

REMEDY

# WHITE PAPER

## Implementing ITIL Best Practices

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*Mapping ITIL to Remedy Applications*

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### IT Delivers Strategic Advantage

More than ever before, IT infrastructure is both a key enabler for business strategy and the source of competitive advantage in many industries. At the same time, technology infrastructure that supports business has grown rapidly in scope and breadth, becoming more and more complex.

As a result, IT executives are being asked to reduce risk by keeping new technology investments and ongoing support of existing IT solutions directly aligned with business objectives.

More importantly, as IT enters into an era where operational excellence counts, IT organizations are focusing efforts on improving IT service levels while also reducing service delivery and service support costs as a key driver for delivering IT value.

### ITIL: A Best Practice Framework

In order to achieve operational excellence, companies are turning to industry-recognized IT process frameworks to drive incremental improvements. The IT Infrastructure Library, also known as ITIL, is becoming the de facto industry guide specific to IT service delivery and support processes.

ITIL was developed in the late 1980s by a branch of the British Government in response to the growing dependence on Information Technology. ITIL is now a public body of knowledge that provides a framework of Service Management best practices to help organizations improve service levels and reduce the cost of IT operations.

The value of ITIL as a best practice framework is provided by broad service delivery and support recommendations, as well as by common definitions and terminology. ITIL guidance allows companies to standardize and leverage recognized best practices across the IT organization, thereby helping to align IT with business objectives and drive IT operational improvements.

However, while ITIL does describe what best practices should be pursued, it does not define how to implement detailed processes and work-level procedures that enable those recommendations. It provides high-level guidance on what should be done, but leaves it up to each business to develop and implement work-level procedures for daily service delivery and service support activities that match their unique requirements.

Successful implementations of the ITIL framework ultimately need adaptable software-based tools to effectively deploy procedure-level processes to IT staff tasked with service delivery and support. Although ITIL provides a common set of best practices, each implementation of ITIL is different and can change based on the changing needs of the organization.

### Remedy IT Service Management

Remedy's IT Service Management family of applications provides an integrated out-of-box solution for managing and automating critical service support and service delivery functions, including Service Desk, Incident Management, Problem Management, Configuration Management, and Service Level Management functions, as specified by ITIL.

Remedy's solution delivers ITIL compatible best-practice procedure-level workflows built into each application. However, the applications can be easily tailored to implement unique service support processes and workflows in a way that best meets the needs of each IT organization. The integrated applications share a common workflow foundation and unified data model, directly supporting the integrated process approach outlined in the ITIL framework. Furthermore, the flexible and adaptable nature of Remedy applications supports the natural ongoing procedural and workflow changes and adaptations that are common in organizations practicing process improvement methodologies.

The Remedy IT Service Management family of applications consists of the following applications:

- Remedy Help Desk
- Remedy Asset Management
- Remedy Change Management
- Remedy Service Level Agreements

Although Remedy's IT Service Management applications can be implemented using a phased approach, the ultimate value is in using the whole integrated family of applications to manage and automate interconnected ITIL service support processes.

Moreover, a cornerstone of the ITIL framework is the relationship between the various processes. The Service Support processes and their relationship with each other are built into the Remedy IT Service Management applications as out-of-box best practices.

**Industry Leadership**

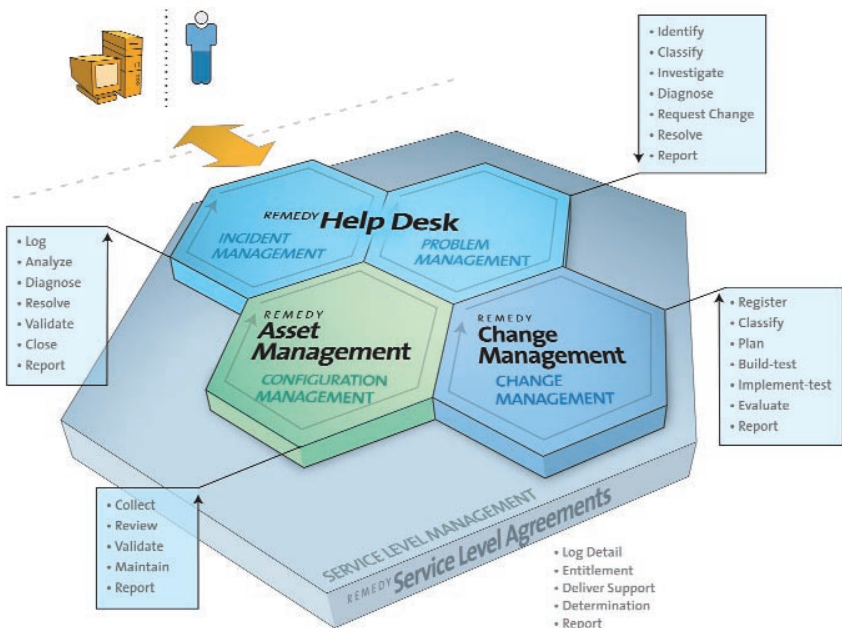
Remedy took an early lead in supporting ITIL. Remedy IT Service Management was the first service desk to be certified to the minimum functional requirements for ITIL compatibility by Pink Elephant's PinkVerify program. Certification means that Remedy IT Service Management enables the ITIL definitions and workflow in the following service support processes:

- Incident Management
- Problem Management
- Configuration Management
- Change Management

Remedy IT Service Management also supports key elements of other ITIL service delivery process:

- Service Level Management

Pink Elephant is a world leader in IT Service Management education, consulting, conferences and managed services. Headquartered near Toronto, Canada with operations in the U.S. and throughout Asia Pacific region, Pink Elephant was the first organization to bring public ITIL education and certification to North America.



ITIL Service Support Processes mapped to Remedy applications.

**Bottom Line Benefits**

The use of Remedy IT Service Management as an ITIL best practice solution improves IT operational efficiency, reduces costs, and improves service levels:

- Workflow-based solutions manage flexible and seamless ITIL Service Support procedures that improve efficiency across the IT organization.
- Out-of-box best-practice applications with integrated application development capabilities help reduce costs.
- Single integrated solution provides visibility needed for ongoing IT business alignment and continuous process improvement efforts that directly improve customer service levels.

The remainder of this paper will outline each ITIL process objective and highlight how Remedy applications directly support the implementation of ITIL.

## Service Desk

### ITIL Definition

In ITIL terminology, a ‘Service Desk’ may be defined as:

*“The IT provider’s organizational unit, function or process that creates a single contact point between Customers, Users, and third-party support organizations.”<sup>1</sup>*

The primary goal of the IT Service Desk is to provide a single point of contact for customers and users and to facilitate the restoration of normal service with minimal business impact.<sup>2</sup>

### Service Desk with Remedy Help Desk Application

Strategically, the Service Desk is the most important function in an IT service support organization. It is the main customer contact with the IT organization and a key driver of customer perception and satisfaction.

Remedy Help Desk is an extremely flexible and user-friendly, out-of-box application designed to be the main application used by IT staff to manage all incoming service and support requests. Remedy Help Desk is a multi-channel (Web, phone, email, desktop client) customer request interface for information, install/ move/add/change, incidents, and problems.

Within the IT organization, Remedy Help Desk provides a common tool to automate and integrate service delivery and service support process and procedures within and between IT functional or regional groups, third party resources, and other parts of the enterprise.

Specifically designed to optimize communications regarding incoming requests, Remedy Help Desk ensures the efficient and expeditious handling of customer interactions.

Remedy Help Desk is a powerful application that synchronizes and automates workflows and procedures for all parts of the IT organization that work together to seamlessly deliver and support IT services.

Remedy Help Desk also provides a common workflow engine and database to provide visibility of key IT service metrics across the organization in a single integrated package. Cross-organization information visibility is a key source of measures and metrics needed to manage ongoing operational improvements.

### Specific ITIL-Related Capabilities

Remedy Help Desk includes a variety of integrated and automated out-of-box best practice capabilities that support ITIL Service Desk guidance, including:

- A single point of contact that maintains communication and status of each customer request
- A common solution for global, regional, and local IT support organizations
- A classification system that allows all requests to be categorized, routed, tracked, and closed
- Built-in customer satisfaction survey capabilities
- Published and open APIs that offer broad integration capabilities including integration with Network and Systems Management products
- More than 200 pre-defined and easily configured reports and graphical displays that provide historical and real-time information

In total, these capabilities provide a solution that delivers a single integrated solution for the management and resolution of all requests submitted to the service desk.

### Benefits

Remedy Help Desk provides a single point of contact for customer interface with IT and improves the effectiveness and efficiency of the IT staff who manage IT service and support.

Specific benefits of Remedy Help Desk for the ITIL Service Desk guidance include:

- Increased customer satisfaction
- Improved quality and faster response to user requests
- Improved teamwork and communication
- Reduced overall cost of service delivery and support

<sup>1</sup> Central Computer and Telecommunications Agency. Best Practice for Service Support. Norwich. 2000. Page 29.

<sup>2</sup> Ibid. Page 31.

## Incident Management

### ITIL definition

In ITIL terminology, an 'Incident' may be defined as:

*“Any event which is not part of the standard operation of a system that causes, or may cause, an interruption to, or a reduction in, the quality of service.”<sup>3</sup>*

The primary goal of the ITIL Incident Management process is to restore normal service operation as quickly as possible and to minimize the adverse impact on business operations, thus ensuring that the highest possible levels of service quality and availability are maintained.<sup>4</sup>

### Incident Management with Remedy Help Desk

The use of the Remedy Help Desk application directly supports an ITIL-compatible Incident Management process. The out-of-box capabilities of the application are compatible with the Incident Management Process as defined by ITIL.

Remedy Help Desk is designed as the main support tool used by IT staff to manage the complex process of resolving incidents. Specifically designed to optimize the processing of incoming requests, Remedy Help Desk ensures the efficient and expeditious handling of all incidents.

Incoming service requests may be submitted by the customer, the service desk staff, or through automated system management tools, such as BMC Patrol Enterprise Manager, HP OpenView Network Node Manager, or Tivoli Enterprise Manager. By entering a service request, tracking the configuration item to which it applies, recording the name of the caller, resolving the incident, or dispatching to a specialist, the IT organization uses Remedy Help Desk to track and solve the incident in a procedural manner as specified by the ITIL Incident Management guidance.

Key incident information, such as related configuration items and overall incident history, can be reviewed quickly by the support staff. The solutions knowledge base works at the incident level to help solve incidents quickly and consistently. In addition, duplicate incidents submitted by a single user, or others, can be associated and resolved together.

When an incident goes beyond the capabilities of the assigned support staff or is determined to be a problem, the problem management functions in Remedy Help Desk are used to track and analyze the underlying problem to determine the root cause. Close integration with the other IT Service Management applications, such as Asset Management, Service Level Agreements, and Change Management, make Remedy Help Desk the foundation of a comprehensive ITIL solution.

### Specific ITIL-Related Capabilities

Remedy Help Desk includes a variety of integrated and automated out-of-box best practice capabilities that fulfill the mandatory criteria for ITIL Incident Management guidance, including:

- A single point of contact that maintains communication with the end-user
- An interface for users to request and track status
- A classification system for all incidents
- An integrated searchable knowledge base of common solutions and work-arounds to known errors and problems
- An escalation system that automatically prioritizes and routes incidents according to service level agreements
- More than 200 pre-defined and easily configured reports and graphical displays that show performance to service level agreements.

In total, these capabilities, implemented with the ITIL framework, provide a solution that enforces accountability and responsibility for the resolution of all incidents.

### Benefits

Remedy Help Desk can increase the effectiveness and efficiency of the IT staff managing the Incident Management process, resulting in minimized impact of incidents and improved service levels.

Specific benefits of Remedy Help Desk for the ITIL Incident Management Process include:

- Improved incident resolution performance against SLAs
- Proactive communications and improved working relationship with customers
- Improved IT resource utilization and satisfaction
- Increased IT infrastructure availability

<sup>3</sup> Ibid. Page 71.

<sup>4</sup> Ibid. Page 71.

## Problem Management

### ITIL definition

In ITIL terminology, a 'Problem' may be defined as:

*"An unknown underlying cause of one or more incidents."*<sup>5</sup>

The primary goals of the ITIL Problem Management process are to minimize the adverse impact of errors within the IT Infrastructure and to prevent recurring incidents related to these errors. The reactive aspect of these goals is to quickly solve problems in response to one or more incidents. The proactive aspect of these goals is to reduce the overall number of incidents.<sup>6</sup>

### Problem Management with Remedy Help Desk

The use of the Remedy Help Desk application directly supports an ITIL-compatible Problem Management process. The out-of-box capabilities comply with the Problem Management process as defined by ITIL.

Merely registering and resolving incidents is not sufficient to stabilize the IT environment or empower IT organizations to function proactively rather than reactively.

Remedy Help Desk implemented to support the ITIL Problem Management process identifies the root cause of problems and then manages actions to correct known errors. The application defines a problem as the unknown cause of an incident. Problem Management capabilities in Remedy Help Desk include the prioritization, routing, tracking, and resolution of problems.

Out-of-box integration of Incident Management and Problem Management processes allows the IT support staff to identify a problem, as well as all other incidents related to that problem. Quick identification and proper process to diagnose and solve the underlying root cause of a problem will resolve all incidents and return to a working state as quickly as possible.

Determining the root causes allows IT staff to be proactive and propose changes to reduce the number of incidents in the IT environment. Changes in the environment are implemented with a 'Request for Change'—a change request in the Remedy Change Management application.

### Specific ITIL-Related Capabilities

Remedy Help Desk includes a variety of integrated and automated out-of-box best practice capabilities that fulfill the mandatory criteria for ITIL Problem Management guidance, including:

- A classification system that creates problem records separate from incidents and tracks them according to ITIL procedure
- Automated matching of incidents with problems and known errors using a three-tier system
- Tracking and monitoring problems through defined stages with audit records for all past work
- Routing and escalation of problems, based on urgency and severity code, to geographical location, work group, or individual
- More than 200 pre-defined and easily configured reports and graphical displays that provide historical and real-time information

In total, these capabilities, implemented with the ITIL framework, provide a solution that allows problems to be systematically identified and resolved.

### Benefits

Remedy Help Desk can be used to systematically identify and resolve IT infrastructure problems, as well as reduce the number of support incidents, thereby improving service levels and improving the return on IT infrastructure investments.

Specific benefits of Remedy Help Desk for the ITIL Problem Management Process include:

- Improved resolution of multi-incident problems
- Proactively reduced number of support incidents
- Improved productivity and reduced costs

<sup>5</sup> Ibid. Page 268.

<sup>6</sup> Ibid. Page 95.



## Change Management

### ITIL definition

In ITIL terminology, a 'Change' may be defined as:

*“The addition, modification or removal of approved, supported or baselined hardware, network, software, application, environment, system, desktop build or associated documentation.”<sup>7</sup>*

The primary goal of the ITIL Change Management process is to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes in order to minimize the impact of change-related incidents upon service quality. Although changes often arise as a result of unplanned problems, many also arise from planned requests for change from the business or IT organization.<sup>8</sup>

### Change Management with Remedy Change Management

The use of the Remedy Change Management application directly supports an ITIL-compatible Change Management process. The out-of-box capabilities comply with the Change Management Process as defined by ITIL.

Today's infrastructures are both complex and critical, which means that the process of gathering, planning, implementing, monitoring, and evaluating requested changes have a direct impact on IT services. An organization cannot guarantee IT service availability and quality unless it controls the changes that affect it. Remedy Change Management provides a comprehensive out-of-box solution that expedites changes to the IT infrastructure without the loss of service.

Remedy Change Management delivers a best-practice process to systematically manage the response to a change request in accordance with the ITIL framework. Remedy Change Management tracks a change from the moment it is proposed, through the implementation in the live environment, to the evaluation of the end result.

The out-of-box Change Management capabilities facilitate the gathering of changes from all identified stakeholders into a change repository. It includes planning changes based on priority, impact, or urgency. Remedy Change Management considers business and technical impact, impact on other services, the effect of not implementing the change, as well as resources required. It includes use of a back-out plan and a robust approval server that manages the request through a complex approval process. Remedy automatically assigns tasks needed to complete the change.

If problems arise during implementation, automatic escalations and notifications are performed. Repeated changes can be completed consistently with change templates. Reports are used to evaluate changes for desired effect, on time, on budget.

The use of a Change Board and an integrated software application is essential to maintain a proper balance of the need for change with the potential negative impact on other elements of the IT infrastructure. Remedy Change Management is an indispensable tool used by the Change Advisory Board as specified by ITIL.

### Specific ITIL-Related Capabilities

Remedy Change Management includes a variety of integrated and automated out-of-box best practice capabilities that fulfill the mandatory criteria for ITIL Change Management guidance, including:

- A classification system for accepting, logging, and storing change requests that tracks information such as category of change, priority, reason, scope, and nature of change request
- The ability to track change requests through stages of review, authorization, and implementation with routing and approval path determined by various criteria
- Support for back-out procedures if incidents arise as a result of the implemented change
- Relationship information in the change repository that identifies risks to the change requests that helps identify potential risks associated with each requested change
- Impact assessments and resource requirements and notification
- Priority, urgency, and impact fields as described by ITIL

In total, these capabilities, implemented with the ITIL framework, provide a solution that systematically manages the risk and impact of proposed changes, requiring all changes to configuration information in the asset repository to have an associated change request.

### Benefits

Specific benefits of Remedy Change Management for the ITIL Change Management Process include:

- Increased visibility and communication of changes to both business and service support staff
- Reduced impact of change (i.e. loss of service) from improved impact and risk assessment
- Better assessment of the cost of proposed changes before they are incurred

<sup>7</sup> Ibid. Page 265.

<sup>8</sup> Ibid. Page 165.



## Configuration Management

### ITIL Definition

In ITIL terminology, 'Configuration Item' may be defined as:

*“Component of an infrastructure—or an item, such as a Request for Change, associated with the infrastructure—that is under the control of Configuration Management. CIs vary widely in complexity, size and type, from an entire system to a single module or minor component.”<sup>9</sup>*

The primary goal of the ITIL Configuration Management process is to account for and verify the configuration records of all the components of the IT infrastructure, as well as provide accurate information to support all other support processes, including Incident Management, Problem Management, Change Management, and Release Management.<sup>10</sup>

### Configuration Management with Remedy Asset Management

The use of the Remedy Asset Management application directly supports an ITIL-compatible Configuration Management process. The out-of-box capabilities comply with the Configuration Management Process as defined by ITIL.

Remedy Asset Management is Remedy's integrated solution for capturing and maintaining IT configuration data for assets and the relationship between them, including software, hardware, documentation, and processes. It provides the Configuration Management Database that maintains a record of all configuration items that make up the IT infrastructure, such as model, serial number, physical location, user, owner, maintenance contract information, lease, warranty, and financial information. Each configuration item can consist of an unlimited number of components and can have an unlimited number of relationships with other items.

For organizations that employ bar code labels to identify equipment, Remedy Asset Management integrates with additional hardware and AR System® Link for Palm Powered™ Handhelds to scan equipment by location, read the data into the database, and generate reports that describe the equipment by location.

Configuration items stored in Remedy Asset Management can also be accessed from all Remedy IT Service Management applications, thereby enhancing its capacity to pinpoint the source of a problem and

resolve it. Configuration item data is seamlessly integrated with Remedy Help Desk, Remedy Change Management, and Remedy Service Level Agreements.

### Specific ITIL-Related Capabilities

Remedy Asset Management includes a variety of integrated and automated out-of-box best practice capabilities that fulfill the mandatory criteria for ITIL Configuration Management guidance, including:

- Population of the Configuration Management database with all relevant information about configuration items
- Identification of the physical and logical relationships between configuration items—upstream, downstream, ownership, peer-to-peer, uses, and is-used-by
- Population of the Configuration Management database with all baseline and deviation configurations to provide full asset lifecycle information
- Data integrity verification provided by authorization checks, name consistency, and mandatory fields
- Logging of historical changes available for audit purposes
- Standard and easily configured reports that allow analysis of standards compliance, security audits, asset configurations, warranty management, and financial cost and recovery.

In total, these capabilities, implemented with the ITIL framework, provide a solution that systematically prevents the changing of asset configuration information without a specific change request that authorizes the modification.

### Benefits

Remedy Asset Management provides a single integrated configuration management database for all configuration items that seamlessly supports Incident Management, Problem Management, Change Management, and Service Level Management processes.

Specific benefits of Remedy Asset Management for the ITIL Configuration Management Process include:

- Accurate information used with other ITIL support processes
- Improvement of security and stricter adherence to legal obligations
- Facilitation of impact and risk analysis for changes and problems

<sup>9</sup> Ibid. Page 266.

<sup>10</sup> Ibid. Page 121.

## Service Level Management

### ITIL definition

In ITIL terminology, a ‘Service Level Agreement’ may be defined as:

*“A written agreement with a Customer(s) that documents agreed service levels delivered.”<sup>11</sup>*

The primary goal of the ITIL Service Level Management process is to ensure that service level agreements are met and that any adverse impact on service quality is kept to a minimum.<sup>12</sup>

### Remedy Service Level Agreements

The use of the Remedy Service Level Agreements application directly supports an ITIL-compatible Service Level Management process.

Managing both service delivery levels and customer expectations is key to running IT like a business. Specifying terms of service delivery in a jointly developed agreement is an IT service delivery best practice. The agreements between the service provider and the customer of those services can be specified in a written contract. This contract is usually referred to as a Service Level Agreement (SLA).

Remedy Service Level Agreements makes it possible to register SLAs, correlate SLAs to the underlying technical infrastructure, and observe real-time compliance with the SLAs for all service support processes as defined by ITIL. Using service level agreements to control priority and activity in Incident, Problem, Change, and Configuration Management processes is paramount for delivering service at levels that meet customer expectations.

Remedy Service Level Agreements provides a way to stipulate required availability and then gauge if service levels are being met. When system response times are exceeded, for example, IT specialists can notify management and/or escalate the problem according to Incident Management or Problem Management processes. Through the integrated Service Desk, customers get status of the progress of their outstanding issues and get a description of the level of service they are receiving.

### Specific ITIL-Related Capabilities

The Remedy Service Level Agreements application includes a variety of integrated and automated out-of-box best practice capabilities specified by ITIL as supporting Service Level Management, including:

- Definition of rules to implement the service agreements between IT, customers, and any external resource
- Service level agreement records that contain information on the IT provider, customer, and specific services and specified service performance and that can be created, changed, and deleted
- Tracking of all Service Desk requests to contractual parameters
- Proactive alerts that can identify issues and trigger actions prior to service levels being violated
- Integrated graphical interface that shows real-time status of a wide variety of SLAs
- Out-of-box reports that show performance of IT services compared to service level agreement

In total, these capabilities, implemented with the ITIL framework, provide a solution that delivers a tiered response system, manages customer expectations and service delivery, and encourages the customers to view the IT organization as a “service business.”

### Benefits

Specific benefits of Remedy Service Level Agreements for the ITIL Service Level Management process include:

- Prioritization of Incident, Problem, and Change activities to meet various SLAs
- Use of SLAs as a basis for charging for service and help demonstrate customer value
- Visibility into the process, enabling management to identify and monitor key metrics to drive operational improvement

<sup>11</sup> Central Computer and Telecommunications Agency. Best Practice for Service Delivery. Norwich. 2000.

<sup>12</sup> Ibid.

### Summary of Benefits

This table summarizes the benefits and related features of the Remedy IT Service Management family of applications for each ITIL process area.

Benefits	Features	Help Desk	Change Management	Asset Management	Service Level Agreements
<b>Service Desk Overview</b>					
Increased user accessibility via single point of contact	Multi-channel user interface, routing, tracking, services, roles	X			
Improved quality and faster response to user requests	Asset repository, classification, routing, knowledge, escalation	X		X	X
Improved teamwork and communication	User interface, asset repository, tracking, tasks, roles, knowledge, asset associations	X		X	
Reduced overall cost of service delivery	Multi-channel interface, workflow, routing, escalation, knowledge base	X	X	X	
<b>Incident Management</b>					
Improved incident resolution performance against SLAs	Reports, classification, tracking, rules, escalation, events, asset associations	X		X	X
Proactive communications and improved working relationship with customers	Multi-channel communication, classification, tracking, reporting	X			
Improved IT resource utilization and satisfaction	Requests, queues, classification, routing, tracking, knowledge management	X		X	
Increased IT infrastructure availability	Data integration, asset repository, requests, tasks, approvals, asset types, asset associations	X	X	X	
<b>Problem Management</b>					
Improved resolution of multi-incident problems	Classification, routing, known errors, solutions, knowledge base	X	X	X	
Proactively reduced number of support incidents	Root cause analysis, monitoring, trending, reporting	X	X		
Improved productivity and reduced costs	Routing, escalation, tracking, solutions, knowledge base	X	X	X	X
<b>Change Management</b>					
Increased visibility and communication of changes to both business & service support staff	Reports, requests, routing, roles, escalations, approvals		X		
Reduced impact of change from improved impact and risk assessment	Classification, services, knowledge, events		X	X	
Better assessment of the cost of proposed changes before they are incurred	Reports, classification, services		X	X	
<b>Configuration Management</b>					
Accurate asset information used with other ITIL support processes	Data integration, asset repository, knowledge, approvals, asset types, asset associations	X	X	X	X
Improvement of security and stricter adherence to legal obligations	Data integration, asset repository, reports, asset types, asset associations			X	
Facilitation of impact and risk analysis for changes and problems	Asset repository, reports, tracking, events, asset associations	X	X	X	
<b>Service Level Management</b>					
Prioritization of Incident, Problem, and Change activities to meet various SLAs	Classification, routing, roles, escalation, approvals	X			X
Use of SLAs as a basis for charging for service and help demonstrate customer value	Asset repository, reports, tracking, services, asset associations				X
Visibility into the process, enabling Management to identify and monitor key metrics to drive operational improvement	Reports, user interface, requests, events	X	X		X

## Conclusion

As more companies turn to ITIL for guidance on how to standardize on best practice capabilities, IT leaders look to solutions that align IT with business objectives and drive IT operational improvements. These leaders also rely on tools to effectively deploy procedural-level processes that are used for service delivery and support and that enable incremental improvements.

Although ITIL provides guidance on common set of best practices, each implementation of ITIL is different and can change based on the changing needs of the organization. The flexibility of the ITIL framework is one of the key factors driving the growing success of ITIL.

The Remedy IT Service Management family of applications directly supports ITIL guidance with out-of-box best practice capabilities, delivering a comprehensive integrated solution for Service Desk, Incident Management, Problem Management, Configuration Management, and Service Level Management functions defined by ITIL.

Although Remedy's IT Service Management applications can be implemented using a phased approach, the ultimate value is in using the whole integrated family of applications to manage and automate interconnected ITIL service support processes.

Remedy is unique because not only does it provide out-of-the-box ITIL solutions but because it is more flexible and adaptable than any other solution.

The use of Remedy for ITIL implementation directly improves service support capabilities, improves IT resource efficiency, and reduces cost of IT operations.

## About Remedy

Remedy is your source for Service Management solutions that meet your needs. Remedy, a BMC Software company, has a successful track record of providing industry-leading Service Management solutions that enable organizations to reduce costs, improve quality of service, and maximize overall operational effectiveness. Remedy automates service-related business processes through a complete suite of out-of-box best-practice Service Management applications, including Help Desk, Asset Management, and Customer Support. All Remedy applications leverage the highly flexible Action Request System, a comprehensive development environment that delivers business process authoring capabilities to meet the unique requirements of organizations today and into the future.

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