

BMC Roadmap Definition Services

Get started on the right path to IT service management improvement

KEY BENEFITS

- > Provide business justification for an ITIL initiative or service improvement program
- > Develop a communication plan to bring the entire organization on board
- > Clarify the priorities of the business in relation to IT improvement goals to better align IT to the business
- > Realize quick wins to gain credibility

With BMC Roadmap Definition Services, you rely on expert BMC consultants to evaluate your IT organization's current situation in relation to business needs and goals. Based on their evaluation, you can implement a "best path" plan designed specifically for your organization. This plan will help you improve the IT service you provide to the business by helping you to identify those service improvements that will provide the most impact with the least risk.

BUSINESS CHALLENGE

In striving to improve the level of service IT provides to the business, organizations are looking for ways to improve efficiency, control costs, and better align IT to business needs. However, for many of these organizations, it can be difficult to know where and how to start. That's why they often find that they have undertaken well-intentioned, yet discrete and disconnected, initiatives — without an overall plan to integrate the improvement effort across the IT organization. As a result, they don't realize the return on investment (ROI) they expected, which commonly leads to a negative impact on productivity or on the alignment of IT to the business.

THE BMC SOLUTION

BMC Roadmap Definition Services provide the required business plan to ensure that your IT improvement program includes integrated and actionable plans that address all areas of IT, including people, process, technology, finance, and business alignment and provides business justification for your ITIL initiative. This plan ensures that improvements in each area are supported by the others; for example, that changes to the IT service management processes are supported by underlying technology and corresponding roles and responsibilities. By considering all of these areas, you can take a holistic approach to IT improvement — and ensure tangible results. The communication plan helps in bringing the entire organization on board.

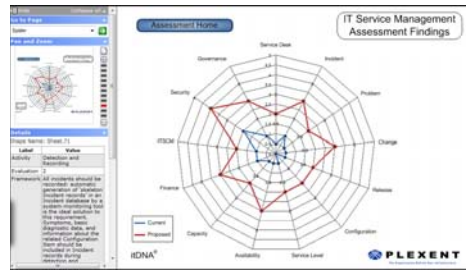
As part of BMC Roadmap Definition Services, expert BMC consultants will evaluate the current state of your IT organization and identify your desired state in several key areas of IT service management. The Roadmap also clarifies the priorities of the business in relation to IT improvement goals to better align IT to the business and you can realize quick wins to gain credibility. The BMC Consultants will help you get to your desired state in each of these areas:

- > **People:** Determine the optimal size, roles, skills, and location for your IT staff, and identify the key personnel involved in IT Infrastructure Library® (ITIL®) or process improvement initiatives.
- > **Process:** Assess your organization's IT service management maturity by looking at your personnel, tools, processes, roles, policies, and procedures.
- > **Technology:** Evaluate your technical infrastructure, such as the number and type of servers, routers, critical services, business units, SANs, backup, BCP/DR, security, governance, and more.
- > **Finance:** Project your potential business and IT benefits and estimate your ROI, cash flows, and payback time.
- > **Business alignment:** Agree on key business initiatives, and understand the effect process maturity has on these initiatives and on your business customers.

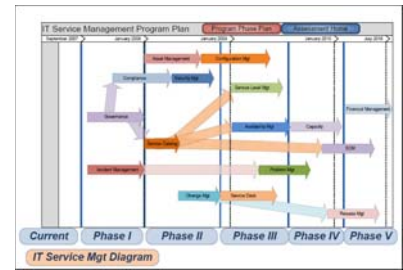
Contact your account manager to find out how you can benefit from BMC's industry-leading solutions and expertise — and get started with your IT service improvement program today.

Interactive deliverables

BMC is proud to partner with Plexent, creator of the itDNA® methodology, a standards-based service management adoption model. itDNA includes a complete set of interactive, browser-based deliverables that help you to identify the optimal areas for improvement, and then measure your progress towards your improvement goals. All BMC Roadmap Definition Services use the itDNA methodology to help you reduce costs through process improvement and operate more efficiently through a service-focused, process-oriented, cost-effective approach to managing IT.



Sample findings of an IT service management assessment



Sample roadmap for your IT service management program

FEATURES

- > Cultural awareness, education, and formal certified training
- > Maturity assessments focused on ITIL or ISO/IEC 20000 process disciplines
- > Process design projects, such as aligning roles, responsibilities, standards, policies, and procedures with industry best practices
- > ITIL adoption
- > Technology evaluations and recommendations
- > Support for security and compliance initiatives
- > Pre-audits and/or remediation of gaps against standards, such as ISO/IEC 20000 and ISO/IEC 27001
- > Strategic IT plan development

ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best-practice IT processes, automated technology management, and award-winning BMC Atrium technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the mid-sized business. Founded in 1980, BMC has offices worldwide and fiscal 2007 revenues of \$1.58 billion. Activate your business with the power of IT. www.bmc.com.

ABOUT BMC SERVICES

BMC helps you ask the right questions and answer them with clear plans to achieve your desired business outcomes — on time and on budget. Based on our experience with thousands of customer implementations, BMC has created a repeatable, predictable model for BSM delivery that helps you derive maximum value from your BMC solutions.

- > **Speed your transition to BSM**
BMC Consulting Services works with you to develop your strategy, implement your BSM solutions, and manage your BSM environment.
- > **Train for Success**
BMC Educational Services gives you the skills you need to successfully implement BSM and ITIL processes and solutions.
- > **Maximize Ongoing Value**
BMC Customer Support provides an unmatched portfolio of structured offerings that can be matched to your specific business needs and internal support capabilities.
- > **Partner with the best**
The BMC partner community extends BMC's worldwide presence, offers specialization in distinct areas (such as strategy consulting), and contributes to the pool of resources available to your organization.

FOR MORE INFORMATION

For more information about BMC Roadmap Definition Services, please contact your account manager or call (800) 841-2031.

