VMware Service Manager Version 9.0 Readiness Assessment Service

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Leverage VMware expertise to identify how your organization can most benefit from upgrading to Service Manager Version 9.0

Today's IT organizations are under tremendous pressure to meet standards related to governance, risk and compliance. These standards—which may come from an industry group, government regulators, a governance board or a company's own organization's policies and best practices—create unique requirements for IT professionals. Organizations must manage larger, more complex environments with fewer resources. As a result, server configuration analysis has become time-consuming and often requires multiple tools. Compliance and change management is increasingly difficult as system configurations change constantly and new vulnerabilities evolve. A dynamic compliance analysis framework is necessary to eliminate unnecessary business risk and leverage the power of automation.

Business Challenges

In today's demanding environment, IT administrators are struggling with questions such as:

• How do I maximize service availability through enhanced configuration and change management?

• How can I minimize software license expenditure and supplier audit risk through IT asset management?

• How can I improve service quality and efficiency through a self-service service catalog and automated service request fulfillment?

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This Readiness Assessment VMware Service assures that your upgrade to Version 9.0 of Service Manager is focused on the aspects of the solution that provide the greatest utility to your organization. At the end of this engagement you will receive a detailed report that outlines the benefits to your organization from upgrading to VMware Service Manager Version 9.0, from the perspective of all stakeholders

VMware will review your existing ITSM processes and VMware Service Manager Version 8.0 implementation and customizations, create baselines, and identify opportunities to increase efficiency by further automating ITSM processes..

The Version 9.0 Readiness Assessment Service focuses on the following areas:

• Initial benchmarking and goals for service improvement.

• On-site interviews with key system stakeholders (such as CIO, IT Directors and IT Managers) on the challenges they current face within the IT organization.

- Explains the functions and benefits of VMware Service Manager Version 9.0 before implementation.

- Analyzes processes and existing use of VMware Service Manager.

- Focuses on the new functionality that will deliver the best utility for your organization.

- Reduces reliance on customizations by suggesting how they can be placed with standard functionality.

- Review of the current usage of VMware Service Manager Version 8.0 (or earlier).

- Review current customizations.

- Review existing adopted ITSM processes and their maturity against the ITIL v3 framework.

- Provide a detailed written report that outlines the aspects of VMware Service Manager Version 9.0 and is focused on in the upgrade process to ensure the greatest benefits.

Ensuring a rapid and successful upgrade path

Once you have a roadmap in place for upgrading to VMware Service Manager Version 9.0, VMware can also assist with planning and implementation to ensure maximum value and ROI. Our ongoing Health Check and Continual Service Improvement programs can be as simple as an ongoing, monthly collaborative engagement with a VMware Professional Services consultant dedicated to your business, or more formal results-driven initiatives to achieve the goals we set out at the beginning of the year.

Get Started Today

More information about VMware Professional Services is available from your local VMware representative or at www.vmware.com/services.

About VMware Professional Services

VMware Professional Services, the largest services organization of experienced IT professionals focused solely on virtualization, provides industry-leading consulting, education, and technical account manager services that enable customers to transform IT environments through virtualization and realize greater value from flexible, agile IT service delivery models sooner, with less risk.

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