ORACLE IT SERVICE MANAGEMENT SUITE OVERVIEW

ITIL- Oracle as Your Strategic Partner

ITIL has evolved over the years to become a widely accepted standard for IT Service Management. From IT infrastructure management—focused on processes and management tools, to managing the lifecycle model from service strategy, service design, to continuous service improvement.

With many IT organizations being asked to do more with less, adopting industry best practices such as ITIL are seen as a way to increase efficiency and agility in order to meet the growing needs of businesses.   At the same time, organizations must be diligent and prudent when considering investing both time and resources to implement ITIL.

DISTINCT ADVANTAGE

The demands on IT are ever growing. Whether through organic growth or mergers and acquisitions, there is an increasing pressure on IT to deliver even as its resources remain flat and project schedules become more aggressive. Oracle's solutions keep these challenges in perspective and focuses ITIL implementers on the business level results such as higher quality of service and lower costs. By shifting the focus from modalities of process implementation to business results, Oracle helps reduce time and effort needed for implementing ITIL

This provides Oracle customers with a distinct advantage. Oracle has been investing in, and providing our customers with open, complete and integrated solutions that allow them to standardize IT services and processes in order to increase service quality, improve application performance for business critical services and help reduce overall IT operational costs. At the same time Oracle's solutions allow customers to adhere to corporate and legislative compliance requirements. Customers who have implemented next-generation Oracle Siebel Helpdesk, Oracle Enterprise Manager, Oracle Business Intelligence, or Oracle E-Business Suite find they can use their existing Oracle investments in support of their ITIL implementations.

By utilizing Oracle technology and capabilities in your ITIL implementation, you maximize your business return by leveraging technology you already have, addressing your immediate pain points and quickly realizing business value afforded to you by Oracle's comprehensive ITIL certified solutions. Oracle offers the best-in-class management solutions for the Oracle products and comprehensive monitoring solutions for your non-Oracle products. With Oracle IT Service Management Suite and its components; Oracle E-Business Service Suite, Oracle Enterprise Manager and Siebel HelpDesk, businesses have the advantage of managing the entire application enterprise with Oracle. From applications to middleware to the database and operating system tier—only Oracle provides best-in-class management for each tier of the Oracle stack, and an integrated top-down approach to managing your applications.

With Oracle IT Service Management Suite you have a portfolio of capabilities available to your organization, allowing you to easily and quickly expand into other areas as your business requirements expand. This allows you to proceed based on your organizations ability to implement change, address current pain points for quick results and form the foundation to expand into other ITIL areas as you require.

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Oracle is your strategic partner that offers a wide range of capabilities supporting your ITIL journey and implementation. Not all customers or customer paint points are the same. That's why Oracle offers customers a suite of capabilities that can best meet your needs and business requirements.

In all cases, using Oracle as your strategic partner offers you a wide-ranging portfolio of solutions tailored to fit your needs. Oracle allows you to choose a starting point supporting your ITIL implementation and adopt additional capabilities as needed. Using this approach, customers can quickly address business needs and pain points, to realize immediate returns and build momentum to continue down the ITIL path.

The following table provides you an overview of Oracle products that support the 14 processes within the Service Lifecycle:

Oracle Enterprise Manager	
ITIL Processes Supported	**Business Value Provided**
Event Management	- Unparalleled monitoring and event detection for the complete Oracle application stack - Seamless Integration with Oracle Helpdesk solutions in support of Incident Management
Change Management	- Standardized Change procedures - Simplified update and deployment processes - Minimize change impact upon Service quality
Service Asset & Configuration Management	- Account for all IT assets and their usage - Detailed Configuration Items available from the CMDB - Understand the impact of assets on critical Services
Availability Management	- Availability monitoring for complete Oracle application stack and services built on the stack - Measuring and reporting on availability goals - Diagnostics and remediation for Oracle component and application unavailability - Enable the delivery of a sustained level of Service Availability supporting business objectives
Capacity Management	- Capacity, performance monitoring and trend analysis of IT infrastructure - Measure and trend end-to-end response of service transitions - Identify workload and usage patterns over time
Release & Deployment Management	- Package, build, test and deploy releases into the different stages of the deployment lifecycle - Define and maintain a Definitive Media Library - Schedule releases and updates in accordance with a Change Management process

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Oracle Siebel Helpdesk or E-Business Suite	
ITIL Processes Supported	**Business Value Provided**
Incident Management	• Auto creation of incidents from monitoring systems • Association of multiple Incidents to problem • Auto closure of incidents upon resolution of problem record
Problem Management	• Manage problems and known issues in association with incidents • Full integration into knowledge management for streamlined resolution
Request Fulfillment	• Fully personalized portal for end users to request service • Automatic detection and response to alarms generated by hardware and software systems • Configurable rules to route request to appropriate resolution staff, escalate requests, and send notifications to targeted
Knowledge Management	• Seamless integration of knowledge into the incident and problem resolution processes • Ability to provide knowledge articles to agents and customers/employees
Service Portfolio Management	• Pre-built Catalog for managing service products • End to end lifecycle management of service products
Financial Management	• Supports service based costing using different cost models • Supports distinction between Service Cost and Service Price • Supports service profitability reports related to service based costing
Service Catalog Management	• Captures description, supported service levels, and costing of all services provided • Captures resolution description of services offered • Organizes services into logical groupings for ease of use
Service Level Management	• Costs, Resource requirements, Response and Resolution time frames can be defined for services provided • Rules can be setup to automatically detect service level violations • Reports can be generated to monitor and enhance service levels to constantly achieve a higher quality of service for the

Contact Us

For more information about Oracle IT Service Management, please visit

http://www.oracle.com/technology/products/oem/mgmt_solutions/config_mgmt.html or call +1.800.ORACLE1 to

speak to an Oracle representative.

Oracle is committed to developing practices and products that help protect the environment

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