

>> KEY FACTS

ITIL® v2 concentrates on the internal aspects of IT implementation and the standardization of service processes. In contrast, ITIL® v3 describes a comprehensive service lifecycle model that views IT in terms of its sustained support for customer-focused business processes.

ITIL® v3 is a five-volume reference work covering the following areas:

- > Service Strategy
- > Service Design
- > Service Transition
- > Service Operation
- > Continual Service Improvement

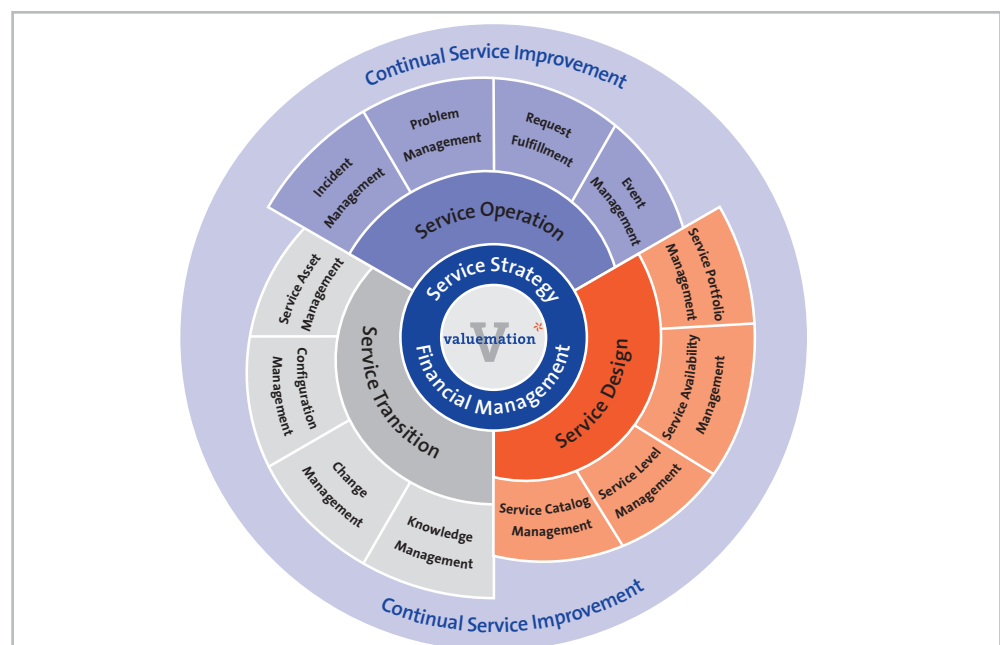
Valuation fully supports the ITIL best practices in both versions 2 and 3. Our modularly structured and integrated Valuation Suite gives you the option of introducing individual ITIL® disciplines in a gradual, step-by-step manner or choosing to apply a whole IT lifecycle model.

ITIL® v3: Facilitating Business Service Management

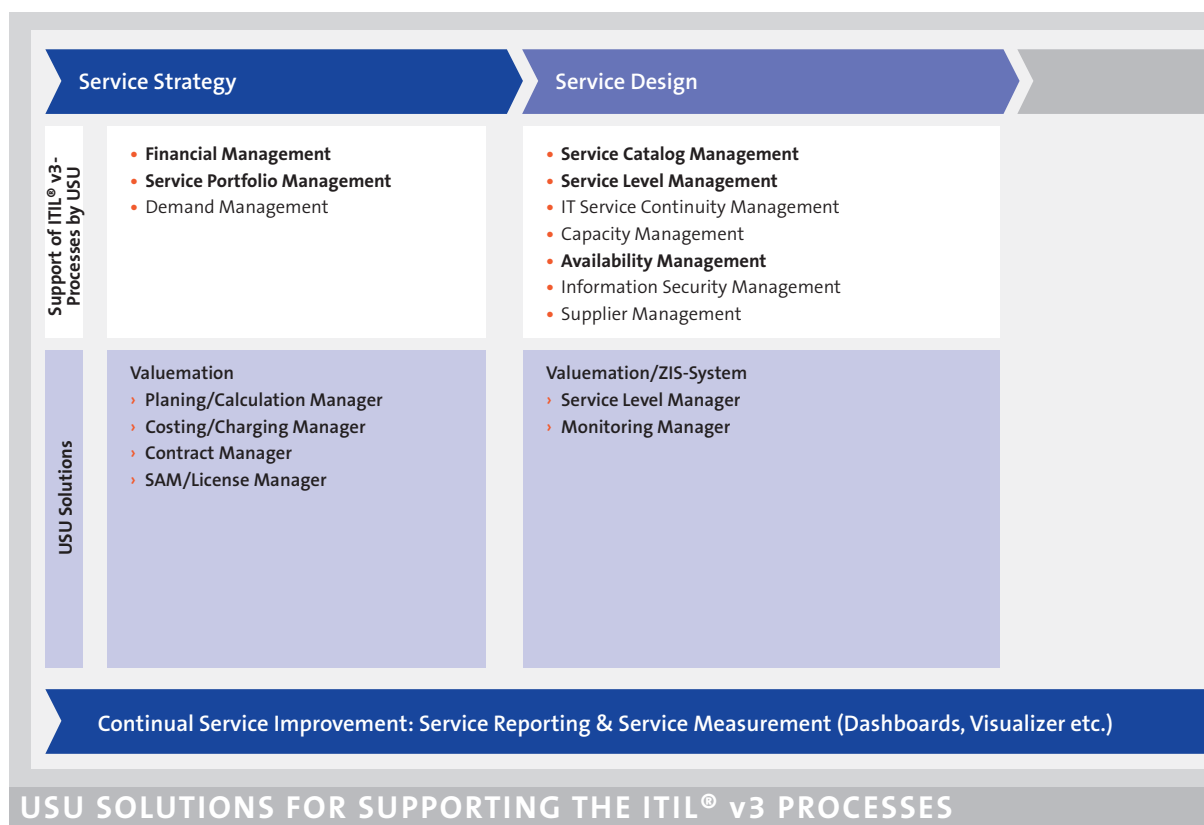
These days, the IT Infrastructure Library – or simply ITIL – is an indispensable component of business-oriented IT service management. ITIL® documentation describes recognized and accepted de facto procedures that have been devised by experts, consultants and experienced practitioners. Working with the new ITIL® Version 3, IT managers can now, for the first time, apply a lifecycle model in systematically planning, monitoring and controlling high-quality IT services.

> Focus on business processes

With ITIL® v3, a fundamental paradigm change takes place in IT service management: It means no longer being centered on IT internal processes but implementing a comprehensive approach stressing customer-focused alignment of IT services. The focus is now on efficient, economical fulfillment of company-wide objectives. This approach has to be supported by IT services that themselves are focused on business services: “The business is the driver, the business is the measure and the business is the reason!”



IMPLEMENTATION OF THE ITIL® v3 SERVICE-LIFECYCLE MODEL WITH VALUATION



The ITIL® v3 service manuals cover five service phases, complementing the service-life-cycle model.

“Service Strategy” supports you in designing and determining the strategic direction of your IT services. It covers the definition, specification, logistics and financial aspects of IT services from a business perspective. During the process of devising your service strategy, you’ll learn how to manage costs and risks that are associated with the range of services that you offer.

“Service Design” helps you (re)configure new or existing IT services with the aim of converting them to real-time operation. It describes a comprehensive approach to help you ensure the greatest possible compatibility and integration with existing IT processes. With it, you’ll also describe the functionality and quality of service processes in terms of how they fit the needs of your company.

“Service Transition” covers the implementation of business-focused requirements in providing specific IT services. Here, the focus is on change management and the standardized provision of

Service Transition

- Service Asset & Configuration Management
- Change Management
- Knowledge Management
- Transition Planning & Support
- Release & Deployment Management
- Service Validation & Testing
- Evaluation

Valuation

- › Asset Manager
- › Cmdb Manager
- › SAM/License Manager
- › Change Manager
- › Inventory Scanner
- › Dependency Mapping

USU KnowledgeCenter

- + KnowledgeMiner
- + KnowledgeBase
- + KnowledgeGuide

Service Operation

- Incident Management
- Problem Management
- Request Fulfillment
- Event Management
- Access Management

Valuation

- › Incident Manager
- › Problem Manager
- › Service Request Manager

Valuation/ZIS-System

- › Monitoring Manager

USU KnowledgeCenter

- + KnowledgeMiner
- + KnowledgeBase
- + KnowledgeGuide

IT services. You'll make sure that these services are provided and supported in a manner that matches the need, conduct risk and cost/benefit analyses and ensure the steady supply and continuous fulfillment of the services that you are expected to provide.

"Service Operation" describes how agreed-on service levels are to be maintained for end users and customers. The aim of this section is to guide the operation of IT infrastructure, technology and applications so that the provision of IT services occurs as efficiently, smoothly and trouble-free

as possible in daily use. This covers the coordination and implementation of all activities that are necessary for the provision and maintenance of IT services.

"Continual Service Improvement" focuses on the continuous optimization of service quality. With it, you'll establish performance parameters and measurements (KPIs) that help to monitor target commitments and identify weaknesses in your system. If necessary, you can even realign your IT services in accordance with changing user requirements.

>> BENEFITS

ITIL® v3:

- > *Standardized processes, procedures and work instructions*
- > *Increased customer satisfaction through customer-oriented IT services*
- > *Improved communication between IT personnel and their customers*
- > *Increased efficiency through targeted application of knowledge and experience*
- > *Provides a basis for quality management in providing IT services.*

Valuation 3.6 supports 12 ITIL®-Prozesse and is certified by Pink Elephant.

Furthermore, both USU KnowledgeCenter 4.8 and ZIS-System 5.3 are certified as integrated solutions supporting the ITIL processes Knowledge Management as well as Event and Availability Management.

> Comprehensive ITIL® Support with Valuation

Valuation supports you both in introducing individual ITIL® processes as well as in implementing a comprehensive system of IT lifecycle management. This provides you with the greatest possible flexibility in adapting ITIL® best practices to meet your company's specific needs.

Valuation's ITIL® compliance and functional coverage has been certified by Pink Elephant. Its internationally recognized certification process, PinkVERIFYTM, has confirmed that Valuation 3.6 fully and completely supports a total of 12 ITIL® disciplines (see diagram in center).

> USU as a pioneer in new ITIL disciplines

For many years now, USU has supported and promoted comprehensive IT service management: USU is well known for being a pioneer in IT controlling and IT finance management. In fact, USU's Valuation Suite is now in its third product generation.

The configuration management database (CMDB), a consolidated centralized IT database, is an important tool for implementing ITIL® v3. With its CMDB solution, USU offers what the analysts at ECPweb.com recently termed a "mature, competitive IT asset and service management solution for medium-sized and large customers."

> New: Service Knowledge Management System (SKMS)

For the first time now, ITIL® v3 recognizes and emphasizes the importance of knowledge as a major factor in successful IT service management. Over the mid-term, this SKMS will replace today's CMDB. With USU KnowledgeCenter, USU already offers an integrated knowledge and solution database that you can readily use to disseminate knowledge independent from experts and with low administrative load.

> New: Service Level Management

With the integration of the ZIS-System, a solution from the USU subsidiary LeuTek, Valuation now includes additional functions like Systems & Process Monitoring and Service Level Management. This provides you with information on the availability of mission-critical business processes and enables continuous improvement processes.

USU has many years of experience in ITIL® consulting and in implementing solutions that effectively apply ITIL® best practices. Our ITIL®-certified consultants would be pleased to support you in the implementation of ITIL® standards, whether they carry out your IT projects for you or whether they arrange for qualified personnel to support your own efforts.