AN INTEGRATED SERVICE DELIVERY FRAMEWORK FOR IT MANAGEMENT

IT ecosystem management simplified

The Integrated Service Delivery Framework (ISDF) provides a comprehensive set of services with additional features and modules and also streamlines the IT environment by reducing management complexity
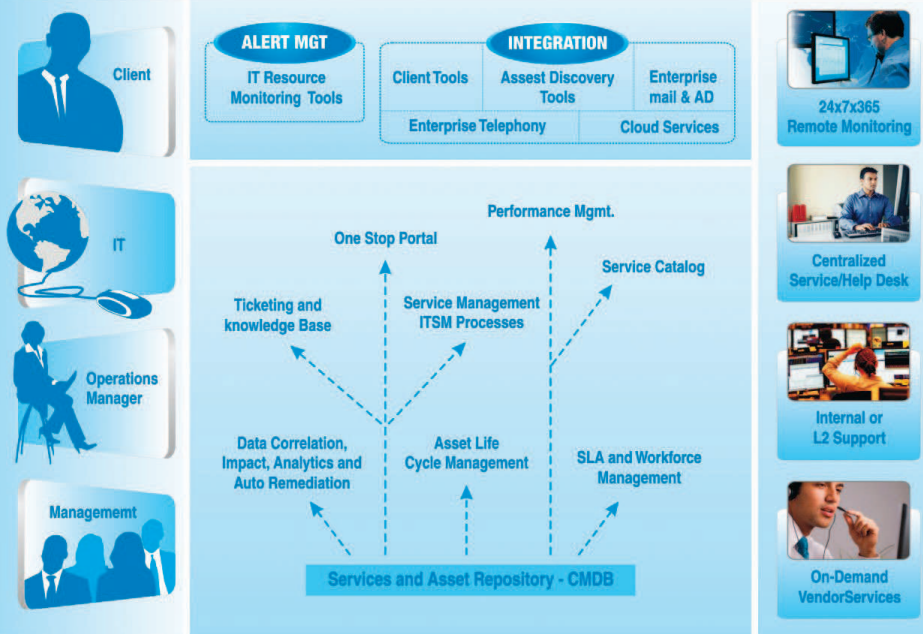
A CORRESPONDENT

In today's challenging global economic scenario, IT service management has become one of the most important factors for the growth of a company as it has direct impact on its operating cost, business agility and transformation journey. Nowadays, a holistic IT ecosystem consists of a huge range of end-user services, multi-vendor mix of enterprise infrastructure components, diverse critical applications and human IT resources. While all these services have become indispensable for a company's smooth day-to-day operations, there's no denying the fact that over the years, IT environment, barring a few small organizations, has become extremely complex.

"Sustaining a complicated IT ecosystem's performance in an ever-demanding and ever-changing environment has become a daunting task for any organization's CIO. Cloud-based services add yet another dimension to the already complicated IT environment. In this scenario, it is very easy to go wrong as far as IT service management is concerned. We deployed the robust 'Integrated Service Delivery Framework (ISDF)' that is based on ITIL process standards and is also IT Service Management (ITSM) and IT Systems Assurance (ITSA) compliant. ISDF is an innovative multi-faceted platform that gave me complete control with real time 360 degree view of my total IT environment and significantly reduced my IT management costs" says Meheriar Patel, Chief Information Officer, Globus.

This is where Integrated Service Development Framework (ISDF) can play a crucial role. ISDF, which is based on Information Technology Infrastructure Library (ITIL), is a software suite that provisions for comprehensive service management and performance assurance of enterprise IT devices in an integrated way. While ISDF plays a balancing act of provisioning a comprehensive set of requirements with additional features and modules, it is also fast to implement and is cost-effective. "It's all about streamlining the IT environment by reducing management complexity. This can be done by using a single suite to create an even fabric to manage IT across the enterprise. But this process should also be cost effective for a company. And this is where ISDF scores in a big way," reveals Anil Nadkarni, Chief Information Officer, Thermax Limited.

A leading education services organization, headquartered out of Mumbai, has been using such framework successfully to orchestrate its end user devises, manpower and enterprise infrastructure since the last two years.

Another large outsourcing organization in the UK has deployed such framework as a cloud environment to serve its various government customers. As an expert points out, ISDF is a multi-tier architecture technology stack with the key objectives of bringing standardized processes, comprehensive asset control, strong adaptive and integration-friendly architecture, rapidly configurable and customizable layouts and workflows in a single 'IT Service in a Box'. This cutting edge, ITSM-compliant and ITSA-enabled solution helps organizations get significant cost savings in IT management and take care of enterprise IT systems comprehensively and effectively.

A core integration solution to provide a consolidated IT service platform managing enterprise resources such as end-user devices, core IT assets, and business services.

An Integrated Service Delivery Framework (ISDF) is an architecture methodology, deployed in the form of software suite with a common goal to streamline and optimize operations of numerous enterprise IT devices, services, manpower and applications, including end user devices. The software is an assembly of functional modules in the framework collection that are configured and threaded by industry standards-based IT service management processes orchestrating a comprehensive IT environment landscape, which is monitored real-time as a cockpit view and analyzed for improving service efficiency and reducing management complexity

INSIDE VIEW OF MODULES IN THE FRAMEWORK

- It provides foundational ITIL processes such as incident, problem, change, request management over a centralized asset database (CMDB) of IT assets such as devices and services

- A configurable SLA engine is the cornerstone framework module that drives operational as well as third party vendor SLAs, knowledge management, dashboard-based deep-dive reporting

- It integrates other enterprise services with existing reusable tools

- The suite can optionally include additional modules such as service catalogues, work orders management, asset life cycle management, project management, mobile-enabled access, workforce scheduling along with GPS and analytics

- A multi-channel (email, phone, web and chat) based helpdesk can be set up, along with centralized dispatch services

- End users get a secure, simple user-friendly web interface to self-serve and track their service requests and incidents. Mobility management can be integrated

- Operational processes such as new employee ID creation, new virtual server request or other workflow processes can be rapidly redesigned or threaded leveraging the in-built workflow engine

ADDING VALUE TO BUSINESS

- Such comprehensive, flexible framework-based solution brings direct cost savings in IT service management for organizations

- The framework fabricates a single extendable platform to serve all IT needs, leveraging and adapting existing investments and promoting scalability at incremental costs

- The suite reduces management complexity and provides inherent transparency

- End users experience major productivity improvement and enhanced empowerment

- The framework's reporting and audit modules provision detail audit capability, ready reports address growing compliance needs

- CEOs can drive business transformation or new business initiatives successfully by provisioning a strong technology foundation by using ISDF

- CIOs can derive valuable analysis on asset planning, predictive failure modeling, division or user wise service usage and determine overall cost of IT

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MEHERIAR PATEL
Chief Information Officer, Globus

Focal Point

CASE STUDY I

CHALLENGES
The organization has many government clients. It deployed multiple tools to service its clients. This was a huge expense, as well as challenges to conduct an efficient shared service. Also there was no ITIL process standardization.

SMART SOLUTIONS
An integrated service delivery framework was deployed in a phased manner. This so-called platform became the cornerstone to serve many customers seamlessly. Also, the enterprise as well as end user device management got integrated into a single platform.

BIG BENEFITS
The customer got great cost savings. Operational efficiency improved drastically due to streamlining of processes and strategic resource planning. The customer could focus on strategic IT partner role with its government clients. The customer got a managed service model for the platform for seamless support for multiple years. India's energy solutions company has deployed such technology to manage its end user as well as end user IT.

DINESH VIST

CASE STUDY 2

CHALLENGES
The customer had deployed an in-house shared IT service centre with captive Network operating centre, serving multiple enterprise services. The customer faced the challenge of managing SLAs, deploying the right count of resources across the country and detailed ticket information. There was no 360 degree view of asset as well as no life cycle management.

SMART SOLUTIONS
The customer deployed selected modules of the framework. Detailed ticket information was collected. The knowledge base got collected for improved analysis of the tickets. Resource sizing was restructured.

BIG BENEFITS
The customer got improved process control and better asset management capabilities. Also, the knowledge base created helped do analytics. The service provider SLAs got measured better. The reports helped understand the IT service efficiency and take appropriate actions to fine-tune asset costing, resource costing and rapidly resolve application and enterprise device issues. Service requests were tracked, and end user surveys helped understand the satisfaction of the ultimate IT services users.