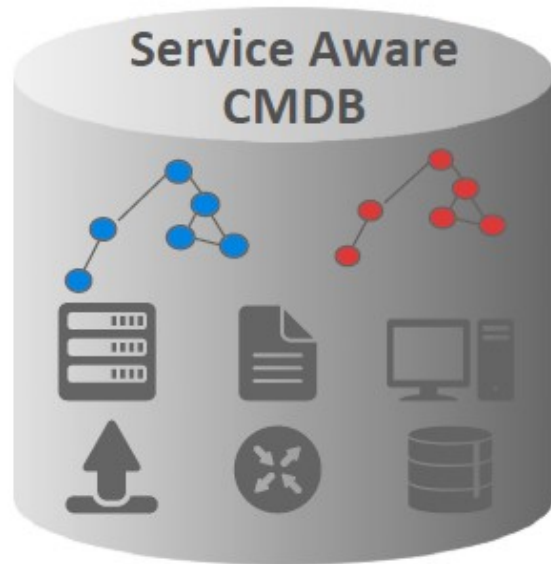


Make ServiceNow Service Aware

Technosys IT Operations Management Service



A Solutions Provider, to a Business & IT Equation

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Technosys ITOM Service - Introduction

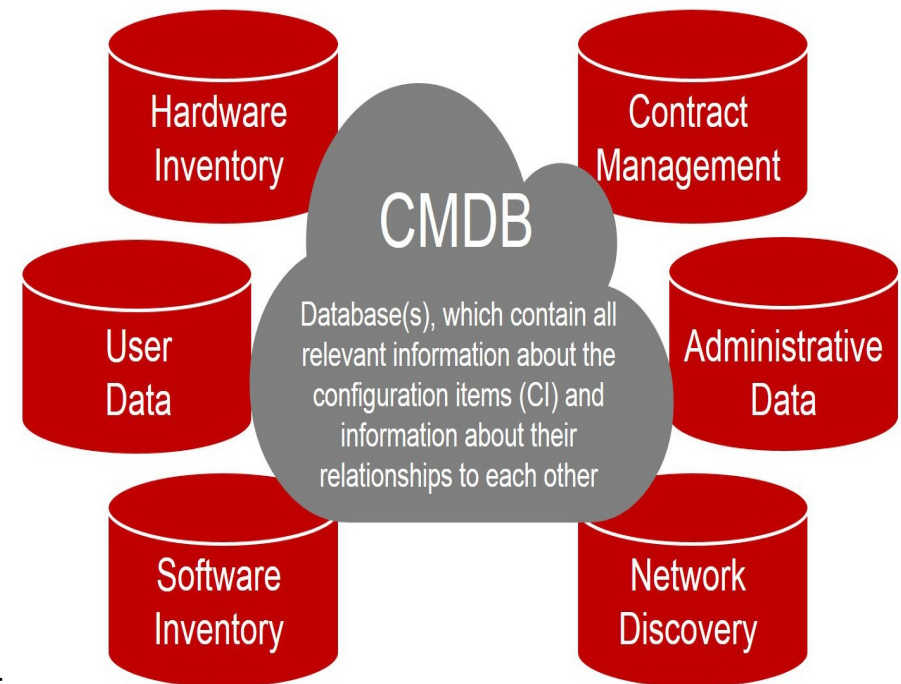
To effectively manage and improve your systems, you need to know exactly what assets are in your IT environment and have current, accurate configuration data.

With an accurate configuration management database (CMDB), it's easy to understand your organization's IT environment, particularly in the areas of service impact analysis, asset management, compliance, and configuration management.

The ServiceNow CMDB provides a single system of record for IT. When paired with ServiceNow Service Mapping, the CMDB becomes service aware — which enables your ServiceNow applications to be service aware as well. Now with your CMDB, you gain full visibility of your infrastructure and services, leading to more control of your environment and better decisions.

Technosys has wealth of experience in successfully deploying CMDB for global enterprises. We offer a complete end-to-end service, starting from gathering requirements, running workshops and deploying CMDB within an organisation.

Technosys believe in complete transfer of knowledge to customer resources, to ensure CMDB stays up-to-date and ensures it is a single place of truth for Configuration items within customer organisation.



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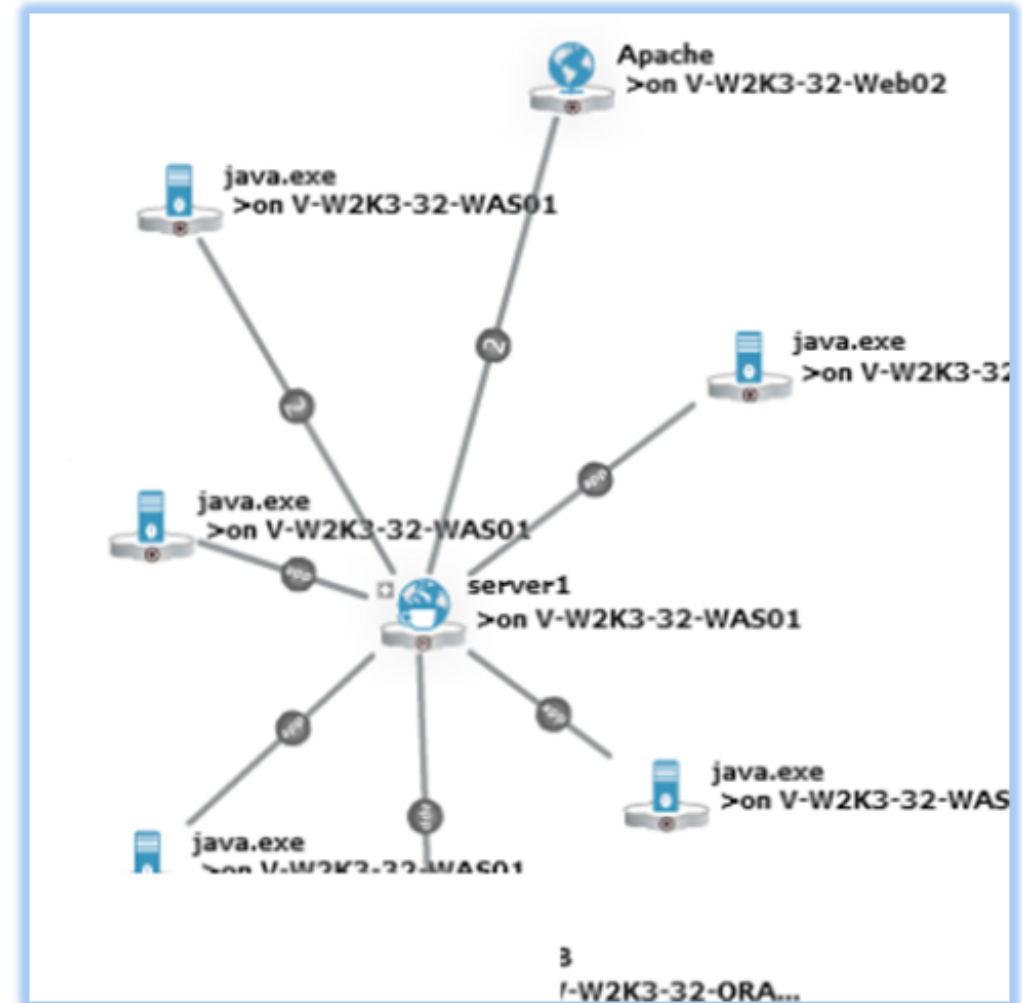
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Technosys ITOM Service – The IT Challenge

With so much of the modern enterprise powered by IT, visibility into IT infrastructure is mission critical. This sought-after visibility, however, is remarkably elusive. IT infrastructure continues to grow and become more complex, especially with the proliferation of hardware, software, appliances, virtual machines, cloud services, and mobile devices, making visibility into that infrastructure a constantly moving target.

For IT to gain visibility, it faces the challenge of consolidating, maintaining, and understanding complex data. IT must first consolidate disparate configuration item (CI) data into a single configuration management database (CMDB), taking into account unknown CIs, inconsistent data quality, and ill-defined relationships. IT must then regularly maintain this complex data for accuracy. Finally, IT must be able to make sense of this complex data to drive business decisions and services.

In general, CMDB projects have a reputation for failed starts, lengthy implementations, and ongoing maintenance challenges—often resulting in limited business value and lots of unrewarded effort.



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Technosys ITOM Service – Build Service Aware CMDB

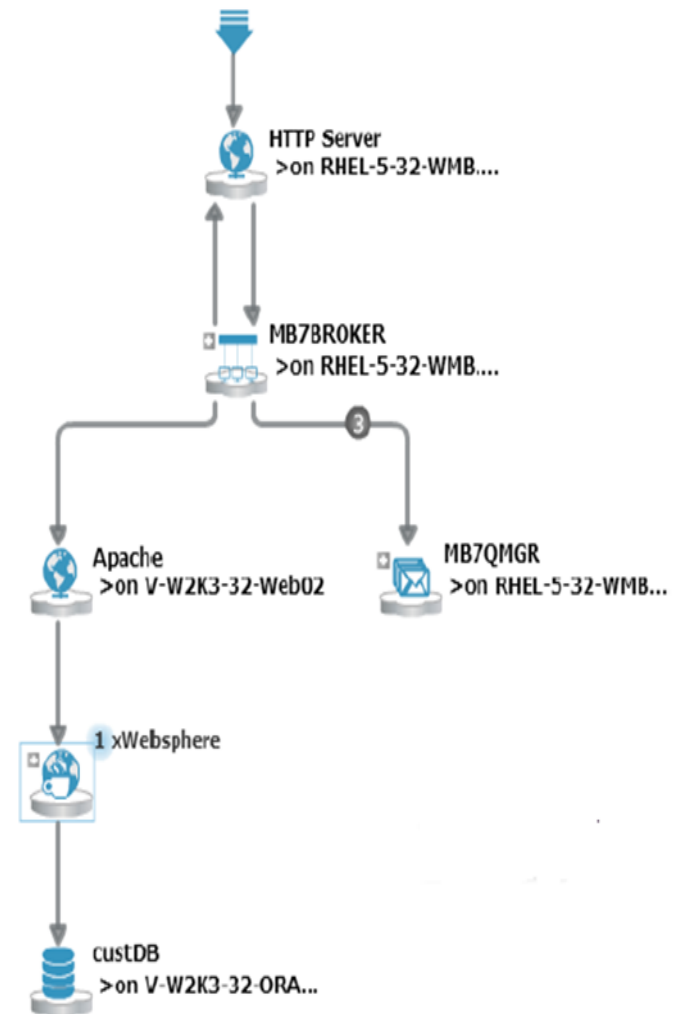
Configuration management Database (CMDB) is a framework, the key is to ensure that the CMDB is a 'Single Place of Truth' within an organisation. The only way to achieve that is by ensuring CMDB is complete and up-to-date (frequency of updates depends on how long business can live with an out-of-date CMDB). This can only be achieved if majority of the updates are via automation, manual updates should not be the norm.

A CMDB without proper relationships between the Configuration Item's (CI) is nothing more than a glorified Asset Register. CMDB must have a topology of Infrastructure CI's clearly defining the relationships between and another CI's. The next step is to build a 'Service Model', this is basically grouping of CI's by Services (Business & Technical). That's what completes the picture and makes your CMDB 'Service Aware'.

Technosys ITOM (IT Operations Management) Service addresses the challenge of making CMDB Service Aware by combining our expertise in Discovery (horizontal discovery of configuration items) and 'Service Mapping' (top-down discovery, for example from the portal as a starting point).

An approach of combining 'Bottom-Up' and 'Top-Down' Service Discovery automates Service Map creation and automatic maintenance of the discovered Service maps.

Unlike conventional approach, Technosys ITOM Service is specifically designed for virtualised and Cloud technologies. Transforming your ServiceNow CMDB into an agile tool that provides complete visibility of your dynamic infrastructure – and of how that infrastructure supports your business services. Connecting directly to your cloud and virtualization management systems from vendors such as VMware or Citrix. It discovers your dynamic infrastructure as it is created and modified, updating affected service maps in real time.



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Technosys ITOM Service – Unlock Full Potential of ServiceNow

ServiceNow provides a central repository for CIs, you can leverage the power of Technosys ITOM Service and build service maps across your entire ServiceNow platform, including incident, problem and change management.

- * Get accurate, real-time visibility of all of your business services
- * Pinpoint the root cause of service issues and resolve them more quickly.
- * Prioritise resolution of infrastructure issues based on their true business and service impact.
- * Plan changes more efficiently, and understand their exact business impact before they are made.
- * Detect and fix unplanned or incorrect changes as soon as they occur.

Your business relies on you to deliver the services it needs to win. To do this, you need real-time visibility of how these business services are delivered. This is not only about keeping your service delivery promises – it is also about driving down your own costs. This is why you invested in ServiceNow, and Technosys ITOM Service can now unlock its full potential.



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Technosys ITOM Service – Become Service Aware

Technosys ITM Service is designed to ensure that Discovery and 'Service Mapping' tools feed real-time, accurate service models to ServiceNow, making it fully service aware. Now, you can fix service incidents more quickly, focus on the most business-critical problems first, and make your change management more efficient and robust. The result is higher service quality, lower costs and better business.

Transform your Service quality and business productivity.

Contact [Technosys](http://www.technosys.com) for more information



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