

## Business Service Management (BSM)

Mobility Assessment

**Alexander Sapp,**

Vice President, Operations, Aeroprise

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## OVERVIEW

Work and workers are now inherently mobile. Progressive companies already have mobilized critical business processes, and most other well-run organizations soon will do the same. When key information is available anywhere and anytime, better decisions are made, higher productivity is achieved, service levels are improved, and traditional boundaries separating geographies and cultures are blurred. BMC Software introduced Business Service Management (BSM) as “the most effective approach for managing IT from the perspective of the business.” The BSM Mobility Assessment helps you understand if a mobile IT service operation will have enough financial impact on your operations to justify the time and cost.

In these pages, you will gain an understanding of the methodology and process of conducting a BSM Mobility Assessment, followed by a sample report to show you the type of in-depth financial and productivity information you will receive. For qualifying companies, we assign a team to help you assess your need for mobility, define your ideal solution, and quantify the estimated cost savings you will generate.

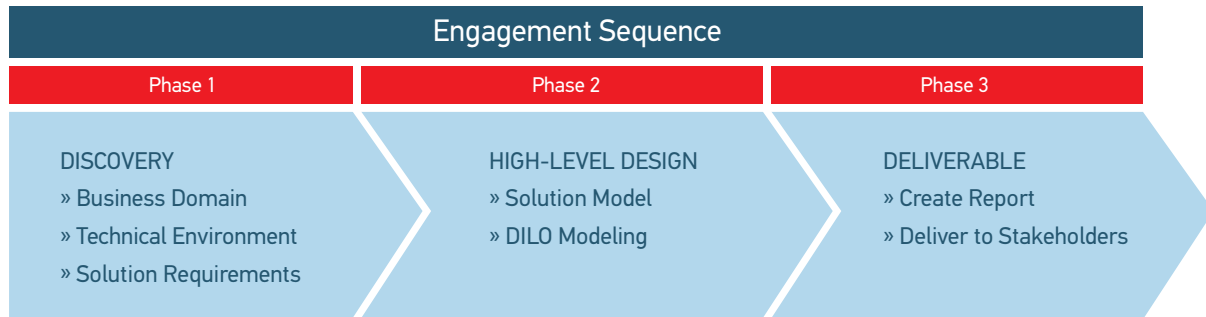
We leverage years of experience and best practices from hundreds of successful projects to analyze your unique environment. At the conclusion of the assessment, our experts compile the research and recommendations into a comprehensive report for you to keep. Sometimes, we recommend you engage us. Other times, we don't. Either way, the BSM Mobility Assessment is a free, no-risk, no-pressure tool for you to understand the financial impact of a mobile BMC Remedy IT Service Management solution.

Customers who complete the assessment before deploying Aeroprise Mobility for BMC Remedy — the world's most-deployed IT service management mobility solution — experience significantly higher satisfaction and user-adoption rates. Each engagement is developed around an analysis of the mobile users' business behaviors.

Key activities include:

- » Building an understanding of the business drivers and project objectives
- » Building an understanding of the technology environment to uncover ways to leverage server and security configurations to maximize performance
- » Defining key requirements
- » Building an understanding of current business processes
- » Architecting the solution at a high level
- » Creating a comprehensive report outlining recommended initial and subsequent phases of the mobile solution. This report includes:
  - An overview of the business problem
  - A description of the technology environment, emphasizing how the mobility solution will be configured
  - A description of critical success factors in the organization's environment
  - A discussion of the business requirements for the assessment
  - Issues encountered during the engagement, and proposed resolutions to be addressed in the actual mobility deployment
  - A discussion of recommendations for improvements (process, performance, maintenance and more) encompassing knowledge of industry best practices
- » Presentation of the solution to stakeholders, including:
  - Technology walkthrough
  - Summary of key recommendations

## ENGAGEMENT SEQUENCE



### PHASE 1 – DISCOVERY

- » Stakeholders review to determine business goals/objectives and issues/risks/pain points
- » Review existing documentation on process and technology
- » View a demonstration of existing solutions
- » Interview stakeholders to clarify or further determine issues and key requirements
- » Review logical and physical deployment architecture and infrastructure
- » Define deliverables and success criteria

### PHASE 2 – HIGH-LEVEL DESIGN

- » Design of components required to satisfy requirements
- » “Day in the life of” (DILO) the solution model approach to assure end-to-end understanding
- » Documentation of design and implementation issues
- » Integration plan for all technology components
- » Begin report production

### PHASE 3 – DELIVERABLE

- » Production of final report
- » Presentation of solution with an understanding of key business issues addressed
- » Discussion of open issues and risks
- » Construction of next steps to transition from assessment, to full implementation of solution to business problem

## **EXECUTIVE SUMMARY**

The following BSM Mobility Assessment and subsequent Cost-Value Justification (CVJ) reports are based on real-life data attained evaluating the IT support functions of a Fortune 500 corporation. (We will henceforth refer to the company as ACME.) The mobility assessment documents how IT support technicians currently capture and use information about ACME's IT infrastructure and provides recommendations on how to mobilize ACME's IT support operations.

## **BACKGROUND**

ACME is committed to improving the way support technicians respond and resolve IT issues. One of the technologies available to help support technicians in this effort is the Aeroprise Mobility for BMC Remedy solution. Aeroprise's software is designed to mobilize BMC Remedy applications, allowing support technicians to view, update, save, search and create incident, asset and change records on mobile devices. At the same time, managers and executives can monitor service level performance, track business-critical system availability and approve change requests anywhere, anytime. At ACME, these functionalities are intended to be utilized on BlackBerry devices but can be deployed on most other smartphones.

## **BSM MOBILITY ASSESSMENT OVERVIEW**

The BSM Mobility Assessment is designed to review the three key areas related to technology implementations: People, Process and Technology. With any introduction of technology, it is important to assess whether the affected processes are valid or if they require modifications before the technology is implemented. The people element is an understanding that in addition to the technology investment, the company also needs to invest in training and educating the end users. With the technology itself, there is always a need to make sure that it is neither implemented with too much complexity, nor too little functionality.

The interviewer attempts to connect with management and end users alike. This approach balances strategic and tactical needs and allows the interviewer to gather information close to the action. The result of the interviews is located in this document under the heading Interview Feedback.

# BSM MOBILITY ASSESSMENT FINDINGS

## MOBILIZATION GOALS

Some of the desired objectives are:

- » Eliminate the need for support technicians to return to their desks to pick up the next assignment.
- » Enable support technicians to view, update, reassign, close, search and create BMC Remedy Service Desk records in the field.
- » Allow support technicians to prioritize their workload based on real-time incident information.
- » Allow support technicians to view and update Asset Management information from the field.
- » Empower support technicians to escalate critical tickets easily.
- » Allow support technicians to create new tickets for so-called “drive-by” service requests in the field.
- » Mobilize the Change Management process to reduce response time for emergency change requests.

## CURRENT IT DESKTOP SUPPORT PROCESS MODEL

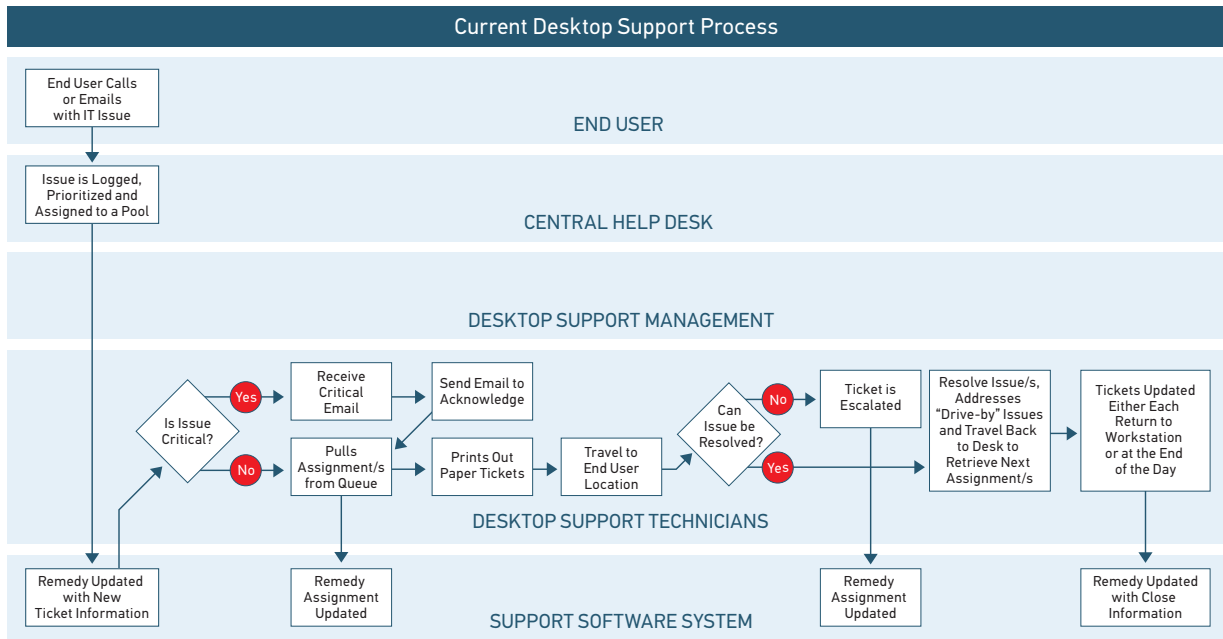


Figure 1

The process outlined in Figure 1 represents how support technicians interact with the BMC Remedy system to gain information on IT service management-related issues and how that information currently is captured and utilized. Some of the inadequacies in this model stems from the limited location-based access that support technicians have to critical IT service management information. The limited location-based access is largely due to the fact that BMC Remedy is a client-server application with no inherent mobilization capability.

Support technicians, thus, have to return to their desks each time they need to input or extract information from the system. This makes for an inefficient process model, which also degrades the ability to have real-time information access. Once the support technicians leave the desk, they do not go completely “dark” in terms of gaining information about the next critical issue. ACME currently makes use of email paging to distribute basic ticket information, but this information is severely limited in its usefulness and relevance.

## FUTURE IT DESKTOP SUPPORT PROCESS MODEL

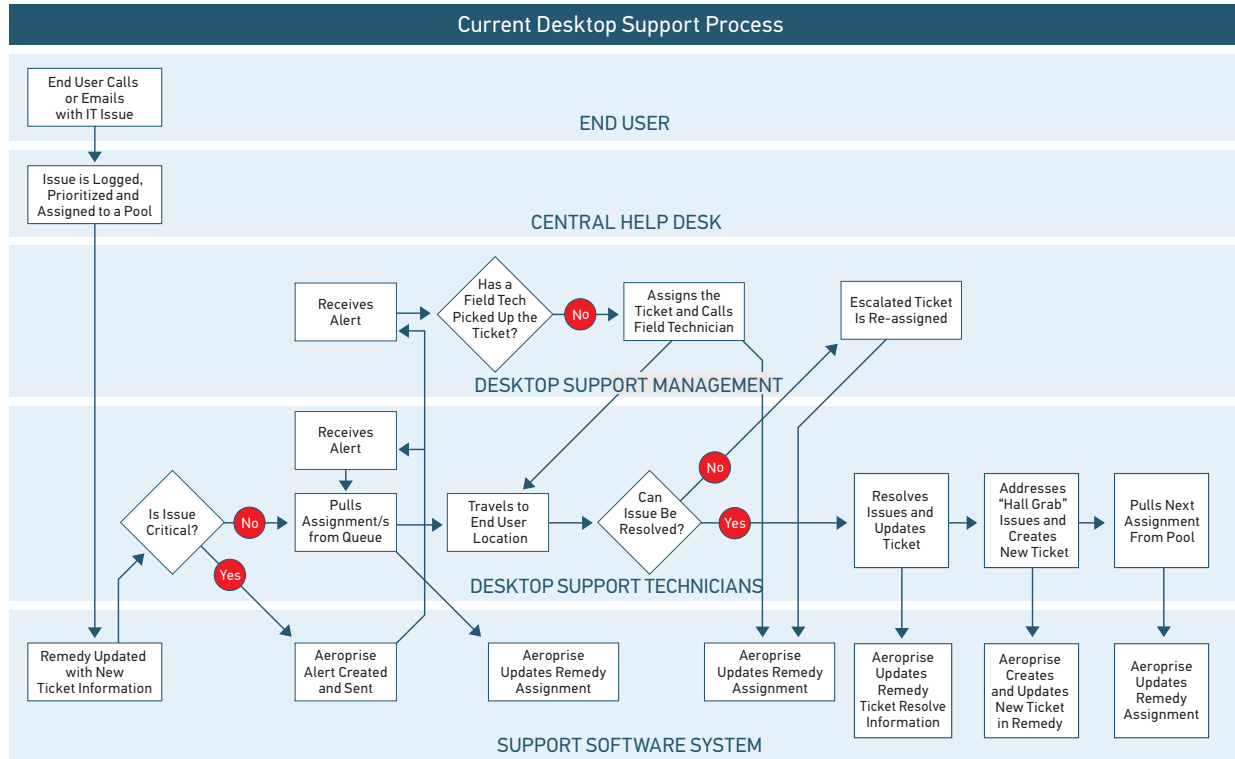


Figure 2

In Figure 2, the process model shows several BMC Remedy information touch points that Aeroprise can mobilize. One of the major benefits of this process model is that support technicians no longer need to return to their desks to view assignments and update tickets. Also, the high number of touch points with the BMC Remedy system helps to ensure that information is instantly updated.

### INTERVIEW FEEDBACK

After conducting interviews with the ACME Corporation IT desktop-support management team, the following information was captured.

- » Too much time is being wasted when support technicians have to go back and forth between their desks and the point of service delivery in the field.
- » For the IT support team, it is critical to have the ability to capture data in the field. It is hard to get completely accurate information captured in BMC Remedy when too much time elapses between completing a task and entering the relevant information into the BMC Remedy system.
- » Technicians usually print tickets and take the paper copies into the field. This process gives the technicians some initial information about the issue to be resolved, but it does not allow the technician to actively update any information.
- » Any technology implemented should have the flexibility to support multiple applications in BMC Remedy. One example would be the ability to support BMC Remedy Configuration/Change Management for the NT administration group. The ability to get prompt responses to emergency change requests for production server outages would be a large leap forward in the effort to return servers to production.
- » Technicians could benefit from the ability to view and track asset information from the field. Currently asset information is entered into a mobile tool, but there is no way to update the information from the field, the device needs to be synchronized at a desktop.
- » It would be useful if technicians had the ability to drill down into tickets and do some searching of past incidents.
- » The ability to capture "drive-by" issues would be ideal. These issues make up anywhere from 10% to 50% of an average technician's daily workload.
- » The ability for management and senior technicians to easily monitor the assignment queues when away from the desk can help to keep issues from being missed, leading to better end user satisfaction.

## RECOMMENDATIONS

### PROCESS

With the availability of a mobile technology solution, there is an opportunity to redesign some of the processes currently utilized in ACME's IT support operation. The highest value process update is the opportunity to modify the workflow that currently requires a support technician to return to a desk to manage support issues. A possible modification to the current process has been modeled in Figure 2. The new processes need to make it easier for a support technician to spend as much time in the field as necessary. The mobile ITSM solution will support an abundance of the process changes in this area, including the ability to update and escalate tickets, update asset information, and the ability to search ticket information.

### TECHNOLOGY

#### INTEGRATION

ACME is utilizing BMC Remedy IT Service Management with custom BMC Remedy Service Desk forms. Some of the customizations include, but are not limited to:

- 1) The CTI fields of Category and Type are required, but not Item.
- 2) Enter first and last name with auto-complete or drop-down menus.
- 3) There are active links in place to validate the CTIs as well as group and individual names.
- 4) The individual drop-down menu is dependent of the Group drop-down menu selection.

Currently, these customizations are supported by Aeroprise as standard out-of-the-box functionalities.

#### CONFIGURATION

The initial recommendation for implementing a mobile solution is to first deploy BMC Remedy Service Desk and Asset Management applications for the support technicians, followed by BMC Remedy Change Management for the NT administration group. Within the Service Desk functionality, the initial focus should cover basic ticket update, reassign, alert, search and create ticket capability. Additional features can be implemented in later phases. Some of these features could include the ability to enable dashboard reporting for IT managers. The Aeroprise suite of tools can be implemented in such a way that the above mentioned functions can be accessed out-of-the-box.

From a technology perspective, implementing an Aeroprise solution would require a few main tasks, which in most cases are completed within a week.

- » Install Aeroprise Mobility for BMC Remedy
- » Configure the application
- » Test the application
- » Train the administrator
- » Train the end users

#### HANDHELD DEVICES

There are two technology options for implementation on handheld devices. The first option is through a browser on a variety of mobile platforms. The second is the use of a Smart Client, which allows offline access to record information. In the ACME environment, Aeroprise would recommend the use of a Smart Client. The need to get information in different buildings where signal strength may be problematic speaks to the capability of a Smart Client, which can download and work with records both in and out of coverage. Also a Smart Client can improve the performance when managing multiple tickets and escalations.

## PEOPLE

The best recommendation that can be made in this area is to conduct a structured training program for all the support technicians, managers and Aeroprise administrators.

The administrator-level training would focus on the configuration and management of the server application. Some of the functionality that would address the feedback listed above are:

- » Creating an application, which includes selecting the correct data items to make available on the handheld devices. This also involves modifying the settings to make only necessary items searchable and required and designating where in the application that data will be available.
- » Creating and updating users including setting permissions and roles
- » Creating and updating Record Rules, which help to filter information
- » Modifying server settings to optimize performance
- » Sending broadcast messages in emergency situations
- » Sorting data items on the handheld to provide a logical flow of information

The support technicians and managers' training focus on the configuration and use of the handheld device. Some of the functionality that would be addressed include:

- » Setting ease-of-use preferences on the device
- » Creating and modifying filters for information
- » Creating tickets
- » Taking ownership of an assignment
- » Updating ticket information
- » Closing a ticket
- » Searching tickets based on simple criteria or multiple criteria
- » Re-assigning tickets

## SUMMARY—MOVING FORWARD

Some of the benefits of mobilization in the ACME IT support environment would be:

- » Reduction of labor cost
- » Elimination of information loss caused by lagging data entry
- » Real-time access to critical information
- » Faster response to IT support issues
- » Faster response to emergency Change Management requests

All of these benefits can have lasting impact that is recognizable in real dollar savings to ACME.

If the decision is made to engage Aeroprise as a mobilization partner, ACME can quickly achieve the goals listed in this assessment. Most customers that engage Aeroprise are fully operational within one week and achieve measurable results within the first 30 days.

## COST-VALUE JUSTIFICATION

The Cost-Value Justification model takes into account all operational and financial benefits of the Aeroprise mobility solution to illustrate the value it brings to an organization. This report evaluates the business impact achieved by ACME Corporation when implementing Aeroprise to extend BMC Remedy applications to handheld devices.

The study concludes that payback was accomplished in as little as 11 months for 75 users, and that significant operational and financial improvements occur in the following categories:

### OPERATIONAL VALUE

Category	Description	Benefits
<b>Metrics</b>	Accurately capture and record work in real time	Provide team with tools to enforce existing business processes
	Remotely access real-time, health of business information	Extend existing investment in BMC Remedy IT Service Management
		Make business decisions based on accurate service metrics
		Improve service quality
		Allocate appropriate resources based on accurate assessment of capacity
		Provide real-time health of business visibility to management
<b>Communications</b>	Disseminate relevant, context-sensitive information to the right team members	Improve first-touch resolution rate by having access to required information on site
	Provide actionable applications to improve problem solving	Prioritize alerts based on context: workload, location, skills required, time of day, work schedule
		Reduce downtime for business
		Improve customer satisfaction
		Filter information to eliminate "false positive" alerts
		Facilitate collaboration and knowledge-sharing to reduce resolution time
<b>Resources</b>	Guarantee the right resource is working on the right problem at the right time	Allocate work based on resource availability to improve response time
	Accomplish more with existing resources or address current workload with fewer resources	Solve more problems per tech per site visit
		Eliminate backlog by doing more preventive maintenance while on site
		Reduce travel time by reducing round trips by increasing productivity per visit

### FINANCIAL VALUE

#### AT A GLANCE

Category	Calculated Results
Avg. Net Value per Year	\$192,164.64
Avg. Cost per Year	\$43,333.33
2-Year ROI	204%
5-Year ROI	421%
Payback Period	11 Months

**FIVE-YEAR ROI CALCULATION**

	Pre-Start	Year 1	Year 2	Year 3	Year 4	Year 5
Benefit	\$0	\$219,165	\$219,165	\$219,165	\$219,165	\$219,165
Cost	\$125,000	\$75,000	\$15,000	\$15,000	\$15,000	\$15,000
Net Value	(\$125,000)	\$144,165	\$204,165	\$204,165	\$204,165	\$204,165
<b>Cumulative</b>						
Cumulative Benefit		\$219,165	\$438,329	\$657,494	\$876,659	\$1,095,823
Cumulative Cost		\$200,000	\$215,000	\$230,000	\$245,000	\$260,000
ROI		110%	204%	286%	358%	421%

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## ABOUT AEROPRISE

The world's most-deployed mobility solution for BMC Remedy applications, Aeroprise helps Fortune 500 companies and major public institutions extend IT service management functionality to mobile devices, such as BlackBerry, Windows Mobile and Web-enabled smartphones. The first and only out-of-the-box solution for mobilizing incident, asset and change management, Aeroprise deploys in less than a week, automatically inherits and updates IT Infrastructure Library® (ITIL®) workflow on handheld devices, and lets users personalize their mobile experience. With a more productive IT staff and a 360-degree view of IT services, Aeroprise customers enjoy lower support costs, reduced asset downtime and improved customer satisfaction. Headquartered in Mountain View, California, with operations in Bangalore, India, Aeroprise is a privately held company. [www.aeroprise.com](http://www.aeroprise.com).

## ABOUT THE AUTHOR

Alex Sapp, vice president, Operations, Aeroprise is an accomplished software technology executive with extensive experience and expertise in IT service management and mobility. He is responsible for building and managing Aeroprise's world-class professional services, customer support and training organization.

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