



# GUIDE TO EVALUATING SERVICE MANAGEMENT SOFTWARE FOR ITIL PROCESS COMPLIANCE

By Gerry Roy and Ken Turbitt

When you buy service management software, can you really be assured that you are getting IT Infrastructure Library® (ITIL®) processes out of the box? You can. A new program, sponsored by the OGC (the UK Office of Government Commerce, which owns the ITIL trademarks), provides the designation of “ITIL® Process Compliant” to software products that support ITIL out of the box. What this means is that the certified software is driving true IT process improvements and efficiency in accordance with ITIL best practices. To be awarded this prestigious designation, the software must successfully complete rigorous testing for achieving ITIL fundamental processes in the areas it is designed to serve, such as incident and problem management.

Sharon Taylor, ITIL V3 chief architect and chief examiner, has commented on the program saying, “Adopting the ITIL framework is a proven method for streamlining IT processes and properly aligning IT systems and services with the business they support. In today’s economic environment, ITIL processes and Business Service Management solutions [which provide a comprehensive approach and unified platform for running IT based on business needs] ... are a top priority for businesses looking to do more with less and drive greater efficiency. This certification program gives customers greater confidence that they’re investing in solutions that will help them more quickly and easily realize the benefits of ITIL.”

The ITIL Process Compliant certification is a completely independent review. It is far more extensive and unbiased than self-reporting by vendors. In this process, a licensed assessor looks at the submitted software tools, examines the user documentation to make sure the processes are consistent with the software, looks at a vendor’s process model, and evaluates what percentage of compliance the vendor has attained. This certification is a first in the software industry. A software tool can be certified as ITIL Process Compliant at one of three levels: Bronze, Silver, or Gold, with gold being the highest level, indicating confirmation from at least three end customers using the tool in a production environment for the ITIL process or processes evaluated.

*BMC Software is the first vendor to be awarded the new OGC-approved ITIL Process Compliant certification and trademark, and, as of this writing, has been certified at the Gold level for incident and problem management.*



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### Safeguarding Your Investment

With the ITIL Process Compliant certification, you'll know that the software you purchase is based on a tested best-practice program. Because ITIL is comprised of many different processes, some of which are interconnected, most IT departments do not normally try to implement all of them at once. To get started, they choose a couple of key processes and a specific goal, such as increasing efficiency, reducing manual errors, or lowering costs by ensuring that the same steps are followed over and over.

Incident management is the process that most IT organizations implement first, because of how it impacts service quality. It's also the most critical service or process that businesses deliver to their customers or end users. Technology that addresses incident management processes based on ITIL guidance can help the service desk become more proactive and business-driven.

There is often a strong connection between the adoption of incident management and problem management. As a result, the ITIL Process-Compliant assessment allows for a joint certification of both processes using a single management tool. Both incident and problem management directly address customer satisfaction, quality of service, quality of response, and service availability, since they focus on quickly restoring service and ensuring the service stays up by permanently fixing any problems that continue to arise.

### Faster Ramp Time Yields Faster Results

Using software that is certified as ITIL Process Compliant for incident management, for example, significantly accelerates the time to productivity for new service desk employees. This is important, because support staff responsible for incident management have the highest churn rate of any of the IT functions. They typically stay in that position from six to nine months.

People tend to go into service desk and incident management jobs — such as Level 1 and Level 2 service desk — as a means to move to another position. If you have to

### Certification Levels

The Bronze ITIL Process Compliant certification is for new tools that have not yet been implemented in a production environment by customers. The vendor may complete this assessment to assure customers that the tool is compliant with ITIL recommendations for a particular process.

The Silver certification, like the Bronze certification, assures customers that the tool is compliant with ITIL recommendations for a particular process. This level of certification also indicates that the solution has been implemented in a live production environment, with customer references verified by the assessor.

The Gold certification, which is currently the top level, is only awarded when the tool passes the process assessment and the vendor provides three or more references from actual customers. These customers must verify that they are using the tool in line with ITIL practices in a production environment and that the processes adhere to ITIL guidelines using the tool off the shelf, and verified by the assessor.

train an employee on a customized process and a tool that is customized to match that process, your employees won't be fully effective for perhaps up to six months. And if the employee leaves the job three months later, you've wasted two-thirds of the employee's time just getting that person up to speed.

By adopting software that supports ITIL best practices out of the box, a service desk employee can become productive much more quickly, usually within the first month. In addition, because the assessment covers the user documentation to ensure it is ITIL complaint, staff efficiency increases, ensuring that tasks are done the same way every time, which reduces manual errors and ad hoc work.

### Faster Implementation

Depending on how customized and specialized your current processes are, you can implement them significantly faster by using ITIL Process Compliant software. For example, the first step in the incident management process is incident registration. One company had an incident registration form that required completion of 46 fields and 17 clicks.

Before implementing the ITIL incident management process, the company's incident registration form required fields for every possible situation and configuration. The tools had to take into account all the different types of situations and unique data required.

By adopting ITIL and ITIL Process Compliant software, the company's incident registration form has been reduced from 46 fields to just 12, reducing registration time for new incidents by 70 percent. The service desk now collects only the minimum required data, so they can move the incident along based on best-practice processes and restore the service faster. The main goal for incident management is to restore the service as fast as possible, not to spend time managing the incident. Software that directly supports ITIL out of the box makes that possible.

### Speeding the Path to ISO/IEC 20000 Accreditation

Your IT department trains and assesses your employees to determine their qualifications and their understanding of ITIL. Complementary to ITIL is the ISO/IEC 20000 standard, the first international standard for IT service management. The standard promotes adoption of an integrated process approach for effectively delivering managed services. Rather than validate software tools, the ISO/IEC 20000 certification is an assessment of your own IT department as a means of showing that you've reached a level of maturity for delivery of your services. But, until recently, there has not been an officially sanctioned way to verify whether the vendors' tools you purchased were ITIL aligned or ITIL compliant.

With ITIL Process Compliant certification, that's changing. Now, your organization can get your people trained, know that the product that you've purchased is ITIL-aligned on a process-by-process basis, and then, with confidence, strive for ISO/IEC 20000 accreditation of your service delivery to the business.

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### Independent Verification

When you're evaluating software solutions for ITIL, look for independent verification that the vendor has embedded ITIL processes. When a product is labeled as ITIL Process Compliant for a specific process or processes, you can be confident that those ITIL processes are baked into that particular tool. This saves your organization time, helps reduce labor costs, and improves efficiency.



To be awarded the prestigious designation of ITIL Process Compliant, the BMC Remedy IT Service Management suite successfully completed rigorous testing for ITIL fundamentals in the areas of incident and problem management. This included an analysis of software capability, user documentation, and process flows to ensure customers receive an ITIL compliant solution out of the box. For more information, visit [www.bmc.com](http://www.bmc.com).

#### ABOUT THE AUTHORS

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Ken Turbitt is president and CEO, Service Management Consultancy (SMCG) Ltd., a worldwide services company based in the U.K. Turbitt was the creator and implementer of the first Office of Government Commerce (OGC)-approved ITIL Compliant Assessment Service, and SMCG is the first licensed assessor. Turbitt has more than 25 years of IT experience and is an accomplished speaker, author, and advisor on a worldwide basis. He has had an ISEB ITIL Manager qualification for more than 12 years, and was an official reviewer of the *ITIL V3 Service Design* book and ITIL Live.



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Business thrives when IT runs smarter, faster, and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk, and drive business profit. For the four fiscal quarters ended June 30, 2009, BMC revenue was approximately \$1.88 billion. For more information, visit [www.bmc.com](http://www.bmc.com).