



IBM Tivoli Foundations Service Manager

Highlights

- ***Streamline your service support operations through ITIL V3 aligned service request, incident and problem management applications***
- ***Reduce mean time to resolution through built-in knowledge management application and remote diagnostics tooling***
- ***Improve your operational efficiency through role-based start centers, dashboards, key performance indicators (KPI), work management and reporting***
- ***Accelerate time to value by leveraging out of the box best practice contents***

Small and medium sized organizations are focused on running the business and do not have abundant resources to manage IT. As technology becomes increasingly more complex, problem resolution becomes more time-consuming, skill requirements increase and costs to maintain quality services escalate. In the face of tighter budgets and fewer resources, prioritization, responsiveness, and standardized well defined processes are the keys to maximizing the availability of business-critical IT services.

Many smaller and growing medium sized organizations do not currently own an effective service desk solution. Spreadsheets and open source alternatives are used to allocate and record incident numbers. Automation is precarious and centralized record keeping

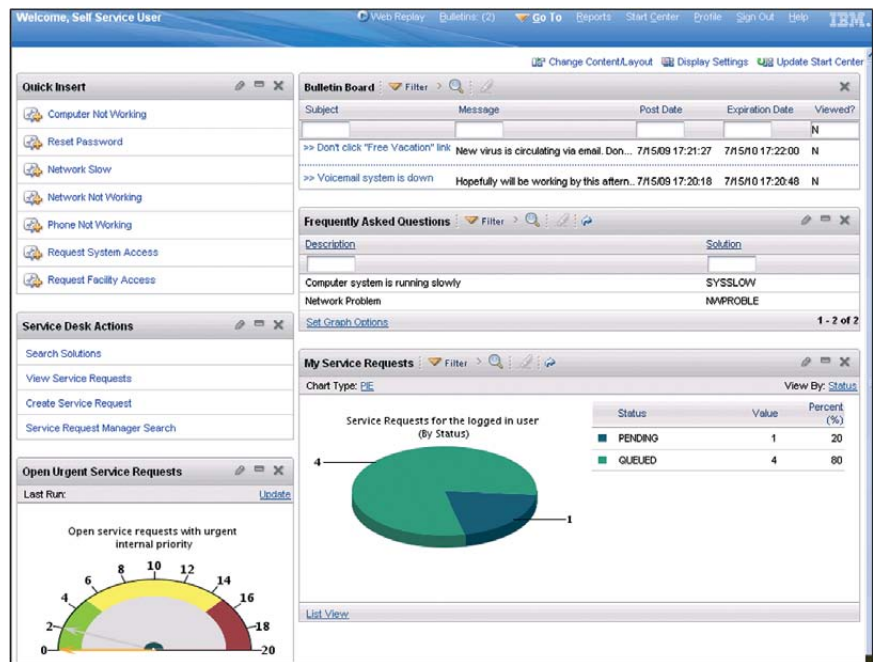
is not common. These organizations suffer from tedious and error prone processes that jeopardize the provisioning of effective service support to their customers.

IBM Tivoli® Foundations Service Manager is the service desk solution designed and priced specifically for smaller and medium sized organizations. It provides focused service desk capabilities through ITIL® V3.0 aligned service request, incident, and problem management processes. It encompasses a broad variety of features that enable a single point of contact to automate service request, incident and problem management. The offering includes pre-defined features that have been found key to growing needs of small and medium sized organizations. Equally important, it is easy to install, configure and deploy.

IBM Tivoli Foundations Service Manager has built-in features that streamline service desk operations through process workflow configuration and escalation across an organization. This software appliance-based service desk improves the productivity of service desk agents by providing problem solving tools such as remote diagnostics and web replay capabilities. Remote diagnostics capability enables the service desk agents to remotely take over work stations to fix problems, thus helping to save time and cost and improve customer satisfaction.

Additional features include:

- *Dashboards that provide real-time performance views.*
- *Out-of-the-box best practices contents such as workflows, templates, key performance indicators (KPIs), queries and reports targeted for SMB clients.*
- *Survey management capability.*
- *Bulletin board to inform the users of availability status of critical IT services.*



With the IBM Tivoli Foundation Service Manager Self-Service Portal, employees are empowered to solve issues on their own.

Tivoli Foundations Service Manager provides ways to increase the efficiency of its service support operations. Its robust self-help portal with built-in knowledge management functions, gives end users a way to quickly resolve problems on their own without having to involve any additional personnel.

Implementing standardized processes for managing service desk operations is tedious and time consuming for small and mid sized clients that have limited IT skills in house. This service desk solution enables the clients to implement ITIL aligned service request, incident and problem management processes using out-of-the-box best practice contents in a fraction of the time.

By using the streamlined service request, incident and problem management processes, overall service quality is improved and services are rapidly restored. Finally, the built-in survey capabilities allow the customers to track and trend overall end-user satisfaction with their operations and creates a closed loop environment where overall service quality can continually be improved.

The visibility, control, and automation possible with the Tivoli Foundations Service Manager is perfect for small

and medium sized clients looking to reduce costs, manage risks, and improve their service quality.

For more information

To learn more about IBM Tivoli Foundations Service Manager, please contact your IBM marketing representative or IBM Business Partner, or visit the following Web site: ibm.com/tivoli

About Tivoli software from IBM

Tivoli software from IBM helps organizations efficiently and effectively manage IT resources, tasks and processes to meet ever-shifting business requirements and deliver flexible and

responsive IT service management, while helping to reduce costs. The Tivoli portfolio spans software for security, compliance, storage, performance, availability, configuration, operations and IT lifecycle management, and is backed by world-class IBM services, support and research.

Additionally, IBM Global Financing can tailor financing solutions to your specific IT needs. For more information on great rates, flexible payment plans and loans, and asset buyback and disposal, visit: ibm.com/financing



IBM Tivoli Foundations Service Manager at a glance

List of Recommended Certified Hardware:

- IBM Lotus Foundations™ Appliance, model number 9234-CNx and model number 9234-DNx

Optional IBM systems not certified:

- IBM x3200 M2 Simple Swap SATA model number 4367-E1U (requires Intel® Pro 1000 PT Server Adapter (part number 39Y612))
- IBM x3200 M2 Hot Swap SATA model number 4367-E1U (requires Intel Pro 1000 PT Server Adapter (part number 39Y612))
- IBM x3200 M2 Hot Swap SAS model number: 4367-42U (requires Intel Pro 1000 PT Server Adapter (part number 39Y612))
- IBM x206 model number 8482-3MU
- IBM x226 model number 8646-0AU
- IBM x236 model number 8841-01U
- IBM x346 model number 8840-01U
- IBM 3105 model number 4347-64x or model number 4347-22x
- IBM 3200 (SATA Simple Swap and Hot Swap models) model number 4363-2DU or model number 4362-12U
- IBM 3250 model number 4365-6BU
- IBM 3400 model number 7975-5AU

Minimum third-party hardware server requirements:

- x86-based system
- At least one IDE or SCSI hard disk
- At least one Network Interface Card (NIC)
- IDE or SCSI CD-ROM drive
- VGA-based video card
- At a minimum 4GB RAM, 500 GB HD space and two single core CPUs or one dual core CPU.

Required external peripherals: monitor, keyboard, mouse

Operating systems:

- IBM Lotus Foundations Start

Browsers:

- Microsoft® Internet Explorer 6.x or 7.x
- Firefox 3.x

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