

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 multiorganization 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.

Tivoli Service Request Manager at a glance

Tivoli Service Request Manager supports various combinations of the following:

- IBM AIX® 5.2 or 5.3
- BEA WebLogic Server 8
- HP-UX 11i or 11i V2
- IBM WebSphere® 6
- Microsoft® SQL Server 2000 SP4 or 2005
- Microsoft Windows Server® 2000 or 2003
- Oracle 9.2.0.6 or 10.2.0.2
- Red Hat Enterprise Linux® 3.0
- Sun Solaris 9 or 10
- IBM DB2 Universal Database™ 8.2.7
- Actuate iServer 8

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

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