

BMC Rapid Results Service for IT Service Management

Align your IT organization to best-practice processes and technology

KEY BENEFITS

- > Adopt predefined ITIL-compliant processes that are based on years of industry experience
- > Ensure that technology will support the processes without customization
- > Quickly align your IT organization to best practices with our standard approach
- > Reduce associated costs and risks by avoiding extensive process reengineering and technology customization
- > Streamline training with Web-based, role-based, task-based instructions

AVAILABLE SERVICES

BMC Rapid Results Services for IT Service Management are available for:

- > BMC Remedy Service Desk
- > BMC Remedy Change Management
- > BMC Remedy Asset Management

The BMC Remedy IT Service Management Suite automates, integrates, and optimizes IT Infrastructure Library® (ITIL®) best practices across your organization to improve the service IT provides to the business. BMC Consulting Services will help you get the suite up and running quickly and efficiently, giving you a solid foundation for continual service improvement.

BUSINESS CHALLENGE

The benefits of ITIL are indisputable. However, although the library provides guidelines for IT service management processes, it does not provide the processes themselves. Furthermore, often the processes themselves are not enough to ensure ITIL adoption across your organization. To reap the true benefits of ITIL, your employees need detailed work instructions to help them effectively follow the recommended processes.

So, how do you get started? Although you may be ready to embrace ITIL as a standard for IT service support excellence, it may seem like there is an overwhelming amount of work involved in translating ITIL guidelines into compliant processes; designing and implementing technology to automate and streamline those processes; and training your staff to ensure that the processes are followed.

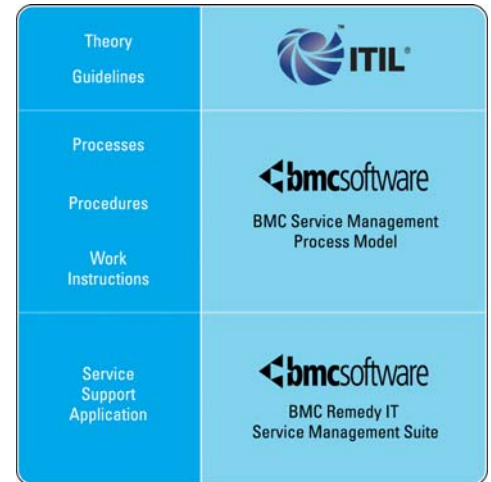
THE BMC SOLUTION

The good news is that much of this work has already been done for you. BMC Rapid Results Services for IT Service Management, coupled with the power of the BMC Service Management Process Model, give you a head start on your ITIL goals. You will benefit from predefined ITIL-compliant processes, procedures, and work instructions mapped to the individual fields and forms in your BMC Remedy IT Service Management applications.

BMC Consulting Services will help you to benefit from the BMC Service Management Process Model, which reflects our experience with more than 100 service management implementations in more than 30 countries — all in a user-friendly Web interface that not only specifies what is expected of your employees, but also explains how to do it.

BMC Consulting Services reduces the time and effort required to adopt the BMC Remedy IT Service Management Suite by leading you through a series of workshops designed to:

- > Identify and execute the activities required to map your people to the appropriate roles in the BMC Service Management Process Model
- > Map your IT organization's structure into the BMC Remedy IT Service Management applications



The BMC Service Management Process Model provides the link between ITIL and your BMC solutions.

KEY FEATURES

- > BMC Remedy Service Desk
 - o Assignment routing
 - o Up to three incident templates
 - o Up to three incident decision trees
 - o Up to two assignment scripts and two initiator scripts
- > BMC Remedy Change Management
 - o Assignment routing
 - o Up to three change templates
 - o Up to two task groups and five task templates
 - o Up to five questions to determine risk
 - o Up to two levels of approvers per approval phase with a single individual or group per level
- > BMC Remedy Asset Management
 - o Up to two levels of approvers for the CI requisition approval process
 - o Up to three configurations
 - o Up to five support, warranty, lease, or maintenance contracts
 - o Up to five cost centers
 - o Asset pricing and depreciation
 - o Supplier information
- > BMC Service Level Management
 - o Up to three SLAs or OLAs, each with a single service target
- > BMC Atrium CMDB
 - o Up to five business services
 - o Up to six predefined CI types

ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the mid-sized business. Founded in 1980, BMC has offices worldwide and fiscal 2007 revenues of \$1.58 billion. Activate your business with the power of IT. www.bmc.com.



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A STRUCTURED APPROACH

Each service uses the BMC Service Management Process Model to guide you through the six phases of the BMC Blueprint Methodology:

- > **Plan and Prepare**
 - o Assess your solution environment
 - o Identify project resources and activities
- > **Analyze**
 - o Review the processes in the BMC Service Management Process Model
 - o Conduct a role assignment workshop
 - o Identify configuration and data requirements
- > **Design**
 - o Model and collect foundation and CI data
- > **Build**
 - o Configure your solution
 - o Validate and populate foundation, application, and configuration item (CI) data
- > **Validate**
 - o Conduct user functional tests
- > **Deploy**
 - o Conduct role-based, end-user training on your BMC solution, addressing process and technology
 - o Install your solution in the production environment

By following this structured approach, you will implement ITIL-compliant processes and the supporting technology more quickly, and ensure that your staff is trained to take immediate advantage of process improvement and automation.

Unlock the full potential of BSM

BMC Consulting Services leads you on a proven path to lowering the cost, time, and risk associated with achieving measurable results with Business Service Management (BSM), the most effective approach for managing IT from the perspective of the business. With BMC Consulting Services, you will bridge the gap between BSM as a business strategy for IT and the technology and business processes that make it a reality.

ABOUT BMC SERVICES

BMC helps you achieve your desired business outcomes — on time and on budget. Based on our experience with thousands of customer implementations, BMC has created a repeatable, predictable model for BSM delivery that helps you derive maximum value from your BMC solutions.

- > **Speed your transition to BSM**

BMC Consulting Services works with you to develop your strategy, implement your BSM solutions, and manage your BSM environment.
- > **Train for Success**

BMC Educational Services gives you the skills you need to successfully implement BSM and ITIL processes and solutions.
- > **Maximize Ongoing Value**

BMC Customer Support provides an unmatched portfolio of structured offerings that can be matched to your specific business needs and internal support capabilities.
- > **Partner with the best**

The BMC partner community extends BMC's worldwide presence, offers specialization in distinct areas (such as strategy consulting), and contributes to the pool of resources available to your organization.

FOR MORE INFORMATION

For more information about BMC Rapid Results Services for IT Service Management, please contact your account manager or visit www.bmc.com/worldwide.

