

eMite Analytics for ITIL

Integrating ITIL Solutions into a single BSM Dashboard.

THE NEXT-GENERATION BUSINESS SERVICE MANAGEMENT SOLUTION THAT AUTOMATES ITIL MONITORING, ANALYSIS AND REPORTING – IN NEAR REAL TIME. CONSOLIDATE ALL YOUR ITIL REPORTING REQUIREMENTS FROM YOUR SOLUTIONS INTO A SINGLE DASHBOARD AND REPORTING SOLUTION.

eMite Analytics for ITIL

Many companies have invested heavily into the various ITIL components offered by various vendors, such as change management, incident management and configuration management. TechSMART has enhanced these solutions by creating a BSM integration to enhance those products value in an ITIL environment. For organisations with more than one ITIL software solution, eMite Analytics integrates those solutions into one reporting solution.

eMite Analytics links information from all of these components together to provide a single view of configuration, incident and change management. By integrating to these existing components, regardless

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- ✦ How can I utilize my CMDB and incident management systems to real-time business impact?
- ✦ Are there any links between recent changes and today's incidents?
- ✦ How can I improve the visualization of technical and business metrics?
- ✦ How can my operations decide which critical incident to resolve first?

of the solution, the module can help companies get real value out of their ITIL related investments. Senior management can instantly see the status of high level business processes and applications, technical managers can view their relevant technical metrics and their business mappings, and operations can start to prioritize the resolution of critical incidents by visualizing the affected business processes.

TechSMART

TechSMART builds solutions that address real business needs. With offices located around the world, TechSMART's mission is to help companies better utilise their IT assets without breaking the bank.

Too many organisations have more than enough assets to run their businesses but, due to under-utilisation and inefficient management of these resources, IT managers are always struggling to keep up.

At TechSMART, we are dedicated to providing solutions that help you get the most out of your information assets... fast, at a surprisingly low cost and at a cost that you never thought possible.

Business Service Management

Business Service Management (BSM) is a methodology for monitoring and measuring IT services from a business perspective. eMite Analytics is a BSM solution that combines structured processes and a framework for displaying activities via role-based dashboards.

BSM enables organisations to measure the service performance of their IT resources rather than simply operating status. This allows IT managers and analysts to prioritise their efforts, ultimately improving the service that is delivered to the business or organisation.

Touching on all the lifecycle processes within the Information Technology Infrastructure Library (ITIL), eMite Analytics BSM solution brings together many disparate processes and tools and creates quantifiable improvements in efficiency and the ability to view technology as it affects the business process.

Sample ITIL Reports

Incident Management

- % incidents closed by first line support
- % Incidents resolved within SLA time
- Incorrectly categorised incidents
- Average time resolving an incident

Incident management related metrics

- Service Calls v Incidents
- % Incidents following an Event
- Incidents v Changes ratio
- % Incidents related to Problem Tickets

Problem Management

- Number of Problems registered by Problem Management
- % Problems closed
- Average number of open Problems

Change Management

- % Failed Changes
- % implemented Changes outside Window
- % Emergency Changes
- % Unsuccessful Implemented Changes

Change Management related metrics

- % Changes related to incidents
- % RFC's without corresponding CI's

Service Desk Management

- % Closed pending successful
- % requests and incidents require followup

Configuration Management

- % Invalid/missing CI

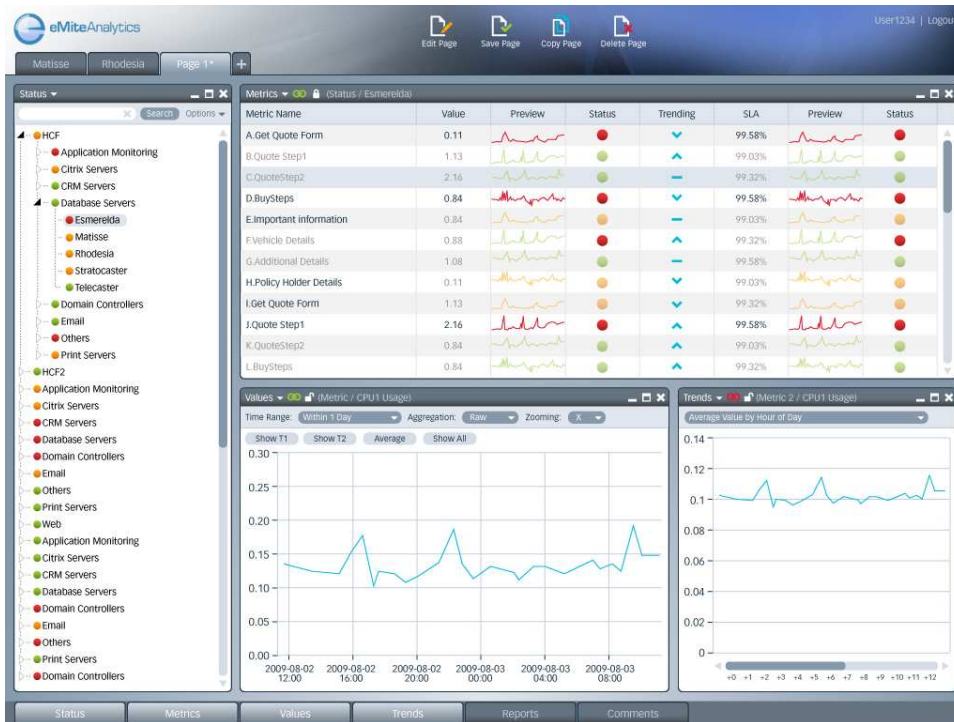
Service Level Management

- % SLA breaches
- Critical Incidents
- Number of Escalations

Availability Management

- Unavailability of Service
- Downtime Services
- Percentage uptime Services
- Time to recover after downtime

ITIL Process Dashboards



ITIL based Dashboards represent in a single presentation the relationship between assets, change, help desk, etc. In near real time you can measure all your ITIL deliverables.

Business Level Dashboards



Executive level dashboards integrate your ITIL based measurements with business performance measurements allowing you to focus on what makes sense for the business.

Role Based Dashboards

eMiteAnalytics uses a series of role-based dashboards to display the business service activities of your organisation's IT assets. Because eMite Analytics extracts a wide range of data from many different sources you can pick and choose which metrics you want to see. In addition to customised dashboards, eMiteAnalytics has pre-formatted dashboards for executives, IT managers, database administrators, business and finance analysts, service desk staff and other key roles in any business.

In addition, eMiteAnalytics has a unique BingMaps interface that enables IT managers and other eMite Analytics users to aggregate and locate IT assets geographically. Once the asset has been located, eMite Analytics users can zoom in and view the status and service level of individual assets.

Taking the concept one step further, if an organisation has CAD drawings of their facilities, eMite Analytics can represent a schematic of the entire network and individual components. These components can be colour-coded to represent service levels, status or other key metrics. Similarly, alerts (for instance, if an asset hits a certain threshold) can be displayed as a flashing icon on the overall network schematic, enabling IT managers to quickly zoom into the asset to investigate further.

Service Management Solution

eMiteAnalytics is optimised to operate seamlessly with the HP Suite of Service management solutions. eMite Analytics has developed a constellation of agents, each configured via proprietary 'cookbooks', that can be installed on the servers running the service management solution and immediately begin sending key metric data to the individual eMite Analytics dashboards.