

IT Service Management Optimization Service

Get on the fast track to IT service excellence



Highlights

- Leverage Sun IT process methodologies based on industry-standard ITIL framework
- Reduce risk and speed deployment of IT processes
- Drive industry standards throughout your organization
- Improve SLA performance through the use of proven methodologies



Empower your organization through the adoption of ITIL-based service management

As the most widely accepted approach to IT service management in the world, the IT Infrastructure Library (ITIL) provides a cohesive framework of best practices, drawn from the public and private sectors internationally. Whether you're concerned about IT management issues such as change management, incident management, or service desk, implementing ITIL processes is key to improving the efficiency and value of IT services. And with service quality, security, and compliance becoming increasingly important business drivers, the need for IT management frameworks has become an urgent priority.

Overcome implementation challenges

While the process of creating and implementing ITIL processes from scratch can be time consuming and complex, Sun can help you overcome the typical obstacles, such as time, cost, and loss of productivity. With the IT Service Management Optimization (ITSMO) Service, you can leverage Sun's experience and proven methodologies to help to deploy ITIL processes quickly and effectively. The result? You can improve system reliability and operational efficiency without putting a strain on your existing staff.

Get there quickly with Sun's ITSMO Service

The ITSMO Service builds on the established ITIL framework to deliver a rapid, easy-to-use solution tailored to your datacenter. Sun has captured the accumulated knowledge and experience of our IT service management experts in a customized knowledge base to provide specific, action-oriented processes. These processes can then form the basis of organizational change and training, service management tools customization, and ongoing improvement — while also supporting your day-to-day operations.

Flexible service modules

Sun takes a flexible approach to helping you achieve service excellence by allowing you to focus on areas that are critical to your datacenter and choose the specific IT processes

you need. And because the ITSMO Service is modular, you can build on your service by adding additional processes at a later date as your IT organization matures. IT process modules are based on ITIL standards and include process guidance and key process diagrams, along with your own core documentation.

Get ready for IT service management excellence

Before starting the ITSMO Service, you may benefit from a greater understanding of your IT service management operations in terms of IT processes and business procedures. To help you make key decisions on the future direction and priorities of the ITSMO Service, Sun offers a Service Design Workshop. Sun experts lead the workshop, which consists of a series of one-day sessions, each dedicated to a single IT process.

The workshop sessions can help you develop a road map for your IT service management goals, including the specific steps required to get you there. In an interactive format, Sun experts work with you to understand IT process goals and objectives, review existing IT processes, and discuss recommended Sun IT processes. We identify gaps and changes in your required processes and gather specific data for SunSM i-Runbook Service implementation, such as key process diagrams and content variables, so that it is specific to your organization.

Where deeper changes are required to further leverage ITIL within your organization, such as the need for process automation tools or detailed process customization, our consultants assist by providing a recommendations report that can be used as a basis for planning.

ITSMO Service

The ITSMO Service provides you with the rapid realization of high-quality IT service management by documenting industry-recognized ITIL processes. The core of the service is the Sun i-Runbook Service, Management Services Edition.

Sun i-Runbook Service, Management Services Edition

The Sun i-Runbook Service creates a knowledge power-base for your organization, allowing your entire IT team to find the vital information they need to manage the datacenter using the latest Sun preferred practice advice from a central source — accessed within seconds via a simple web interface.

The knowledge base helps enable your operations personnel, system administrators, and IT managers to better understand and manage your IT processes, hardware, and software. This can help lead to a reduction in errors, faster problem resolution, widespread adoption of preferred practices, and improved service delivery among your team. Created by Sun field experts, the easy-to-use Sun i-Runbook Service elevates the traditional runbook 'manual' concept to the next level by delivering relevant, task-oriented, and customizable IT process and technical information.

As part of the ITSMO Service, Sun experts work with you to gather a list of the technical and IT process modules to be included in the Sun i-Runbook Service. Sun then installs the Sun i-Runbook Service, Management Services Edition into your datacenter, which includes a library of key IT process modules. These modules help enable IT staff to follow industry standard processes, driving consistency and operational improvement throughout your organization. IT process modules include key process diagrams and individual process steps.

Our experience is your advantage

With deep technology expertise, proven best practices and methodologies, and global experience, Sun experts can help you reduce the time, cost, and risk of implementing ITIL processes. Our experienced professionals are well prepared to address key service management issues such as change management, incident management, and service desk. And when it's time for the project hand-off, Sun professionals transfer the required knowledge to your team for ongoing optimization.

The value of IT service management

The ITSMO Service can get you on the fast track to IT service excellence. What does that mean for your business? Implementing ITIL processes have been shown to provide a wide range of benefits, including:

- Improve IT staff performance and productivity
- Enhance your ability to meet Service Level Agreements (SLAs)
- Reduce human error in mission-critical environments
- Capture of in-house intellectual capital
- Reduce management IT staff turnover and skills shortages
- Improve communications between IT and its customers
- Achieve higher system availability

Take the next step

To learn more about the benefits of Sun's ITSMO Service, call your Sun sales representative or Sun authorized reseller or visit:
sun.com/service/itsmo/

"With Sun's implementation of ITIL best practices, the Marui Group can now cultivate a corporate culture in which finding and implementing process improvements becomes an integral and continuous part of the job."

— Yasuo Harada
Section Chief
System Program, System Center Division

Why Sun Services?

Growing your business while meeting today's realities — cutting costs, simplifying IT architectures, and speeding time to market while ensuring systems security — means you must optimize your network computing environment. That's where Sun and our partners come in. We have the know-how to help you maximize your investment in network computing technology. We share our knowledge and work with you to solve business problems using technology. We deliver flexible business models so you can choose the optimal solution to meet your needs. And we'll manage as much — or as little of your IT infrastructure as you want us to. The bottom line is that Sun provides you with choice, value, and control.

