



SMART ITIL® WITH THE  
MICROSOFT® SYSTEM  
CENTER SERVICE MANAGER

# SMART ITSM GOES SCSM.

## SMART ITSM GOES SCSM

IT service management processes are one of the critical success factors for effective and efficient IT.

In small and medium-sized businesses, however, these ITIL best practices create enormous company overheads. But that is not the fault of ITIL and instead owed to the general opinion that individual processes need to be implemented holistically:

The result is a time- and cost-intensive project which has not generated any added value until it is implemented. Processes have been defined, some tool or other was subsequently procured and then cost-intensively adapted. Question the need and benefit: do all the functions of an ITIL process really have to be introduced and mapped in the tool?

„What’s ITIL say on this?“ –

A clear answer to this is: ITIL is only the tool one is working with!

## The SMART action model

The H&D consultants have implemented IT service management in a great variety of projects in recent years. This has been accompanied by the development of an action model enabling IT organizations to meet their requirements in terms of performance, measurable benefit, and business alignment. Escape the risk that the project will turn into an incalculable long-distance runner with high frustration potentials. Questioning the benefit is our critical evaluation factor for the SMART modular approach – at a fixed price!

### Your benefit

The H&D quick check answers your questions regarding the real benefit for your IT organization. We analyse your maturity levels, as well as the performance, and deliver a detailed roadmap for the further proceedings – true to our maxim: only what generates benefits immediately and can also be quantified sustainably with an ROI will be implemented.

### Not just any tool

Process implementation and tool implementation need to run hand-in-hand because the costs of a merger are enormous. One starts with the existing functions offered by the tool. The Microsoft System Center Service Manager provides us with an ITSM tool which, thanks to its capability, flexibility and optimal integration in the Microsoft System Center family, offers an outstanding base for successful IT service management.

### Modularization

Every project consists of clearly defined performance packets which can be implemented independently of each other and in each case represent a measurable benefit.

For you this means: planning certainty, transparency, absolute project control at a fixed price!

## This is how we go about it



## Advantages of modularization

Our benefit-oriented modularization opens the ITIL process chain and combines tool components of the 2010 Microsoft System Center Service Manager with separated process functions. This results in need-based and immediately usable components. A repeatable sequence with consistent quality is ensured in conjunction with our tried-and-tested processes. These are extraordinary go-live results for an IT service management project with simultaneous tool implementation.

- Start with basic modules
- Roll out more functions and links successively as needed

→ each module is a self-contained project!

## Our modules for your ITIL-compliant processes



### Examples of our benefit-oriented modules:

#### A Benefit of the basic module Incident management:

- Fundamental alignment of the IT-organization with tool and process
- Structuring of malfunctions, requests for service, classification and responsibilities
- Generation of quick wins
- Implementation of measuring points for improving the service quality
- Information on ticket processing
- Documented and proven processes
- Elevation of the maturity level

#### B Benefits of the auto-ticket module:

- Savings potentials by way of resource conservation
- Automatic ticket generation: users can send malfunctions per email
- Monitoring solutions send email
- Optimal for service desks which are not continuously staffed or to be relieved
- For self-administering IT infrastructures, a solution for the continuous registration of malfunctions
- Documented and proven processes
- Elevation of the maturity level

### Our further modules:

- Interface expansion for the basic module to other basic modules with expanded reporting and additional notifications
- Further relief for the service desk thanks to a self-service portal
- IT infrastructure mapping over and beyond the active directory
- Creation of services by
- Structuring system components as service components
- Concluding service agreements and integration on the tool side
- Documented and proven processes
- Elevation of the maturity level

**Our experts will gladly advise you!**  
 Make an appointment for an initial interview at [consulting@hud.de](mailto:consulting@hud.de).  
 Full financial planning certainty thanks to our fixed price model!  
 Talk to us.

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