

TRM Services for ITSM and ITAM

EDUCATE ❖ ASSESS ❖ VALIDATE ❖ DOCUMENT ❖ ADVISE

IT Service Management (ITSM) and IT Asset Management (ITAM)

IT Service Management is IT thinking about the delivery of IT to the business, while IT Asset Management is managing the actual IT assets – hardware, software, and related information. Technology and best practices (ITIL frameworks) are now enabling IT assets to be managed in a service management model.

Applying best practices and leading software technology to the management of physical assets – all physical assets, including IT, drives down the costs of ownership, increases return on investment and supports license agreement compliance.

Combining Total Resource Management's (TRM) asset management expertise, extensive understanding of the base architecture of Maximo and using the ITIL framework, we can help your organization implement Tivoli® Asset Management for IT (TAMIT) and Tivoli® Service Request Manager (TSRM)

Tivoli® Asset Management for IT

As a one-stop solution, managing IT assets with Tivoli Asset Management for IT will:

- ❖ Help control the costs of IT assets (hardware, software and related information) throughout their entire lifecycle
- ❖ Enable underutilized assets to be redeployed
- ❖ Avoid over purchasing
- ❖ Support better decision-making (budgeting, procurement and maintenance) with relevant and

consolidated data about contracts, leases, licenses, warranties and more

- ❖ Mitigate compliance violation risks in terms of license agreements and regulatory requirements.

Tivoli® Service Request Manager (TSRM)

Tivoli Service Request Manager – enables better IT service delivery by allowing you to:

- ❖ Manage both call-based and catalog-based requests with integrated service desk software and service catalog
- ❖ Implement best practices for incident and problem processing
- ❖ Request IT services through published service offerings
- ❖ Use proven workflows for faster time to value

Gartner Group research indicates that proper IT management can result in 30% or more in overall operational costs savings.

How We Can Help

TRM services will ensure smooth TAMIT and TSRM deployments with:

- ❖ Business case and requirements analyses
- ❖ System planning and design
- ❖ System tailoring
- ❖ Customization, and configuration
- ❖ System installation
- ❖ Deployment and upgrade
- ❖ Legacy system interfaces
- ❖ Data migration
- ❖ User training
- ❖ System sustainment

TRM is currently supporting IBM in implementing Maximo 7.1 and Tivoli Asset Management for IT for one of the nation's largest financial institutions.

Why TRM

TRM helps our clients establish ITAM and ITSM standards, such as:

- ❖ Standard processes and IT asset/maintenance strategies consistent with overall business goals
- ❖ IT asset management guidelines that will define how the asset data will be named, numbered, etc.
- ❖ Standard value lists
- ❖ Location and asset hierarchies approach and guidelines to support the business objectives, needed KPIs, reports requirements and cost roll ups
- ❖ Tools and reports that will provide feedback to the users and management

We practice what we preach. TRM has deployed internally TSRM to track and report on Corporate IT workload. We also use TAMIT to track all IT related assets (new, transfers, inventory, and disposal). This project was developed with various phases involving the development of the system

Enterprise Implementation of Maximo 7.1 for IT Assets – TRM's Experience

Supporting IBM's client implementation, TRM is currently providing application design and development consulting for one of the first, enterprise-wide implementations of Maximo 7.1 for one of the largest financial institutions in the U.S. We are supporting these work streams:

- ❖ Global
 - ❖ Establishing and implementing development standards, System Administration and Security Policies.
 - ❖ Addressing technical issues on LDAP, overall environment stability, identification and resolution of product defect issues.
- ❖ Service Request
- ❖ Incident & Problem Management

Being involved in one of the first, enterprise-scale Maximo 7.1 projects enables us to incorporate best practices in design, development, and configuration.

design, installation of TSRM and TAMIT, installation of related product enablers, installation of add-on modules (Maximo Discovery and Maximo Integration Composer), requirements analysis, configuration and QA, training, pilot, and optimization.

TRM Consultants are Maximo 5, 6, and 7 certified, PMP, and ITIL certified.

About TRM

Total Resource Management (TRM) is focused on improving the asset and operational performance of organizations through the effective use of information technologies. TRM is an IBM Premier Business Partner with over fifteen years; experience delivering asset and service management solutions based upon IBM Maximo. TRM supports clients across a wide range of industries, including government, defense, cities, facilities, energy, utilities, transportation and life sciences. TRM is based in Alexandria, Virginia and has business centers across the U.S. For more information, visit www.trmnet.com or call 703-548-4285.

IBM Maximo Asset Management, Maximo and Tivoli Asset Management for IT are registered trademarks of IBM Corporation.