

WHITE PAPER

Apialtil, the best way to start with ITIL

Technology applied to improve the Support Service

Most of the world's biggest companies are using the power of IT to reach the business' goals. The contribution of IT allows the companies to reduce the risk of activity interruption and get benefit from an infrastructure created to sustain the business' growth and flexibility.

A company's success is not possible if the services' management is limited to react and solve the problems as they are reported by users: far from being reactive, the services' management must be proactive and detect those problems before they arise. This proactivity in the management of infrastructure and IT applications may improve the operative efficiency, reduce exploitation costs and improve the quality of the service thus offered.

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

About ITIL

The Information Technology Infrastructure Library (ITIL) is a comprehensible and consistent set of best practices for the processes of service management that promotes a quality approach to reach effectiveness and efficiency in the usage of IT.

It is not about a doctrine or a rigid norm, as it is usually considered. Even though ITIL incorporates guidelines on a common set of best practices, each implementation of ITIL is different and can change, depending on the organization needs.

Besides, it describes all the activities of IT (organized in areas of process) necessary to direct the provisioning and support of IT quality services.

ITIL model is made up of two big areas: Service Delivery, oriented to plan and deliver services of IT quality, base upon which construct businesses value; and Service Support, that searches to support and maintain the IT services on a daily basis, and focus the IT activities in a strategic value for the business.

The aim is to improve the service through the implementation of a cycle of quality as a basis.

Nowadays ITIL is much more than a set of international standards. It has generated a worldwide industry that includes Training, Consultancy, Certification, Software tools and Trade Association (itSMF).

When implementing ITIL and the best practices, the organizations can expect to obtain the following benefits:

- Improve the quality and level of the service, increasing the satisfaction of the client.

- Generate a closer line up between the TI Services and the processes with the business requirements, expectations and goals.
- More conscience of the TI support personnel on the business processes and their impact.
- Significant reduction of the managing and support costs that generate a lower TI Total Cost of Ownership.
- Improve the availability of the service and its performance, increasing the business profitability.

ITIL is oriented to produce the necessary integration to generate productive synergies between the main actors of a company: the people, the processes and technology.

Apialtil, the best way to start with ITIL

What is Apia?

Processes' technologic platform, flexible, of quick implementation, powerful and complete, applicable to the different industries to implement and manage the organizations' business processes, in a highly productive way. It is complete as it includes workflow, definition of processes and graphic and declarative forms, documental management, digital signature, functional monitors, transactional reports, BI analytic models, indicators, performance monitors.

This flexible, integrated and easy to use platform, allows quick implementations with participation of functional analysts and high grades of parameterization in the different implementation phases.

Apia strengthens the different levels of an organization allowing its members to design, administer, monitor, manage and integrate the different activities in an innovative and efficient way, benefitting from the high productivity of multidisciplinary development equipment, an effective distribution of work loadings, a reduction of times in the tasks' execution and appropriate information for the decision-taking.

What is ApiaItil?

ApiaItil is an application which is focused on improving the services related to Support (Service Support), establishing more efficient processes, based on the best practices, for the management of Incidents, Problems, Changes and Releases.

How is the Support Service improved?

ApiaItil is directed to parameterize a series of processes which answer and solve frequent problems quickly and efficiently.

The solution is based on the creation of a Services' centre (Service Desk) responsible of:

- Being the only point of contact with the user
- Recovering the service as soon as possible
- Managing all the life cycle of an incident
- Give support to the business activities
- Generating reports, communicating and/or promoting/suggesting
- Providing an interface for other processes

Operative processes:

Management of Incidents

It tries to re-establish 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 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.

Besides parameterizing these processes, the Configuration Management was created, responsible of providing a logic model of the infrastructure and services, identifying, controlling, maintaining and verifying the components' versions.

Increasing Knowledge

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.

Benefits of the application

Gain greater competitiveness: 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.

Reduce rework (tasks' repetition): once an incident has been solved, the case is registered in the Knowledge base. In the event it arises again, the user must simply indicate the client which is the solution, or the client may find it on his own.

Improve the utilization of resources: the Knowledge Base allows generating a knowledge to which the client can have access without intermediaries, releasing the support staff so that other tasks can be carried out. Besides, it prepares the company for its growth or increase of number of clients and/or users, without needing to increase the support staff.

Higher safety: through formal and approved procedures, the production environment and its services is protected.

Restructuring of the support area: this new system offers better tools for the operators, so that they can do a more efficient task.

Learn from previous experiences: all the information about incidents' reports is stored, being essential to carry out analysis, draw up conclusions, and take decisions.

A proactive incidents and problems' management helps reducing the number of reports to the Service Desk, at the same time it offers greater satisfaction for final users. The support staff will be more efficient and will have more available time to help those users who indicate less frequent problems which require more attention.



STATUM is a leader company in the regional market of Business Process Management System (BPMS) technologic solutions. With more than 10 years of experience, own offices in San Pablo, New York and Montevideo, services coverage all over Latin America and Spain, and strategic alliances with Deloitte, Bull, Oracle and Pink Elephant, we worry day by day about giving our clients and business members, a solution with the highest commitment and quality level.

STATUM is the company which develops Apia, a multiplatform and scalable BPMS product, based on J2EE technology, flexible and of quick implementation, powerful and complete –a unique tool which considers workflow functionalities, processes' definition, graphical and declarative forms, documental management, digital signature, functional monitors, transactional reports, BI analytic models, indicators, performance monitors, applicable to the different industries to implement and manage the organizations' business processes, in a highly productive way. Through Apia, STATUM deals with big corporations and important clients of the region in different sectors of the economy - Government, Telecommunications, Finances, Energy and Industry - through BPMS solutions specific of each industry.