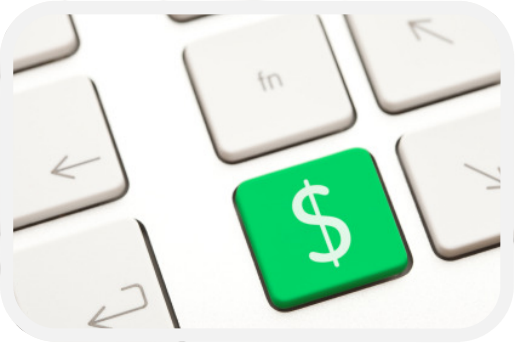

evergreen

IT that aims higher

ITSM Foundation Enables CMDB Success

This major financial services company had put into practice well-*designed ITIL processes in the areas of Incident and Change Management*. They were well positioned to take their processes and systems to the next level and were very interested in opportunities for improvement in Configuration, Change, Release and Asset Management.

They wanted to follow a logically ordered approach for their next phase of ITIL alignment – predicated on maximizing their business/strategic value and built on their previous progress. They also realized they were lacking key technology enablement to support the improved processes, realizing that this weakness put the adoption of new processes at risk.

Evergreen was engaged to build a logical, business value-based roadmap, re-engineer core processes and design and implement enabling technologies to ensure adoption.

Evergreen's Approach

Evergreen worked with the bank to understand their vision, challenges and opportunities and align these effectively with their business value/strategic goals. These included:

- Current and future process enablement
- Audit compliance
- Enhanced security
- IT alignment with the business

Evergreen developed and produced a strategic long-term roadmap that included the maturation of the Change, Release and IT Asset Management systems supported by class-leading technologies.

Evergreen made the following recommendations:

- *Stabilize the infrastructure* through a consolidated inventory of all priority one infrastructure asset classes and centralize them in an asset management portfolio.
- *Place all shrink-wrapped software under Asset and Configuration Management control,* using ITAM lifecycle control to establish the foundation for CMDB discovery and mapping.
- *Improve 'customer alignment' through an integrated Service Manager and Service Level Management system* that capitalizes on the integration of Configuration Management and Service Management and ultimately consolidates all assets under Configuration and Management control. This creates the foundation to design all new systems for improved Service Level Management.

Evergreen leveraged our ITIL business-aligned methodology to simplify and streamline the appropriate processes and ensure they aligned with the bank's goals for process enablement, compliance, security and business alignment. Evergreen then deployed HP technologies for Service Management, Change Management, Asset Management and Configuration Management to automate the improved processes and ensure their adoption.

Outcomes and Benefits

Current and future process enablement ability was established by integrating the new functionality in asset, change, configuration and release management with the bank's successful Incident and Change Management programs. This created an end-to-end technology enablement – fully supporting closed loop, full lifecycle processes.

Better audit compliance and security procedures were realized, many of them automated, as a result of a strong Change Management process with an integrated CMDB housing all configuration items and IT processes. Ability to easily validate audit trails and prove compliance at a system or service level significantly eased the bank's compliance burden. It also enhanced the bank's ability to assess potential impact of vulnerabilities on system's and applications and more rapidly triage and remediate security issues.

Better IT alignment with the business was achieved through stronger, better aligned and more accurate SLAs; a result of being able to design and deliver agreed-upon service levels as well as cost goals. This came as a result of knowing what CIs are installed, where they are located, how they are affected and the criticality of the application or service that they support.. In short, better decision making data dramatically accelerated the pace and accuracy of IT decision making.