

# VMware Service Manager 9— Integration Platform

## KEY HIGHLIGHTS

- Increase efficiency, lower costs, and reduce errors by eliminating manual processing
- Consistently meet service objectives by enforcing best practices
- Improve decision making through access to accurate real-time information
- Reduce risk by auditing all activities

## Integrated IT

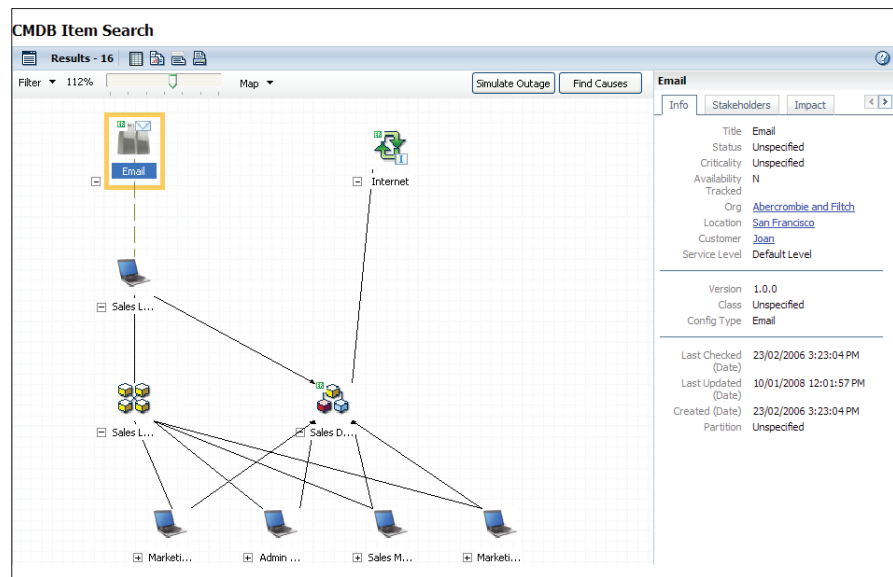
IT organizations are being asked to increase service availability and to reduce the mean time to resolve incidents and problems, all while maintaining or lowering their costs. At the same time, datacenters are becoming more and more complex, with the interrelationships between applications, servers, networks, and storage devices evolving to span physical, virtual, and cloud based infrastructure.

To simultaneously address these challenges, IT must embrace process automation technology to encode best practices, to increase efficiency, and to eliminate human error. The difficulty is that many IT processes span multiple management tools and systems, so automation also demands a unified approach to integration.

VMware Service Manager 9 directly addresses this demand by including an advanced Integration Platform, allowing you to link together all of your IT management tools and systems and to deliver true end-to-end automation.

## Discovery and CMDB Population

Understanding the inter-relationships between business services and the underpinning applications, servers, networks, and storage devices is fundamental to increasing service availability and reducing the mean time to resolve incidents and problems. Many IT organizations have tried to maintain this information manually – but this is all but impossible given the complexity of the modern datacenter.



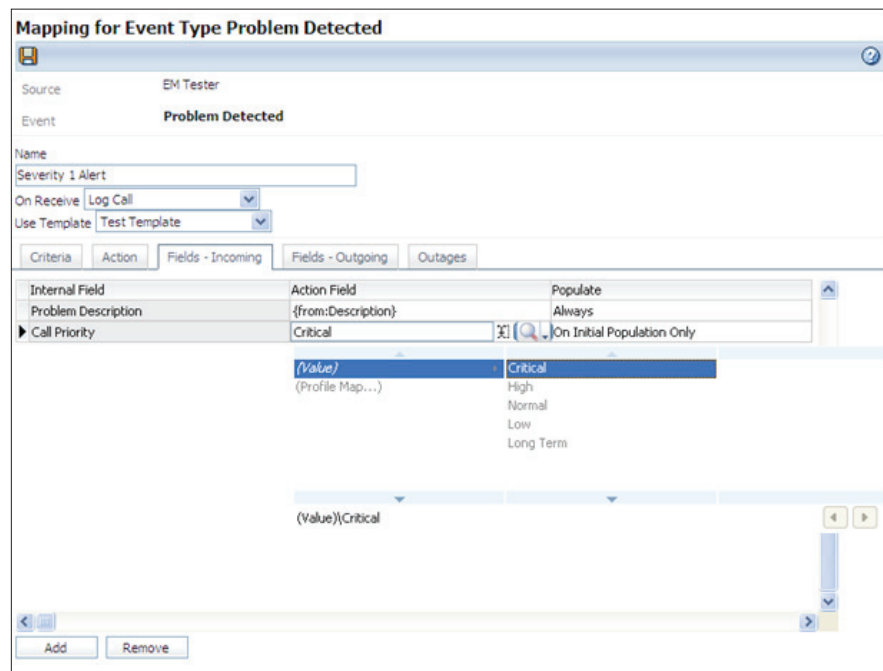
VMware Service Manager 9 contains a Federated CMDB (Configuration Management Database), and can automatically populate this database with a view of all of your IT resources and the association between them.

This is achieved by discovering resources and links through a series of connectors to VMware and 3rd party technologies, and by mapping these to Configuration Items. Once configured, this discovery can be scheduled to take place completely automatically (or semi-automatically), drastically simplifying the task of maintaining the information. This allows you to focus on the meaningful tasks of solving incidents and problems, and making informed decisions about the potential impact of planned changes.

### Alert, Incident and Problem Creation

In many IT departments, IT management tools are deployed to monitor the underlying infrastructure and to make some sense of the myriad of informational, warning, and error alerts that are generated across all of the underlying technologies. While IT Operations staff need a console to monitor and prioritize the actioning of this information, it's just as important to be able to quickly pass the relevant subset of this information to the Service Desk so they can keep the appropriate stakeholders informed.

VMware Service Manager 9 can connect to any number of IT operations tools, allowing you to set up rules to extract only the important messages and take appropriate actions in each case. For example, you may want to automatically create an Incident when you receive a severity 5 alert from tool X (ignoring lower severities), while at the same time automatically creating a Problem when receiving a notification from a more advanced tool such as EMC Ionix Operations Intelligence (which can identify the root cause of issues). In each case, the mapping of data elements between the source and destination tools might need to be quite different.

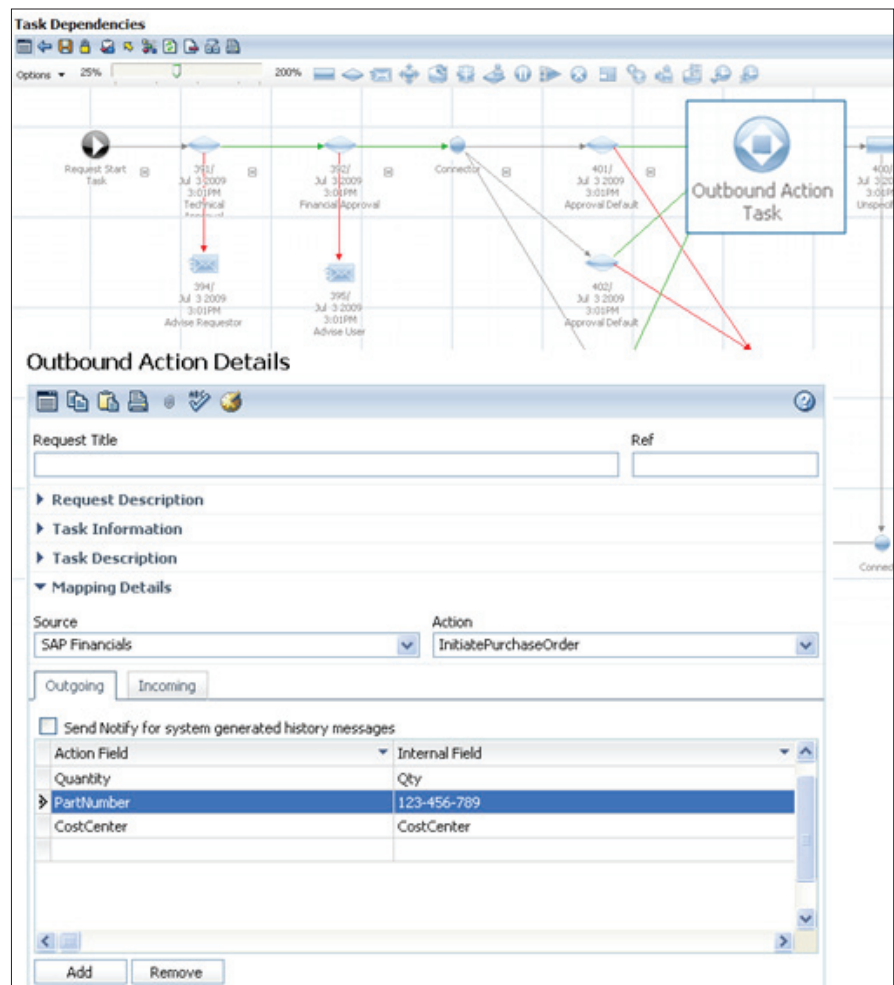


By using automation to bridge these boundaries Service Desk officers can immediately gain visibility of operational issues and can in turn provide that same transparency to business users through proactive notifications. This can reduce the load on the Service Desk (users are less likely to report incidents if they know IT is already working on the issue), and significantly improve productivity across IT and the business.

## Change and Release Provisioning

In most IT departments change is constant, frequent and in many cases unpredictable: platform vendors release security patches, governments change regulation, bugs are discovered in internal applications, and more capacity is required on a key server, network, or storage device. As a result, it's critical to automate the deployment of changes as far as possible to drive efficiencies, to enforce best practices, and to minimize the chances of human error which is a major cause of costly downtime.

VMware Service Manager 9 allows you to automate end-to-end Change, Release, and provisioning processes through its workflow engine and connectivity to both VMware and third party technologies. For example, a Change request to apply a security patch to network devices can be passed through a workflow which enforces the necessary stakeholder approvals and then automatically initiated the actual Change deployment through EMC's Ionix Network Configuration Manager.



## External Interactions

Many service requests require interactions with other systems. For example, a request for a new laptop may drive a Purchase Order through the enterprise financial system, or a new hire process may require the creation of accounts on multiple systems.

VMware Service Manager 9 allows you to automate these external interactions using Outbound Action tasks within a request workflow. An Outbound Action task allows you to automate the initiation of an external transactions, to pass data both to and from the transactions, and to route the request based on the result of the transaction.

## Service Desk Transfers

Many large organizations have multiple Service Desks due to historical acquisitions or geographical diversity. In addition, many organizations also deploy shared services models or have outsourced parts of their support to external service providers with an internal Service Desk focused on Service Level Management and end user interactions.

To address these situations, VMware Service Manager 9 provides comprehensive support for Service Desk to Service Desk transfers, automatically transferring Incidents and Requests between environments when they are forwarded to an 'external' supplier.

The screenshot displays the 'Incident 27' interface. At the top, there is a toolbar with various icons. Below the toolbar, the form is organized into several sections:

- Customer:** Smith, John (with a search icon)
- Tel:** (empty field)
- Organization:** Abercrombie and Fitch (with a dropdown arrow)
- Location:** (empty field)
- Service:** Email (with a dropdown arrow)
- Configuration Item:** (empty field)
- Service Action:** (empty field with a search icon)
- Service Bundle:** (empty field)
- Service and Configuration Item Details:** (empty section)
- Type:** Undefined (with a dropdown arrow)
- Impact:** Individual (with a dropdown arrow)
- Urgency:** High (with a dropdown arrow)
- Priority:** Priority 2
- Service Order Details:** This section has three tabs: Description, History, and Actions & Solutions. The Description tab is active, showing a text area with the content: "Cannot send any emails from laptop. No server provider error message." Above the text area is a rich text editor toolbar with options for font color, size, bold, italic, underline, list, link, and unlink.

This external supplier may be in another division, another county, or even in a different organization. Of course, it's only a copy of the Incident or Request that is transferred, and updates performed in either Service Desk can be synchronized to the other Service Desk as appropriate. Most importantly, the platform continues to track the overall Service Level Agreement (SLA) and applies an appropriate Underpinning Contract at the time of transfer, allowing you to not only measure your end-to-end service but also the performance of supplies against their contracts.