

Tribal Triple Play

-Part 3 of Series-

Managed ITSM Service Desk

Tribal Triple Play

- ⇒ Service Automation Solutions
- ⇒ Compliance Solutions
- ⇒ IT Services Management

Agenda

- IT Services Management (ITSM)
Overview for Tribe and Tribal Casino
Operations
- ITSM Processes
- Benefits of an Integrated ITSM Platform
- ITSM Solution Delivery Options
- Q & A

IT Services Management Overview

“Everything can always be done better than it is being done.”

- Henry Ford



IT Service Lifecycle



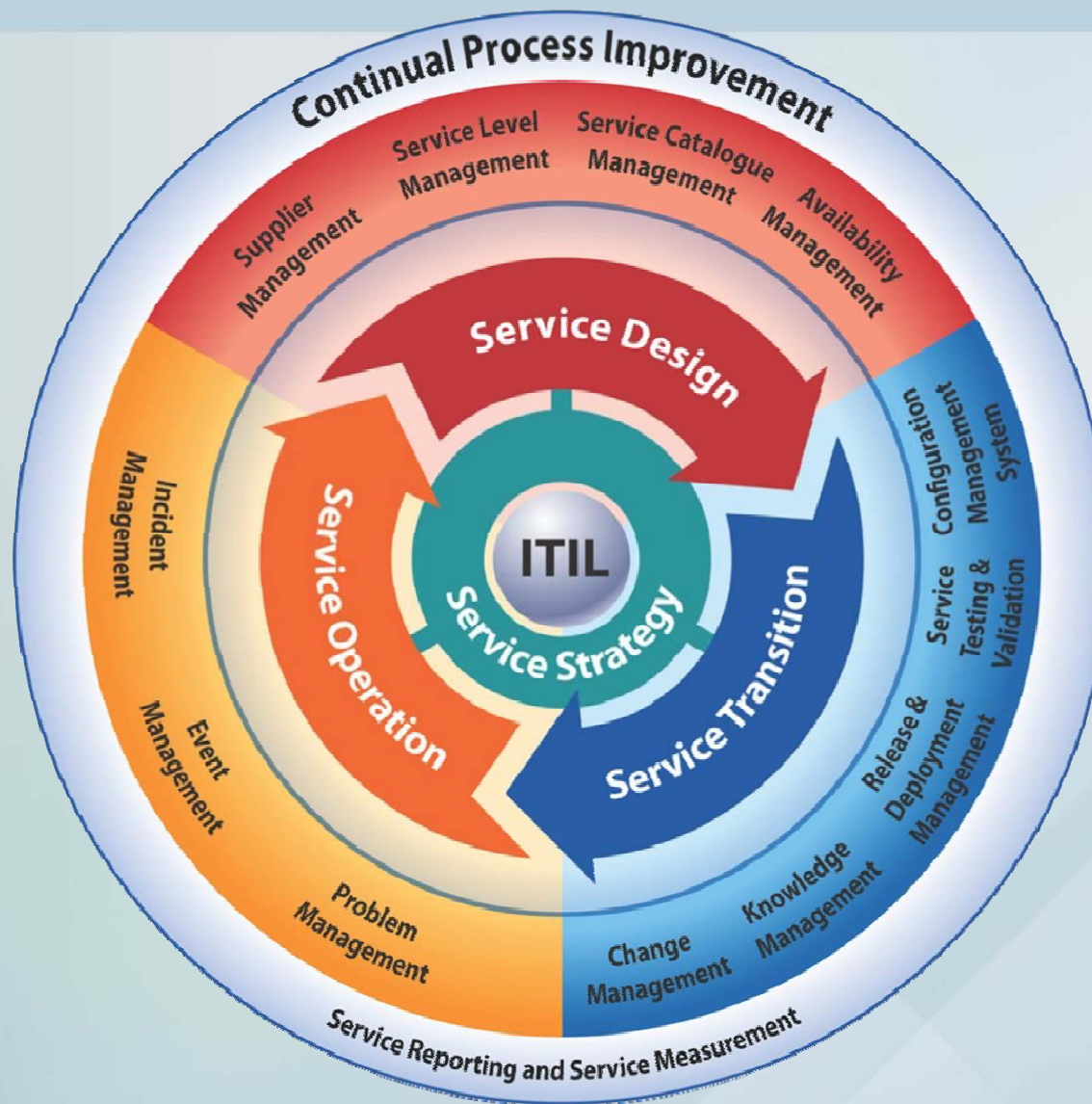
Effective IT Service Management Enables IT Organizations to...

- ⇒ Continually improve service delivery
- ⇒ Demonstrate value on IT investment
- ⇒ Adapt quickly to change
- ⇒ Become a strategic partner to the business

ITSM Information & Resources

- IT Infrastructure Library (ITIL)
- Control Objectives for Information and related Technology (COBIT)
- ISO 20000
- Val IT
- IT Service Management Forum (itSMF)
- Help Desk Institute (HDI)

ITSM Processes



Incident & Problem Management

⇒ **Incident Management** *restores service as quickly as possible*

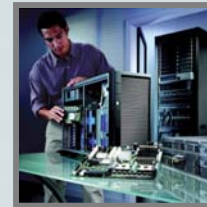


⇒ **Problem Management** identifies root causes in order to permanently correct behavior and *prevent future incidents*



Change & Release Management

- **Change Management** ensures that modifications to the production environment are done in a consistent, controlled manner



- **Release Management** builds, tests and deploys packaged service modifications



Asset & Configuration Management

- **Asset & Configuration Management** is concerned with maintaining accurate, up to date information regarding IT service assets and how they support the IT services provided



Knowledge Management

- **Knowledge Management** ensures that the right information is delivered to the appropriate resources and the right time to enable informed decisions



Service Level Management

- **Service Level Management** ensures that the *agreed* levels of service for IT services are consistently met



Benefits of an Integration ITSM Platform Include...

- ⇒ Improved outage detection and remediation
- ⇒ Improved Change Success Rates
- ⇒ Reduced volumes of Incidents
- ⇒ Improved First Call Resolution statistics
- ⇒ Improved perception of IT from the business

ITSM Solution Delivery Options

- On-Premise
- SaaS
- Managed Service

Summary

- ITSM improves an IT organization's ability to meet requirements and levels of service expected by the business
- ITSM drives on-going, continual service improvement
- Select an integrated solution and delivery model appropriate to meet the needs of the organization

Q & A

Contact Details

Ezra Wise
EzraWise@emtecinc.com
727-452-9889

General Inquiries

Mary Chapman
MaryChapman@emtecinc.com
571-299-1363

