

ORACLE IT SERVICE MANAGEMENT SUITE

ITIL COMPATIBLE

PINKVERIFY™



ORACLE IT SERVICE MANAGEMENT SUITE HAS BEEN CERTIFIED BY PINK ELEPHANT THROUGH THE PINKVERIFY™ PROCESS TO BE ITIL COMPATIBLE IN SIX PROCESS AREAS:

- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release Management
- Service Level Management

Oracle IT Service management (ITSM) Suite is the industry’s first and only solution to fully leverage next-generation CRM, Enterprise Management and Business Intelligence capabilities. With Oracle ITSM Suite, customers can standardize IT services and processes, increase quality, improve application performance and reduce operational costs while adhering to corporate and legislative compliance requirements.

Getting IT and Business Together

IT organizations are continuously challenged to become a strategic partner to the business and maintain business priorities. Oracle ITSM Suite is the complete, integrated solution that powers information-driven business excellence. With Oracle ITSM Suite, companies can address and comprehensively manage their IT across the enterprise, innovate in response to volatile market conditions, and align services to business operations across global networks. Oracle ITSM Suite provides solutions based on best-in-class applications that span the complete IT Service Lifecycle.

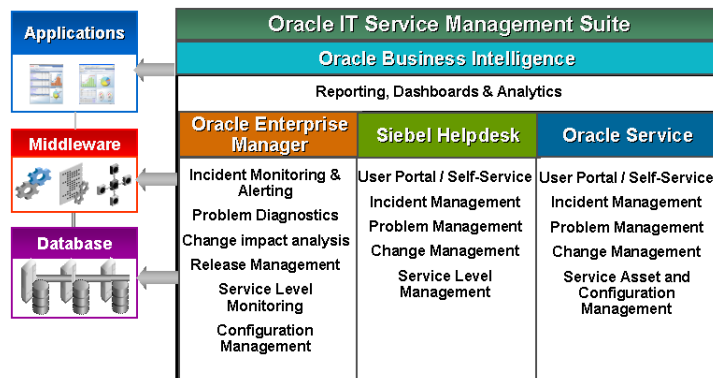


Figure 1. Oracle IT Service Management Suite

Industry-Leading Applications and Technologies

Oracle ITSM Suite brings together best-of-breed solutions from across Oracle’s vast application and technology portfolio – Oracle Enterprise Manager, Oracle Siebel HelpDesk Suite, Oracle E-Business Service Suite, and Oracle Business Intelligence. Customers can deploy an ITIL solution by using one of the following options:

- Oracle Siebel HelpDesk Suite
- Oracle E-Business Service Suite

Monitoring and Alerting

Oracle Enterprise Manager is Oracle’s central management solution for Oracle applications and technology products. With its unique top-down approach it helps customers manage the enterprise from the business perspective by understanding end-user experiences and the business impact of IT issues. It proactively detects events and conditions that could lead to incidents by offering complete, end-to-end monitoring of business applications, from real-end user experience of the application down through its underlying technology stack. To further assist with the event resolution, Oracle Enterprise Manager offers comprehensive diagnostics to help identify root cause of performance and availability problems and recommend remediation actions.

If a helpdesk agent is required for incident resolution, an Incident ticket can be automatically generated containing critical details such as software component that is in question, error message, severity, time of web incident, etc. Contextual information about the detected event will be used to automatically set the category, impact and urgency classification of the incident ticket.

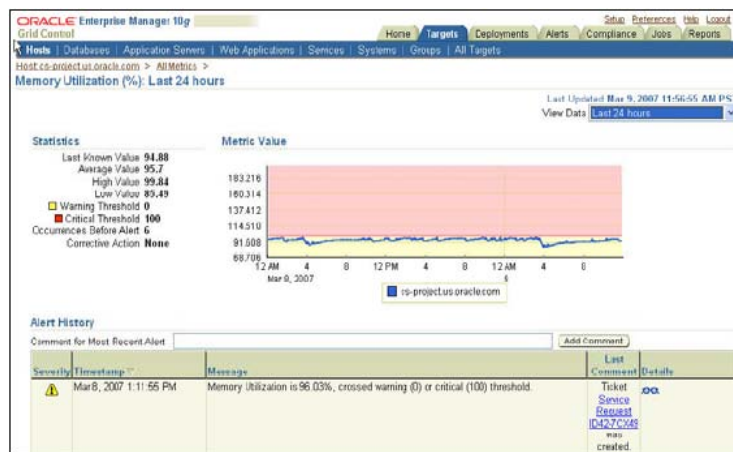


Figure 2. Oracle Enterprise Manager

Incident Management

Oracle ITSM Suite delivers via Siebel CRM or Oracle E-Business Service Suite best-of-breed CRM technology for Incident Management. Following ITIL best practices, Incident Management allows for the recording and classification of incidents according to category and priority. Incident records can be associated to problem records in a many to one relationship mode.

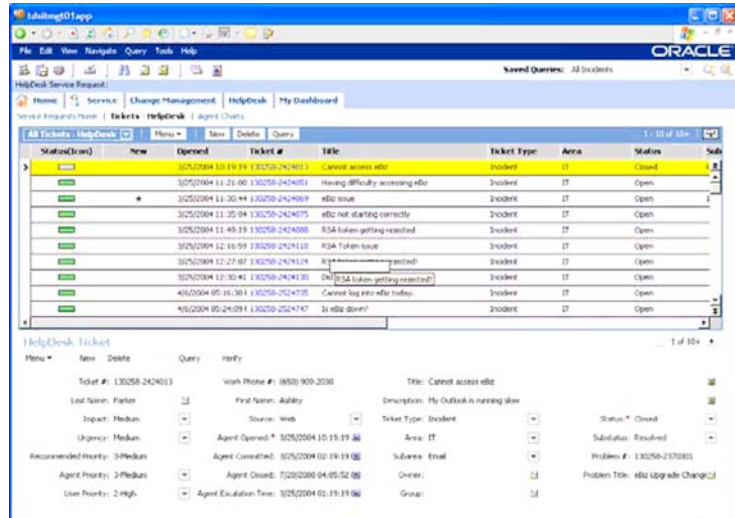


Figure 3. Oracle Siebel Incident Manager

Service Level Management

Oracle ITSM Suite delivers via Siebel CRM best-of-breed CRM technology for contract creation and entitlement tracking. Using pre-defined templates, entitlements, Operational level agreements, and underpinning contracts can be easily created and managed throughout their lifecycle. Utilizing Oracle Enterprise Manager, services can be modeled and monitored based on the SLA requirements. Actual service levels achieved can be reviewed through reports or monitored dynamically via service dashboards.

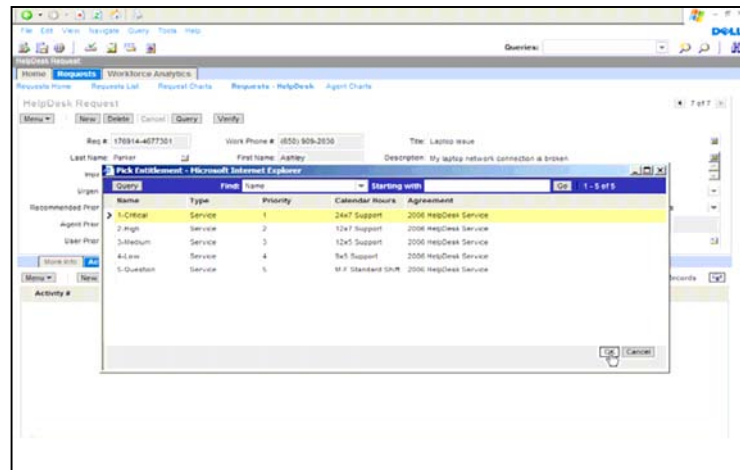


Figure 4. Oracle Siebel Service Level Management Entitlement Tracking

Problem Management

Oracle ITSM Suite delivers best-of-breed Problem Management via Siebel CRM or Oracle E-Business Service Suite for the easy creation, and management of Problem records. Classification is possible through both category and priority. Utilizing Oracle's technology, problem records can be linked and routed to support partners.

Problem Management records can be associated and linked to configuration items from the CMDB, Known Errors, multiple incidents, and change records. Utilizing Service Level Management, problems can be tracked and monitored against tolerance breaches. In the case of a detected tolerance breach, records can trigger workflow that will both notify interested parties, and escalate when necessary. Management reporting is available to track problem records throughout their lifecycle.

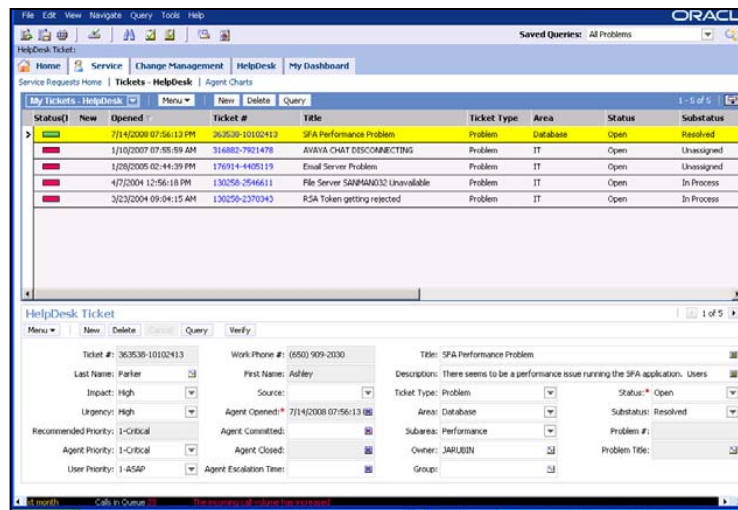


Figure 5. Oracle Siebel Problem Management

Change Management

Both Oracle Siebel CRM and Oracle E-Business Service Suite provide best-of-breed Request-For-Change (RFC) allowing change records to be categorized by both priority and category. With full linkage to problems, known errors and configuration items, full upstream and down stream visibility are possible. Through Oracle's out-of-box workflow, RFC's can be routed automatically to the correct support personnel. All required associated records such as impact analysis and back out plans can be associated to the RFC for review by all necessary parties. Oracle Change Management also offers out of box change authorization workflow, which allows for the acceptance or rejection of changes – including all required notifications.

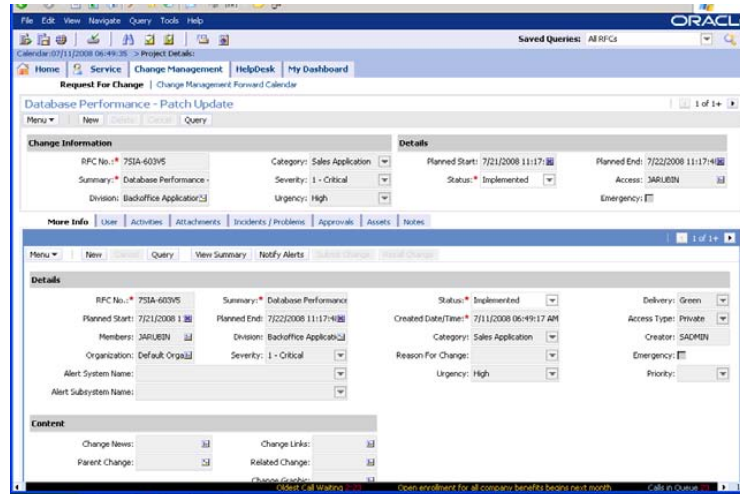


Figure 6. Oracle Siebel Change Management

User Portal

Both Oracle Siebel CRM and Oracle E-Business Service Suite provide a Web based User Portal for employees and IT personnel. The Online portal allows organizations the ability to offer 7x24 self service support, incident creation, status & history along with creating a communication platform between the user community and IT.

Release Management

Oracle Enterprise Manager Release Management provides a comprehensive Definitive Software Library (DSL), allowing for the management and maintenance of corporate software assets. Out-of-box templates and workflow are provided enabling the creation, scheduling and management of software releases, including:

- Patch update
- Complete release
- Package release

It provides full support for software lifecycle management including version control and maintenance of prior versions maintains software release package status and maturity, facilitates software auditing, and allows for the distribution and installation of release software packaged utilizing flexible deployment methods.



Figure 7. Oracle Siebel Enterprise Manager Release Management

Configuration Management

Oracle Configuration Management enables the auto collection of configuration items within the organization. CI lifecycle's are carefully tracked through the history and audit logs, and recording of baseline information. Organizations can model their environment using flexible relationship modeling and definitions. Compliance and security reporting is also available and based on best practices.

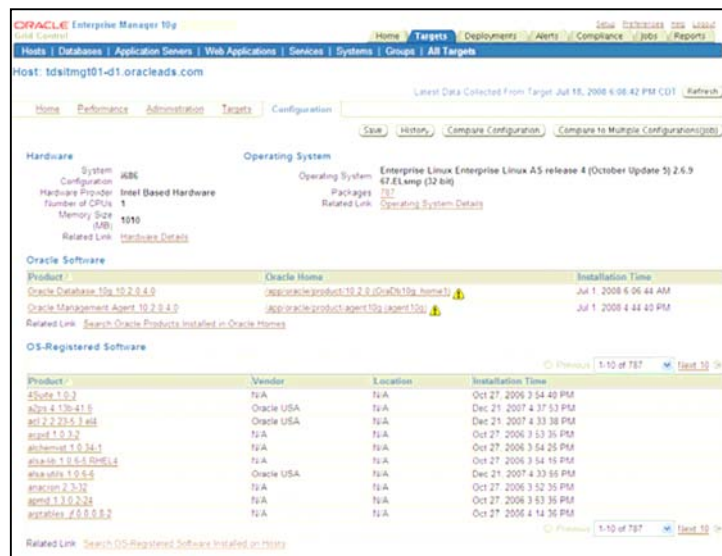


Figure 8. Oracle Siebel Configuration Management

Dashboards, Statistics and Reports

Oracle Business Intelligence provides comprehensive reporting to determine key objectives for support profitability and employee satisfaction. These reports and dashboards allow for the early detection and identification of emerging problem clusters.

Numerous out of the box reports are provided for:

- Customer satisfaction
- Service level agreement and entitlements
- Root-cause analysis
- Incident and problem management

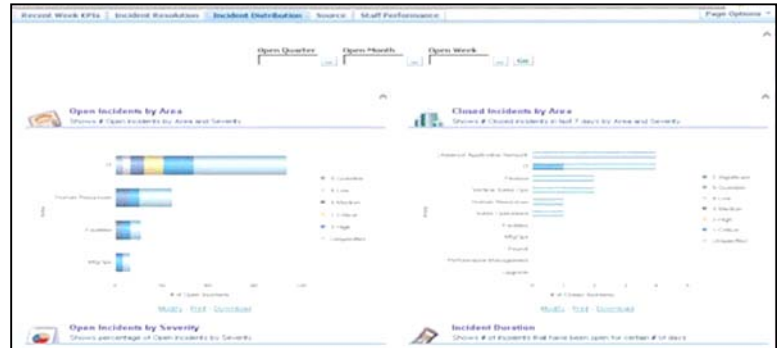


Figure 9. Oracle ITSM Dashboard

Contact Us

For more information about Oracle IT Service Management Suite, please visit oracle.com/itil or call +1.800.ORACLE1 to speak to an Oracle representative.

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