

IT's contribution allows reducing the risk of interruption of the activity and benefiting from an infrastructure created to sustain the growth and flexibility of the business.



Modules

Apia Itil is composed of the following modules: Management of Incidents, Management of Problems, Management of Changes, Management of Releases, Management of Configurations, Knowledge Base, Queries and Reports.

Management of Incidents

It tries to reestablish the normal operation of the service in the shortest possible time, according to the contracts of availability and quality established (SLA's), minimizing the adverse impact in the business' operations. Besides, it maintains efficient registers of the incidents to measure and evaluate the process, providing useful information to the other processes.

Management of Problems

It is aimed to minimize the adversity of the impact of the incidents and problems in the business, caused by errors in the infrastructure. It also helps preventing the recurrence of incidents caused by the same error. It allows finding weaknesses in the infrastructure and the root cause of the errors in a proactive way, starting the necessary correction actions (RFC's).

Management of Changes

It makes sure that standardized procedures and methods are used for the management

of all the changes, minimizing the impact of any incident that the change may provoke. It allows Authorizing or Rejecting changes, coordinating the implementation of the "approved changes" and managing the changes quickly, at an adequate cost, with the less possible risk and impact on the quality of the service and business processes.

Management of Configuration (CMDB)

The module of Management of Configuration is responsible for providing a logic model of the infrastructure and services, identifying, controlling, maintaining and verifying the versions of the components.

Management of Releases (Versions)

It allows protecting the environment of production and the one of the company's services through formal procedures and approved for the release of changes.

It establishes a general vision of a change in IT services, assuring that all the technical and non-technical aspects are taken into account,

determining the composition and planning of a deployment together with the a Management of Changes.

Knowledge Base

The application contains a Knowledge Base where all the incidents, changes and releases are published. This information is on-line and is of public access for the system's clients and users.

These data contain those incidents which have been reported by the clients and those which have been solved by the operators in a proactive way. In this way the support is carried out in an automatic way, without intermediaries, saving stages in the process and freeing the support staff for other tasks.

Queries and Reports

This module comprises the queries and the scenes of the system's analysis. Apart from the facilities out-of-the-box, the user can define new queries, graphics and scenes of information analysis.

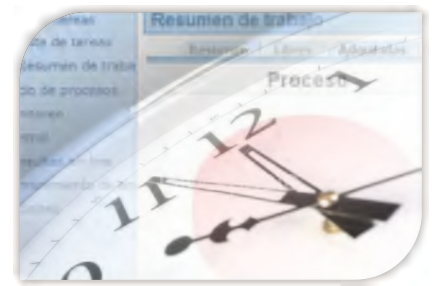
Success is not possible to be achieved in a company if the management of services is limited to react and solve problems as they are reported by the users: far from being reactive, the management of services must be proactive and detect those problems before they arise.

This pro activity in the management of the infrastructure and IT's applications will improve the operative efficiency, reduce exploitation costs and improve the quality of the service that is offered.

Apia Itil is aimed to increase the control in the business and to guarantee a greater contribution of the IT for the business' success.

Increase of productivity:

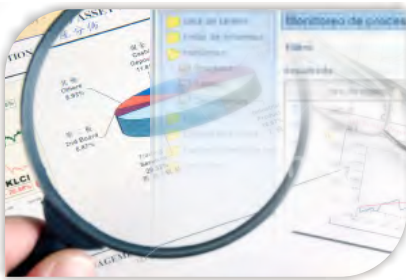
The automation and implementation of ITIL processes allow carrying out the tasks in the shortest possible time, reducing significantly the time of launch of releases or changes, which in short reduce the time to market. In other words, the availability of the service and its performance improve, achieving an increase in the business' profitability.



Benefits

Increase of security and quality:

With Apia Itil, security and quality are achieved together. On the one hand, the implementation of formal and approved processes generates a totally protected environment of production and services. On the other hand, these processes allow a better management of the support area, being able to carry out a more efficient and precise task, with the level that clients expect to receive.



Flexible and adaptable tool:

Apia Itil is a robust and friendly tool, ideal because of its easy integration to the existing systems. This characteristic will allow the company to improve all the business processes without interruptions, what will increase its performance, reusing its applications, taking them to a new level of productivity.