

ITSM Reporting Services

Centralised

Consistent

Timely

Cost effective

Independent

Accurate

Full service reporting for IT Service Management senior managers, technical staff and other key decision makers



Many organisations have varying degrees of reporting in place but few are fully satisfied with the results.

For the most part current reporting practices rely on the capabilities of the ITSM operational tools, usually supplemented with regular manual effort. This presents a number of problems:

- The reports produced by a diverse array of ITSM tools will be delivered in diverse formats, Excel workbooks, PDFs, documents, tables and charts. This results in a clutter of information from which it is difficult to draw a holistic picture of all ITSM activities;
- Management of the various reporting frameworks becomes costly and difficult. In many cases the people responsible for managing the process spend considerable time managing the reporting. This is most often seen in Capacity Management where a considerable percentage of the team's time is spent managing the Capacity Management system and not managing the capacity;
- Typical ITSM tool set reports concentrate on the operational aspects of their respective process. In most cases this shortfall requires extracting data from the tool into Excel to generate the necessary higher level reports. This process of data extraction and additional reporting is typically carried out by staff responsible for managing the process, taking them away from their core tasks. The effort to perform the data extraction and reformatting often results in considerable delays to the availability of the report;
- There is limited capability to generate reports that show the relationship between various processes such as Availability and Capacity or Change and Incident, nor can business data be easily integrated into the reporting framework;
- Changes of tool sets due to upgrading or simply changing vendor because of better operational product will mean that the reporting will change. If you have built additional reporting capabilities into Excel or other home grown solutions these will all need to be reworked;
- Any in house developed reporting systems result in ongoing maintenance requirements and associated costs. In many cases the single biggest impact of the internally developed system doesn't manifest itself until the developer leaves the organisation.

These are just a few issues being faced by most organisations. Our solution is to implement an ITSM vendor independent, platform and technology agnostic reporting framework, that effectively sits above the ITSM tool sets, accepting data feeds from them, and producing the necessary reports in a consistent, accurate, reliable and timely fashion.

We focus specifically on establishing and maintaining reporting systems for IT Service Management.

A single repository of all Service Management knowledge providing a consistent view to all levels of the organisation!

Our processes, software and services simplify the conversion of raw technical and business data into intelligent information for senior managers, technical staff and other key decision makers. We can help you produce meaningful, easily understood reports covering any aspect of IT Service Management within your organisation. With our ability to combine data from all data sources, including your business operational systems as well as many other forms of business knowledge, we provide a single consistent reporting framework that can describe IT Service Management across the board. A single view showing the interactions between the various Service Management processes and your operational business.

Centralised

A centralised repository of all ITSM data allows for cross process reporting. Not only should ITSM process data be collected but also operational business data. This allows reporting of the effects on business of the various ITSM processes.

Consistent

A consistent look and feel to all ITSM reports with data from different processes integrated with business metrics to provide a holistic view of ITSM.

Timely

Automated report production enables publication in a timely fashion. In many cases without substantial automation report production is simply not possible in the required time frames.

Cost effective

Centralising the reporting skills allows costly technical experts to focus on managing their environments rather than report production, report automation further reduces costs. With a timely, reliable, accurate reporting system opportunities for further cost reduction in ITSM and business operations may become evident.

Independent

A vendor, platform and technology agnostic reporting solution allows you to combine data from different ITSM processes, providing a more holistic view of your environment. It enables a change of ITSM tools without having to change the reporting. In addition, where several tools are used for the same process (which is often the case in very large multi-national organisations) the data from these disparate tools can be standardised in the reporting framework to provide a SINGLE view of the process, regardless of the operational tool.

Accurate

Reducing the human effort by automation increases accuracy, reliability and general acceptance of the generated reports.

Improved Governance standards:

With the introduction of ITSM Reporting Services, reporting standards could be centralised. Given that the rest of the IT department relied on, and used, normalized data the significant advantage the Captell system delivered was that it could work with de normalized, non summarized data and could drill down far deeper to actual incidents rather than be held to higher levels such as interval data. This ensured that a full forensic capability could be applied to all the departments' data if required.

Better team motivation and output:

The previous reporting effort was a 'cut and paste' process and not the most exciting of workloads to do. Automation of the reporting cycle has allowed us to focus our expertise on the more productive and rewarding aspects of capacity planning such as analysis and forecasting and new reporting options.

Best ROI outcomes:

Our reporting cycles used to take 2 people. 2 - 3 days a week to generate and build our weekly reports. Ad hoc reporting placed extra demands on the teams time. By utilising ITSM Reporting Services we have our daily, weekly and monthly reports automatically generated and ad hoc reports can be quickly built and published. The freeing up of 5 people days per week has given us a return on investment within 4 months.

Increase in Quality Knowledge Transfer:

Due to the ease of use of the Captell product, the rich publishing options and automation of report generation the Department noted the accuracy, currency and completeness of the knowledge transfer from the capacity management team to senior managers such as the CIO and CFO has risen to levels not achievable under their previous publishing effort.

Are you totally satisfied with the reports you receive or produce?

Do you feel that better information could better help you manage your IT environment?

Is the production of your regular reports time consuming?

Are your valuable and limited human resources being consumed in manual report collation?

Are your reports difficult to distribute to the right people?

Is the content of your published reports sometimes inaccurate due to simple human errors in preparation?

Do you find it difficult getting different information incorporated into your reporting framework?

Are you unsure of the usage of your Server farm?

Are you surprised by requests for hardware upgrades?

Are you interested in reducing the cost of Hardware; Software; and Environmental

Do you feel that your server farm is getting out of control?

Do you not have a good handle on how much infrastructure you have?

Do you know how much your under utilised servers are costing you?

If you answer yes to any one of these questions then contact us, we can help!

 **ITSM Reporting Services**

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