

## BMC Alignability for Service Desk Express

Accelerate implementation of BMC Service Desk Express Suite through field-proven IT service management processes

### KEY BENEFITS

- > Reduce the time needed to implement BMC Service Desk Express Suite by more than 50 percent
- > Improve adherence to best-practice frameworks, such as ITIL
- > Lower training costs
- > Ensure superior quality of service by continuously optimizing processes

**BMC Alignability for Service Desk Express provides field-proven IT service management processes for the BMC Service Desk Express Suite. Based on a combination of IT Infrastructure Library (ITIL®) best practices and the principle of continuous improvement, these processes accelerate the implementation of BMC Service Desk Express Suite, while also reducing the associated risks.**

IT departments of midsized companies continuously face pressure to improve the quality of service provided to end users. Their limited IT staff end up spending the majority of their time on day-to-day operations, leaving them with little or no time to review and improve the quality of service provided.

One of the increasingly popular approaches for improving quality of service is adoption of best-practice frameworks, such as ITIL and supporting tools. While ITIL provides useful theoretical guidelines, however, it does not define processes.

BMC Alignability for Service Desk Express addresses the above challenges. It provides field-proven, ITIL-based processes, along with a preconfigured database for BMC Service Desk Express Suite, allowing IT to improve the quality of service provided, while also reducing the usual risks.

### ITIL-BASED PROCESSES

Many organizations have turned to ITIL for guidance to help them deliver and support their services. Most organizations have found that, although ITIL provides useful theoretical guidelines, it does not define the processes for them. They still have to struggle through the process definition themselves.

BMC Alignability for Service Desk Express provides practical, detailed, and specific instructions on how service providers deliver and support their services. By ensuring that these processes are supported by BMC Service Desk Express Suite, it bridges the gap between ITIL theory and a supporting service management application.



Bridging the gap between ITIL and BMC Service Desk Express Suite

"Using the BMC Alignability for Service Desk Express solution, DANONE was able to deploy BMC Service Desk Express Suite in only six months to six countries. Without it, we would have spent up to one year developing the IT service support concept and a further eight months rolling it out.

The bottom line is DANONE reduced the deployment time from 18 months to six months - a 66 percent time saving - and, at the same time, mitigated against risk."

Michael Kollig  
IS Director  
North, Central and Eastern Europe  
DANONE

### TRULY FIELD PROVEN

The processes described within BMC Alignability for Service Desk Express were originally documented in 1998 and then condensed into a concise and manageable standard in 1999. Over the years, the processes have been rewritten numerous times. Every implementation of the processes has yielded ideas for their improvement. Today, organizations looking for truly field-proven service management processes can benefit from this continuous effort of improvement.

### TWO MODULES

BMC Alignability for Service Desk Express is split into two modules: the Service Support module and the Service Delivery module. The Service Support module provides the basis for a solid service management implementation. This module consists of the following six processes:

- > Configuration Management
- > Event Management
- > Incident Management
- > Problem Management
- > Change Management
- > Release Management

"It took us only six weeks to deploy BMC Service Desk Express using the BMC Alignability for Service Desk Express solution. We estimate that it would have taken several years if we had taken the time to define all the processes ourselves..."

With BMC Alignability for Service Desk Express, we have ten years of best-practice processes and experience ready to go out of the box!"

Martijn P. Hazelzet  
Senior Policy Advisor  
ICTU

**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 midsized 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](http://www.bmc.com).

The Service Delivery module includes the more advanced processes. This module is made up of:

- > Service Level Management
- > Availability Management
- > Capacity Management
- > Continuity Management
- > Financial Management

**IMPLEMENTATION**

BMC Alignability for Service Desk Express is normally used to reduce the time it takes to implement service management processes. A typical service provider organization that employs between 20 and 80 people (e.g. the IT department of a midsized organization) can use the six processes of the Service Support module to establish a solid service management foundation in just 30 days.

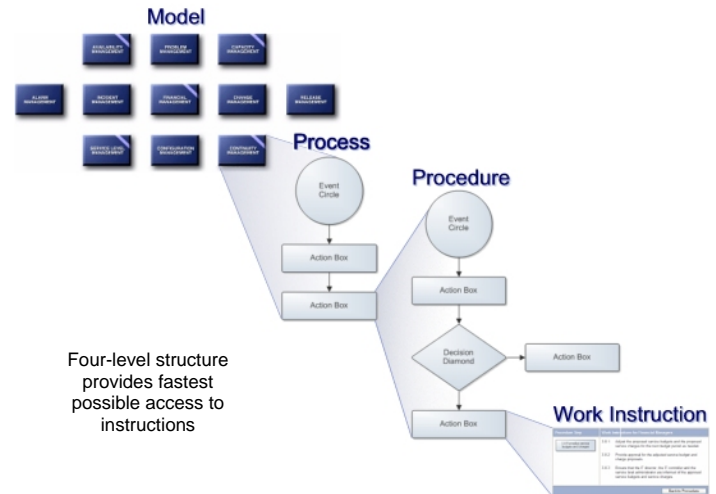
Phase	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
I	Preparation					
II	Software Installation - Server					
III					Database Population	
IV					Awareness	
V	Training					
VI	Go Live					

30-Day Implementation Plan for BMC Alignability for Service Desk Express

After 30 days, the organization will be using field-proven processes supported by a fully configured service management application. Because the service provider does not need to re-invent the service management wheel, the majority of the 30 days is spent on training its employees and long-term contractors, and on populating the application's database with customer contact details and configuration item information.

**STRUCTURE**

The four-layer structure of BMC Alignability for Service Desk Express provides the fastest possible access to detailed instructions that help your staff perform their roles within the different processes. The detailed instructions are always a maximum of just three clicks away from the model itself.



This also makes the delivery of training in the different processes a lot easier. It ensures that your users, who might not take the time to read through bulky process

documentation, will consult the model when they need to look up specific instructions. What's more, because the instructions include detailed usage guidelines for BMC Service Desk Express Suite, the time required for training is reduced from an average of two full days per person (depending on the number of roles that have been assigned to each person) to just one.

**ABOUT BMC SERVICE DESK EXPRESS SUITE**

BMC Service Desk Express Suite, developed by the market leader in IT service management specifically for the demands of the midsized business, has been helping IT organizations gain control of IT processes through automation, integration, and ITIL best practices. BMC Service Desk Express Suite is an easy-to-use and easy-to-implement solution that has demonstrated product leadership with innovative features and functionality that focus on delivering business value to customers. Only BMC Service Desk Express Suite provides out-of-the-box capabilities that easily integrate into your IT infrastructure.



To learn more about how BMC can help activate your business, visit [www.bmc.com](http://www.bmc.com) or call (800) 841-2031.

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