



IBM Tivoli Service Request Manager

Highlights

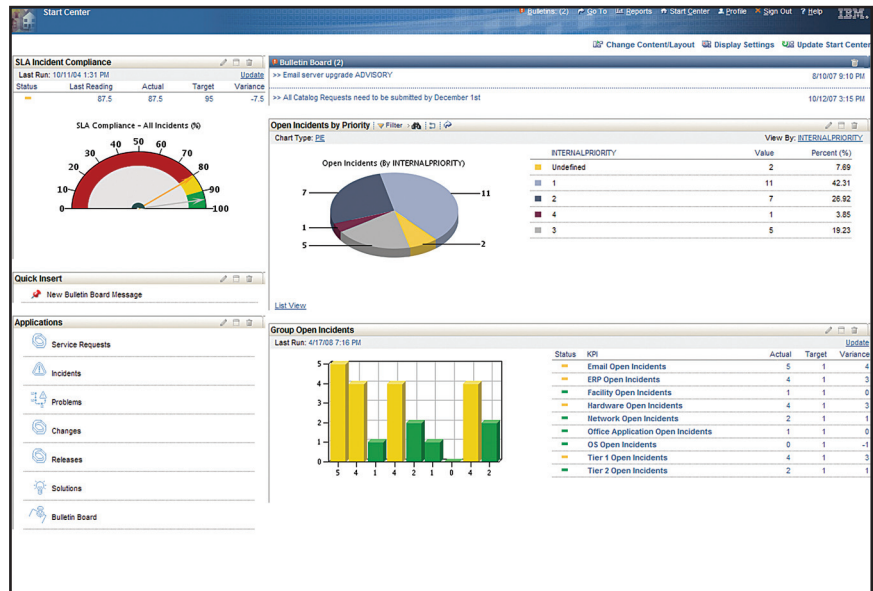
- **Streamline IT Infrastructure Library® (ITIL)-based request fulfillment, incident, problem, service level, knowledge, service catalog and financial management processes**
- **Align IT operations with your line of business through service-level management**
- **Associate cost to your IT service offerings and manage consumption**
- **Standardize and drive consistency and repeatability in IT service delivery with IT service catalog offerings**
- **Add asset, change, configuration and release management functionalities to the service desk as a seamlessly integrated solution on a common platform**
- **Help optimize productivity of service desk personnel and increase end user satisfaction**
- **Manage multiple customers through single instance of the application**

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 the availability of business-critical IT services.

IBM Tivoli® Service Request Manager (TSRM) combines the service desk and service catalog capabilities on top of a common process automation engine to provide a seamless, automated request fulfillment system for all aspects of service requests, enabling a "one-touch" IT experience.

IBM Tivoli Service Request Manager complies with ITIL® V3 processes. It has been certified at Gold level (highest possible certification) for incident, problem and request fulfillment processes by Office of Government Commerce (OGC), official owner of ITIL. In addition, TSRM also has been certified by PinkElephant for its compliance with ITIL V3 processes such as incident, problem, service level, event, knowledge, request fulfillment, service catalog and financial management.

Tivoli Service Request Manager enables a unified solution with complementary products such as IBM Tivoli Asset Management for IT, IBM Maximo® Asset Management, Tivoli Provisioning Manager (TPM) and IBM Tivoli Change and Configuration Management Database (CCMDB), facilitating a seamless approach to problem and incident management, change and configuration management, IT asset management, and enterprise asset management.



The Service Desk component of IBM Tivoli Service Request Manager enables a single point of contact to automate incident and problem management.

A streamlined service desk

The Service Desk component of Tivoli Service Request Manager encompasses a broad variety of features that enable a single point of contact to automate service request, incident and problem management. Built-in features streamline service desk functions and configure workflows and escalation across your organization, while a searchable knowledge base delivers fast answers to help desk agents.

Multicustomer Support for service providers

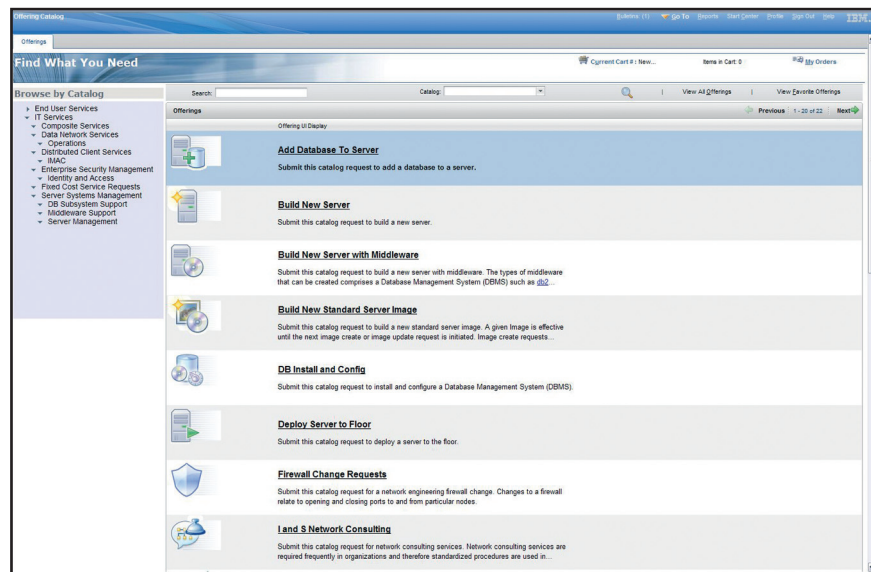
Service providers can manage their operations more efficiently and profitably, by managing their multiple clients through single deployed instance of the application as well as managing their entitlements and expectations through customer agreements on SLAs and pricing. Capabilities include billing for the services provided.

A versatile service catalog

The Service Catalog component of Tivoli Service Request Manager allows users to select services directly from an intuitive visual “shopping” catalog, helping to lower the cost of providing services. Options can range from simple end user services such as password reset, to more complex services such as provisioning a server or upgrading an application environment. This versatile catalog also reflects the terms of any associated service-level agreements (SLAs), rating and billing terms, and contractual agreements. The service catalog component of Tivoli Service Request Manager provides the necessary tooling to define and publish a catalog, its service offering and its fulfillment options through a simple job plan or nested job plans. Example service offerings, based on best practices, are available out of the box for ready use. Service offerings can be made available at various service levels. The catalog and its visibility can be customized to locations, departments and groups.

Automated service request, incident and problem management

Tivoli Service Request Manager acts as a single point of contact to help manage service requests, incidents and problems across your organization. Through a built-in workflow and escalation engine as well as response plan,



The Service Catalog component of IBM Tivoli Service Request Manager allows users to select services directly from a catalog, helping to lower the cost of providing services.

Tivoli Service Request Manager enables you to set escalation thresholds to implement proactive business process automation. For example, you can configure the application to automatically respond based on ticket type or event classification. With these features, your service team can more quickly prioritize and respond to your most business-critical events, helping to improve efficiency and speed time to resolution.

Quality Knowledge management

The searchable knowledge base provides access to common solutions, known errors and workarounds, helping agents resolve issues faster thereby

improving first-call resolution rate.

Solutions in the knowledgebase can be made available to end users to resolve the issues on their own, thereby improving their satisfaction and reducing help desk call volume. Capabilities also include user-ranking and feedback mechanism; ability to associate keywords; attaching documents and images to the solution and integrating it with external knowledge sources such as RightAnswers. Knowledge solution review and approval process can be implemented before adding a solution to the knowledgebase, ensuring its quality. A powerful search engine enables quick search of the knowledgebase as well as external Web sites and applications.

Dashboards for real-time performance views

Out-of-the-box real-time dashboards provide insight into multiple levels of service desk operations so that support staff, managers and executives can monitor role-based key performance indicators using an intuitive, graphical display from any Web-based client. Dashboards provide actionable information and can identify potential problem areas, helping support staff take appropriate corrective actions before critical services are adversely affected.

Centralized support for global organizations

Tivoli Service Request Manager supports simultaneous deployment of the product in multiple languages from a single running server. Additionally, multi-site 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.

Integration with change management

By integrating with Tivoli Change and Configuration Management Database, Tivoli Service Request Manager enables advanced change management capabilities, including:

- *Visibility between incident management and change management.*
- *Creation of a request for change (RFC) from incident or problem ticket.*
- *Identification and recording of business and technical impact analyses for changes.*
- *Identification of tasks and task conflicts to help minimize unforeseen change collisions through a change implementation schedule.*

Remote diagnostics capabilities

Built-in remote diagnostics capabilities enable service desk personnel to remotely take over control of the end user's machine for troubleshooting, updating a file, changing a user's configuration, and looking at settings. These sessions are recorded for auditing and available for review at a later date.

Instant messenger support

Instant messenger support for agents is provided through integration with IBM Lotus Sametime, Microsoft Office Communicator, Google Talk, and Jabber. It provides an alternative multi-threaded mode of communication with end users. Chat sessions can be recorded and stored in the ticket's communication log for future reference. End users can create Service Requests, check status of Service Requests via Instant Messenger (Sametime and Google Talk) without logging into TSRM through instant messenger bot capability.

Self-service features

A key factor in reducing calls to the service desk and improving customer satisfaction is to enable users to proactively address their own issues, both through the service desk and the service catalog. 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.

Flexible survey functionality

Built-in survey management capabilities allow IT support personnel to author and distribute customer surveys related to Service Desk and Service Catalog. Several modes (automatic, manual, mandatory, and anonymous) of distributing the survey are possible. Reports can then be generated based on survey results.

Computer telephony integration (CTI) and interactive voice response (IVR) integration

Tivoli Service Request Manager integrates with Cisco and Genesys CTI and IVR products to improve the productivity of service desk personnel. This functionality enables the routing of a service desk caller to the next available service desk agent and prepopulates the ticket template with user data, helping to reduce the time required to create a ticket.

Comprehensive tools integration

Tivoli Service Request Manager provides an out-of-the-box Integration Toolkit that supports integration with many IBM and non-IBM products. Several of the integration modules are available for free to download. This

toolkit can also be used by the customers to build integrations on their own. In addition, IBM Tivoli Integration Composer tools are available for loading discovered assets data from IBM and non-IBM products to TSRM database.

Managing service-level agreements

The ability to create and track service-level agreements can help your organization prioritize critical business functions according to response thresholds that you set. Capability exists to avoid SLA penalty for reasons beyond the control of IT staff by pausing SLA clock.

Integrating asset and enterprise management

Tivoli Service Request Manager works with asset management and asset discovery applications from IBM, including Tivoli Asset Management for IT, IBM Tivoli Asset Discovery for z/OS and IBM Tivoli Application Dependency Discovery Manager, Maximo Asset Management, as well as applications from other vendors. When an organization unifies IT asset and configuration management processes with Tivoli Service Request Manager, its service desk technicians can view asset details, procurement data, contract information (such as warranties on assets), dependencies across the network, servers and applications, configurations, and change history in order to drive more 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 service requests related to facilities and fleet, for example, from the same service desk, you can 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.

Architecture designed to support your business objectives

Tivoli Service Request Manager offers an advanced architecture that leverages key Internet concepts, standards and technologies including Java™ Platform Enterprise Edition (Java EE) and service-oriented architecture (SOA), for optimum compatibility with today's Internet infrastructure. The Web-based interface can easily be configured to map to your organization's processes, data models, end user and corporate user interfaces, and portal standards.

Conclusion

Tivoli Service Request Manager is part of a unified product suite for service management built from the ground up on a single, common platform. It works seamlessly with the rest of the IBM Service Management product suite to help you provide enhanced IT service management capabilities to your organization.

For more information

To learn more about how IBM 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/products/service-request-mgr



IBM Tivoli Service Request Manager at a glance

Tivoli Service Request Manager supports various combinations of the following:

- Microsoft Windows® 2003 & 2008 Standard, Enterprise and Datacenter editions (32 bit and 64 bit)
- IBM AIX® V5.3 and 6.1 (64 bit)
- Sun Solaris 10 SPARC
- HP-UX 11i V2 PA-RISC and 11i V3 Itanium
- SuSE Linux® Enterprise Server 9 and 10 (x86-32 & x86-64)
- SuSE Linux Enterprise Server 9 and 10 System z®
- Red Hat Enterprise Linux V4 & V5 (x86-32 & x86-64)
- Red Hat Enterprise Linux V4 & V5 System z
- Windows XP and Vista
- IBM WebSphere® Application Server ND 6.1
- Oracle WebLogic Server V9.2.2 on Solaris 10 OS using Oracle 10.2 db
- Oracle WebLogic Server V9.2.2 on Windows 2003 Server OS using DB2® 9.5 Database
- IBM DB2 Universal Database™ V 9.5
- Oracle V10g and 11g
- Microsoft SQL Server 2005 and 2008 Standard or Enterprise Edition
- Web browsers—Internet Explorer 6.x or 7.x and Firefox 3.0.x

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January 2010
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