



John M. Worthington, Principal

(201) 826-1374

jmw@MyServiceMonitor.com

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Leverage your investment in eG Innovations with ITSM On-Ramp™ Services

The road to best practice can be filled with promise --- and potholes. As an IT Service Manager, certification instructor and consultant I've witnessed both. I am also quite familiar with the eG Innovations Suite, (having been a customer) and as an eG Innovations partner.

The purpose of this paper is to provide some guidance on how the eG Suite can be an extremely useful tool on your journey to IT service management excellence, and describe MyServiceMonitor's ITSM On-Ramp™ Services for leveraging your investment in eG Innovations.

The White Paper, *Leveraging Cross-Silo Performance Base Lines to Accelerate ITIL ROI* September, 22 2003, also contains useful information on leveraging the eG Suite.

Configuration Items, IT Systems and Services

ITIL® best practice guidance identifies **Configuration Items** as “*any component that needs to be managed in order to deliver an IT Service*”. This typically means elements --- servers, routers, switches, applications, (IT Services could be identified as CIs, but for purposes of discussion let's assume we mean elements).

An **IT System** on the other hand, is “*a number of related things that work together to achieve an overall objective.*” This is typically the ‘computer system’, or the ‘data base system’. (A ‘System’ could also mean a management system such as a Quality Management System). Let's assume for now we mean an application and its underlying ecosystem (server, router, etc.).

An **IT Service** is “*one or more IT Systems that support a business process*”. This means that IT Service Management understands the dependencies between Configuration Items, IT Systems and IT Services. (See *Architecture and Patterns for Service Management, Resource Planning and Governance: Making Shoes for the Cobbler's Children*, by Charles T. Betz)

Many customers will set out to establish a Configuration Management Data Base (CMDB), to identify and maintain these relationships and dependencies. However, this may prove to be an expensive, risky and time-consuming endeavor.

IT Service Management is about Stakeholders & Services

Simply put, IT Service Management attempts to have IT manage the infrastructure from the perspective of the Customer. This implies:

- a) The Customer understands and can articulate their Business Processes (not always the case)
- b) IT already has a handle on Systems Management, and is not simply managing elements (Configuration Items)

So, moving too quickly to design and construction of a CMDB can significantly increase the risk that the design does not 'fit' what is truly required. Perhaps more importantly, the fact that a database of Configuration Items – and their relationships --- exists does not mean that the IT organization will be able to effectively leverage the information. In the words of one analyst;

“The chance for creating a monster in moving from a process-centric ideal to an architected reality – given the breadth of the CMDB vision - is all too real...”

*“without some form of **analytics**,.. the CMDB might become an inert mass of data with huge upkeep and little real value.”*

Denis Drogseth, VP Enterprise Management Associates
NetworkWorld, October, 2005

eG Innovations & Embedded Analytics

eG customers know (or should know) that regardless of the target infrastructure environment, the monitor can be tailored easily to establish new tests and measurements.

What's most impressive to me is that once you simply map the dependencies between components (elements, CI's, etc.) you're done. The correlation intelligence is embedded into the monitor --- no coding, rules or other programming is required.

This has very significant and immediate benefits that can enhance any IT service management implementation, regardless of where you are on your journey.

The most difficult aspect of the mapping from customers I've worked with is finding the people who understand the dependencies between IT System components – something that IT must do anyway if the journey to IT service management is to succeed. (see another Charlie Betz article, *Dependency Management: A Fundamental Challenge of IT Governance*, Architecture & Governance – Volume 2, Issue 1).

ITSM On-Ramp Services can maximize your investment in eG software and best practice.

The Service Definition/Re-Definition Cycle

If customers are to get (and stay) aligned to the business, then an ongoing process of defining and re-defining services from the customer's perspective is essential to success.

Regardless of whether you're moving from managing individual elements to IT Systems, or from IT Systems to IT Services, the business will continue to evolve. Your event management must be able to quickly evolve with it, and unless it can you will continue on a "one step forward, two steps back" path.

The eG Suite has proven to provide a unique ability to constantly evolve the monitored environment without taking two steps back and having to re-design the correlation engine as well.

Another interesting observation for some customers is eG's unique virtual monitoring architecture. By creating customized views of the infrastructure for various domains (read silos), an intelligent, virtual operation bridge is established. This has proven to significantly accelerate the paradigm shift to a services orientation for many large enterprises.

While the event management intelligence alone provides measurable ROI, this paradigm shift is essential for successful adoption of IT service management across a large enterprise and enables rapid increases in process maturity.

ITSM On-Ramp™ Services

These services include pre-packaged workshops that are designed for companies that are implementing IT Service Management and want to leverage in-house resources, but need periodic coaching and guidance.

ITSM On-Ramp™ Services provide a step-by-step approach to implementation of IT service management (ITSM) based on ITIL® guidance. Bundled together, the suite of services provides a critical 'on-ramp' to ITSM that won't break your back (or your budget).

Today's n-Tier infrastructures are posing significant management challenges, which are driving the adoption of best practice. Key to accelerating the move from a silo-ed management paradigm to a service orientation is in understanding the inter-relationships between silos that make up end-to-end business services.

MyServiceMonitor can quickly provide a performance base line across every layer of every component in targeted IT service infrastructures.

We use eG Innovations software (in a SaaS model for non-eG customers) to provide Cross Silo Performance Base Lines for Service Targets agreed by MyServiceMonitor and the Customer.

Through a series of workshops, Stakeholders and potential Service Targets are identified and the following base lining activities occur:

- Cross Silo Performance Base Line (Service Infrastructure Base Line)
- Business Process Mapping

As these activities commence, the cross-functional process improvement teams conduct process improvement activities based on the needs of each individual customer.

ITSM On-Ramp™ Services include:

- Training Services
- Stakeholder & Services Targeting Workshops
- Assessment Services
- Service Infrastructure Base Lines
- Implementation Services
- Audit Services

For more information, contact MyServiceMonitor, LLC at (201) 826-1374 or jmw@myservicemonitor.com

About the Author

John M. Worthington has a Manager's Certificate in IT Service Management, along with both Release & Control and Agree & Define Practitioner Certifications. He is SQMF (ISO20k) certified as well, and provides certification instruction, assessment services and consulting for IT service management.