



Discover the potential of IT Service Management

From help desk to analytics-driven performance management, Deloitte and BMC can help you transform IT to deliver more business value

Facing pressure to show how IT Services improve business results, many IT organizations are eager to transform their IT services, but often don't know how to get to IT Service Management (ITSM) maturity. The Deloitte-BMC alliance brings a holistic and business-focused approach to ITSM that offers practical steps to build the foundation of increased maturity.

Our alliance combines Deloitte's deep experience and insights in IT transformation and IT Service Management with leading technologies from BMC Software. Together, we can help you define your future state and create a roadmap to get there, including:

- Devising a targeted data strategy to ensure IT Service Management data can help drive business decisions
- Deploying commercial off the shelf BMC Software technology solutions with minimal customizations through appropriate and full use of the software suites' capabilities as well as deep process alignment
- Building mature processes based on Information Technology Infrastructure Library (ITIL) Principles
- Controlling and enforcing IT disciplines such as configuration change management
- Reducing costs and improving security and compliance by automating manual processes
- Improving IT Service Levels with actionable data based on analytics

In partnership with CIO Magazine, BMC Software presented Deloitte Consulting LLP with two global customer innovation awards for 2015 in the following areas:

- IT Service Innovation Award
- Grand Prize: Innovator of the Year Award

The BMC Engage Customer Innovation Awards recognize exceptional customers whose projects have had positive impact on their organizations and their companies.

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Our Approach

Transforming your IT operations requires starting with an accurate assessment of existing conditions and building a practical roadmap to your vision for the future. As a leader in IT transformation, we bring valuable insights about creating business-focused IT services and maturing your IT Service Management disciplines.

Our approach begins with an ITSM maturity assessment that identifies systemic gaps and deficiencies and results in a roadmap and future vision for ITSM maturity. The roadmap often includes adoption of ITIL principles for enhanced IT service delivery based on our ITSM capability framework. This framework maps the full scope of IT Service Management processes and defines leading practices for implementation. We also have a number of process design and data strategy accelerators that provide tested process workflows for rapidly standing up foundational ITIL processes.

Create business-focused services through IT Service Management

IT Service Management provides an opportunity to transform your IT resources into business-focused services that can not only improve IT efficiency but also better support your business needs. Using our deep technology experience combined with practical business strategy, our team can help you develop specific services so you can achieve your business goals and IT service level objectives.

We can help you utilize BMC Software technologies to associate incidents, problems, changes and configuration items using unified processes that can help you better understand how changes to your IT infrastructure affect your IT services. Our implementations leverage BMC's full line of tools to support maturation of ITIL processes, development of service catalogs, and establishment of configuration management solutions, along with automation across multiple BMC tools and your existing IT investments.

The value we bring as a system integrator is much greater than helping you deploy BMC Software tools. We can help you

prioritize and refine your IT Services so the right IT services are being delivered, the right configurations are in place for your IT service management solutions and the right architecture is in place to meet your business needs. Our practitioners also bring deep experience with ITIL principles as well as many years of helping organizations improve their IT management procedures and solutions.

Proactively manage your IT operations using analytics

A key objective in the ITIL principles is to be proactive in managing events and service impacts. Yet this goal is often elusive and many IT organizations are still caught off-guard when issues arise. With little insight into the true source of issues and prevalent use of manual processes it's very difficult to get ahead of problems.

Leveraging our services to evaluate your current state processes, procedures and BMC tool deployments will result in a roadmap to become much more proactive in managing the quality of your IT services. We can help you identify and resolve issues in near real-time by leveraging analytics capabilities in BMC Truesight Operations Management software. The technology offers visibility into IT operations and our practitioners can help you establish the right governance and process to leverage that visibility in identifying and resolving IT service issues before they impact user satisfaction.

Increase efficiency with IT Automation

The world of IT is becoming increasingly complex – more servers, more data, and ever increasing workloads. Taming this complexity and keeping IT budgets under control can be accomplished by automating manual processes for operating your data center or service desk. Deloitte can help you understand what is already working and what processes, techniques and guidelines can be enhanced through practical steps in automation, so that you can prioritize your data center automation efforts and pick the low hanging fruit to drive significant benefits from a small investment. Deloitte can also help you automate and integrate configuration and change management

processes in such a way that remediation is automatically initiated whenever a compliance deficiency is identified.

A common issue is reliance on multiple tools to manage the IT infrastructure. Consolidating your IT Service Management tools to a single integrated platform with BMC BladeLogic Suite can help you centralize management and establish repeatable processes throughout your organization. Our team of experienced ITSM and security professionals can help you:

- Create standardized configurations to achieve greater efficiency
- Develop processes for effectively managing and provisioning IT assets
- Implement closed loop compliance processes that include real-time feedback
- Build executive-level dashboards that offer visibility and control over key metrics
- Automate manual business processes such as onboarding new users or speeding up repetitive activities such as decommissioning devices and recovering licenses
- Increase your Server-to-Admin ratio by automating end to end deployment of servers and preconfigured applications

Improve service delivery with workload automation

Today's batch workload environments often employ manual processes and utilize multiple management tools that span multiple computing platforms. Implementing changes are a common cause of outages, incidents and audit or compliance risks.

To help improve service delivery, Deloitte can help you standardize your processes for application change based on ITIL principles and implemented automated workload scheduling with BMC Control-M Suite software. Our practitioners can help you utilize Control-M Suite to achieve a unified view of your enterprise workloads with comprehensive audit and compliance reporting. This not only helps you improve service delivery but also helps reduce administration costs due to automated processes.

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Enhance IT operations with your existing IT investments

At the heart of your IT operations is the ability to effectively manage change in your environment to avoid interruptions to the services you provide to the business. At every level within your support structure, quickly identifying issues and responding to incidents is equally as critical to operations management as being able to leverage service management data to proactively refine your operations in support of your business.

An essential part of any major technology implementation is a sound data model, which has a significant impact in achieving overall business results. However, increasingly organizations are concerned with rapid deployment and short term wins, while overlooking long term data strategy.

Organizations often find that the decisions made during deployment of solutions, such as BMC Remedy IT Service Management Suite, when combined with the lack of a foundation data backbone, result in implementations that do not produce the desired outputs or provide integrated ease of use. Our practitioners can help turn around struggling implementations with a strategic look at the configuration and data model of your BMC Remedy IT Service Management Suite with an eye towards increasing the effectiveness of operations and how they promote business objectives.

Deloitte ITSM service offerings

A key objective in the ITIL principles is to be proactive. Deloitte has one of the largest technology practices in the world with a network of practitioners in more than 30 countries.

Our ITSM services span the full lifecycle from strategy to implementation and operation. Some of our key ITSM service offerings include

- ITSM maturity assessment. Review current IT systems and processes to identify and prioritize opportunities for improving ITSM maturity, including developing a roadmap for getting to the target state.
- ITSM capability framework. Map the full scope of ITSM processes and align them with leading practices to define your IT service portfolio and architecture, identify operational strategy and sourcing, and create cost modeling with cost realignment for your ITSM service portfolio.
- Service design. Perform solution design, service catalogue construction, technology strategy, service modeling and service infrastructure design.
- Service transition. Perform solutions implementation, process adoption, training strategy and the determination of whether a planned service or application solution is operationally ready.
- Service operation. Provide short-term strategic staffing focused on roles such as process owners and service managers.
- Continual service improvement. Provide ongoing support services for ITIL assessment, service assessment, service reporting, service risk analysis, COBIT and ISO 20000 readiness.
- ITSM as a service model. Our ITSM “as a service” offering is for clients who are unable to invest resources for self-directed ITIL adoption.
- Secure compliance management as a service model. Our secure compliance management “as a service” offering is for clients who are unable to invest resources for self-directed compliance readiness and remediation.
- Data model strategy. Our data model strategy service performs a thorough analysis of your foundation data model to identify actionable recommendations so that you can make better decisions from your data.
- ITSM configuration refinement. Our ITSM Configuration refinement service analyzes your current deployments for small changes that can have the biggest impacts to operational effectiveness.

Learn more

To learn more about how Deloitte and BMC can help you realize the potential of IT Service Management, please contact one of the Deloitte team members listed below.

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