities that enable IT departments to go beyond tracking assets and delivering services. With advanced planning and scheduling, you can more easily deploy the right personnel with the right skills — at the right time. Tivoli Service Request Manager enables IT departments to:

- Create standard procedures.
- Initiate activities.
- Track costs associated with activities, such as changes and releases.

With a detailed analysis of personnel and asset costs, IT managers can have the information they need to support service delivery and investment decisions.
Architecture designed to support your business objectives

In today’s fast-paced business environment — fueled by rapid technological advances — leading organizations realize that in order to retain their competitive edge and operational excellence, they not only must have adaptable business processes, but also an agile IT infrastructure that will support their changing business landscape.

Tivoli Service Request Manager offers an advanced architecture that leverages key Internet concepts, standards and technologies, and ensures optimum compatibility with today’s Internet infrastructure. The Web-based interface can be easily configured to map most of your organization’s processes, data models, end-user and corporate user interfaces and portal standards.

Conclusion

Deployed via standards-based J2EE™ application servers, Web services and service oriented architecture (SOA), Tivoli Service Request Manager helps you to:

- Reduce the complexity of supported technologies and architectures.
- Lower the total cost of ownership.
- Facilitate security through standardization.
- Speed deployment with no code on the client.
- Avoid becoming locked into proprietary applications and vendor platforms.
- Enhance interoperability with key business IT infrastructure systems.

Tivoli Service Request Manager includes a user interface that can be easily configured to map an organization’s processes, data models, and corporate user interface and portal standards. This technologically advanced and flexible solution also supports the following processes:

- Incident and problem management
- Change, release and configuration management
- Service level management
- Contract management
- Procurement

Tivoli Service Request Manager has earned Pink Elephant’s PinkVerify™ certification and is part of the IBM Service Management strategy to help align your IT functions with your business objectives.
For more information
To learn more about how Tivoli Service Request Manager can help your organization manage incidents and problems, restore critical services and minimize service-desk calls, contact your IBM representative or IBM Business Partner, or visit ibm.com/tivoli

About Tivoli software from IBM
Tivoli software provides a set of offerings and capabilities in support of IBM Service Management, a scalable, modular approach used to deliver more efficient and effective services to your business. Helping meet the needs of any size business, Tivoli software enables you to deliver service excellence in support of your business objectives through integration and automation of processes, workflows and tasks. The security-rich, open standards-based Tivoli service management platform is complemented by proactive operational management solutions that provide end-to-end visibility and control. It is also backed by world-class IBM Services, IBM Support and an active ecosystem of IBM Business Partners. Tivoli customers and business partners can also leverage each other’s best practices by participating in independently run IBM Tivoli User Groups around the world — visit www.tivoli-ug.org