

# **Service Management**

## **Aligning IT and the Business**

**Robert E Stroud**

SVP

iCan SP, inc.



iCan provides ***service management solutions*** to help ***align IT with the business***



# IT Challenges

## *In the Current Downturn . . .*

- Ever greater cost pressures and scrutiny
- The need for greater accountability
- Demands for increased ROI

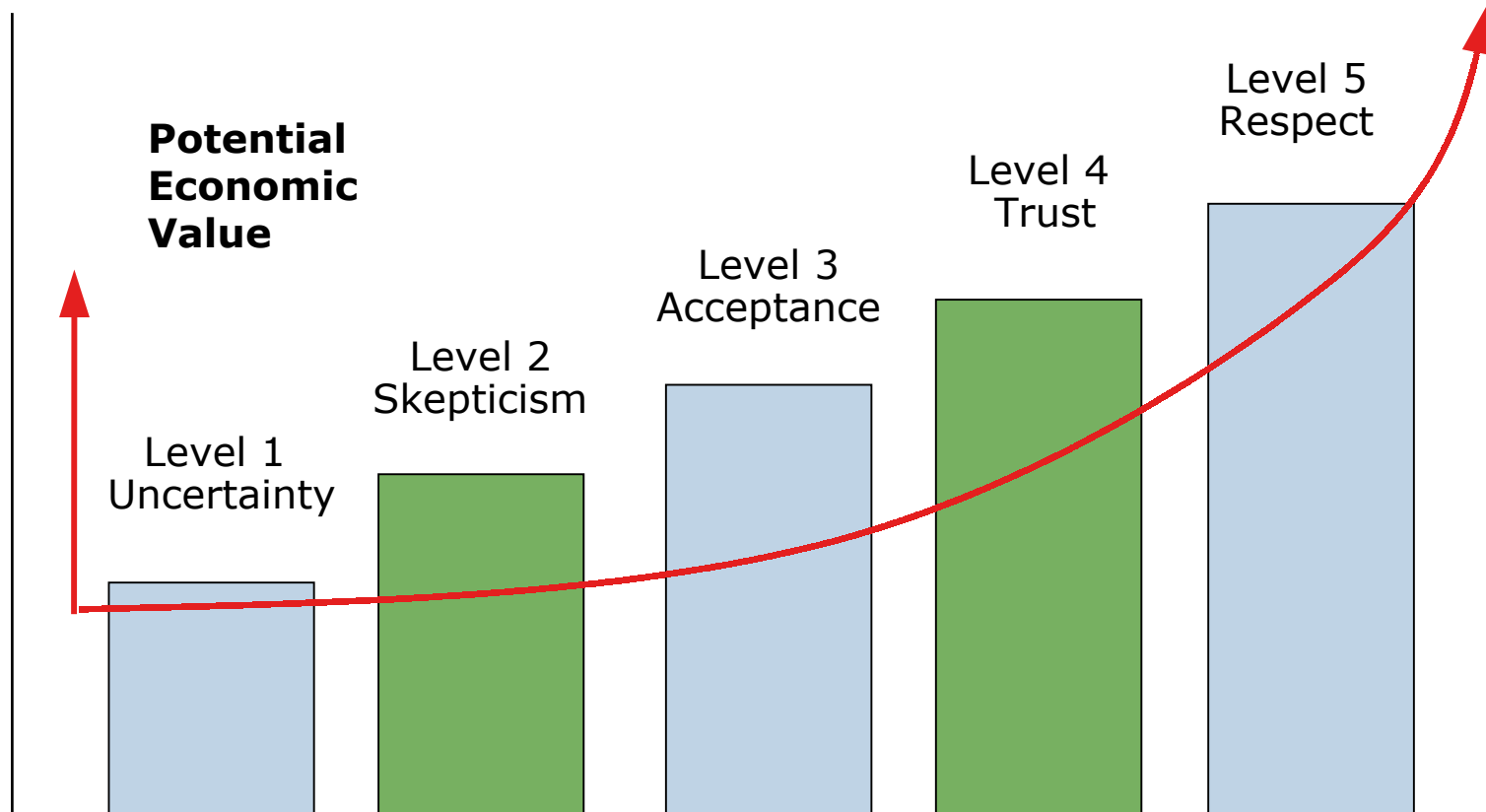
*. . . Are Driving IT to Provide  
More Business Value*

# More Credibility Required

## *According to Gartner*

- **Credibility**, not execution, is the the major failure of most IT organizations
- **Demonstrating the business value** of what you do is key to improving credibility
- Business value encompasses, but goes well beyond, **financial performance**

# The IT Credibility Curve



Source **Gartner** Inc.

# A New Approach

***To provide more **business value**,  
IT is adopting a new **business model*****

Past

**Line of Business Support Operations**



Present

## **Internal Service Provider**

- Treats internal users like customers
- IT runs as a business unit  
(provides **value-based** services)
- Leverages outsourcers and 3<sup>rd</sup> party service providers

# Service-Centric Computing

## Success Factors: Key metrics for IT

• No. of services offered	• Response time
• Availability	• Support time
• Reliability	• No. of incidents
• Usability	• No. of changes
• Performance	• Resolution time
• Maintainability	• No. of closed calls
• Serviceability	• Staff productivity
• No. of users supported	• Customer satisfaction
• No. of service calls	• Unit cost of service



# Service-Centric Computing

## Success Factors

### Key factors for Business:

- **Service Offerings**
- **Customers**
- **Subscriptions**
- **Service levels**
- **Cost of services**
- **Return On Investment (ROI)**



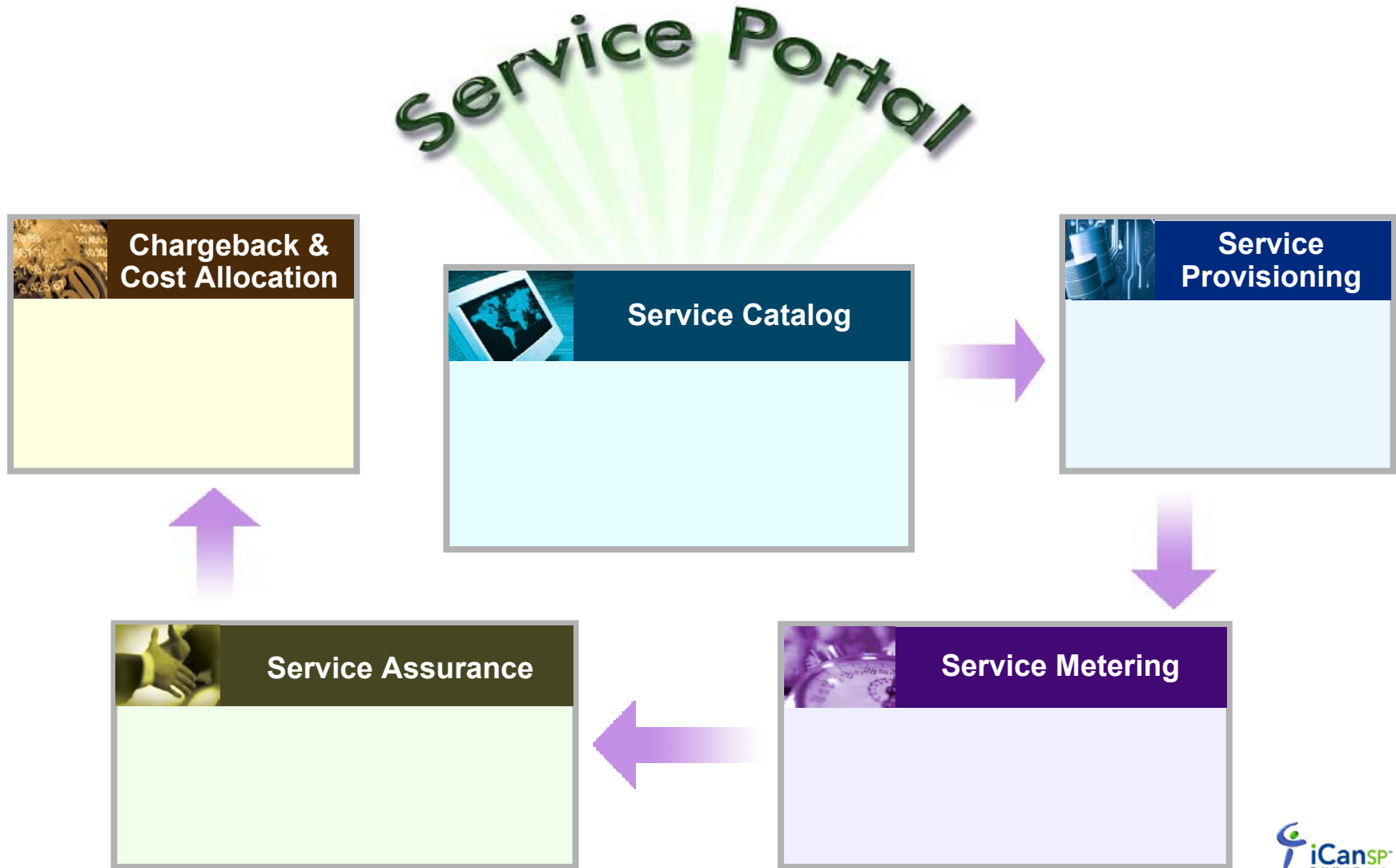


# Service Management

## The ITIL IT Service Management Framework



# The Service Management Life Cycle



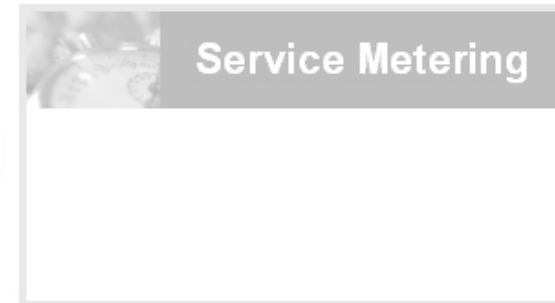
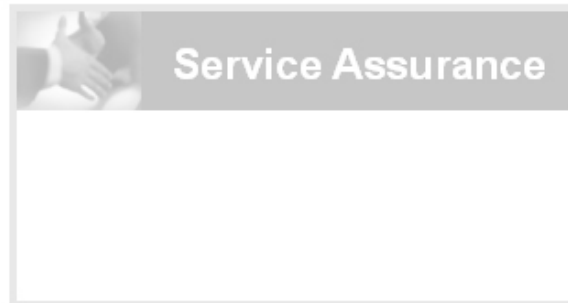
# The Service Management Life Cycle

## Service Catalog

- Offerings
- Users
- SLAs
- Processes
- Rates
- Resources
- Service Integration

## Key Benefits

- Offer clear service definitions that include service levels and costs
- Set standards
- Track user subscriptions



Welcome spadmin!

## Catalog

Define Offerings

Define Rate Plans

Subscription  
Management

Exchange Rates

Define SLA Package

Setup

My Workplace

Reports

Provisioning

Billing

SLA

Metering

Accounts

Search

Help

Logout

iCan Admin



## Catalog Builder - Offerings

Actions Views Define Dependencies

Quick Links: [iCanSP.com](http://iCanSP.com)

## Catalog

## iCanSP.com

Mid-Range Services

Financial Services

Network Services

Special Services

Mainframe Services

Desktop

Email Services

Exchange 5.5

Exchange 2000

Lotus Notes

## Email Rate Plan

Email Server	Monthly Maint. Charge	Charge by Email Count	Service Level
Lotus Notes Domino Server	\$300 per Month Recurring Charge of \$300 per Month	\$.03 per Mail (in and out) Charge of \$0.03 Number	Gold Email Service Level <a href="#">View Package Details</a>

Market Data Services

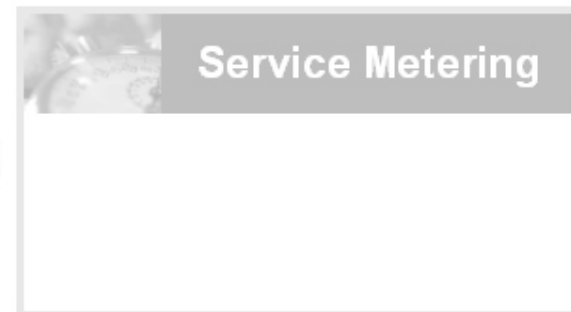
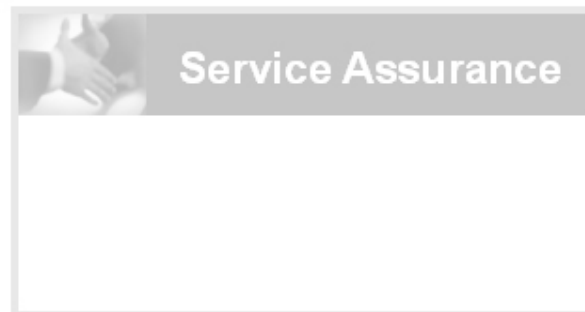
Application Productivity Tools

Application E-Business

# The Service Management Life Cycle

## Key Benefits

- Standardize and automate manual processes
- Optimize resource allocation
- Reduce deployment time
- Increase staff productivity





# The Service Management Life Cycle

## Key Benefits

- Track resource usage by business unit and function
- Identify usage of shared resources
- Correlate usage patterns with business objectives

Service Portal

Chargeback & Cost Allocation

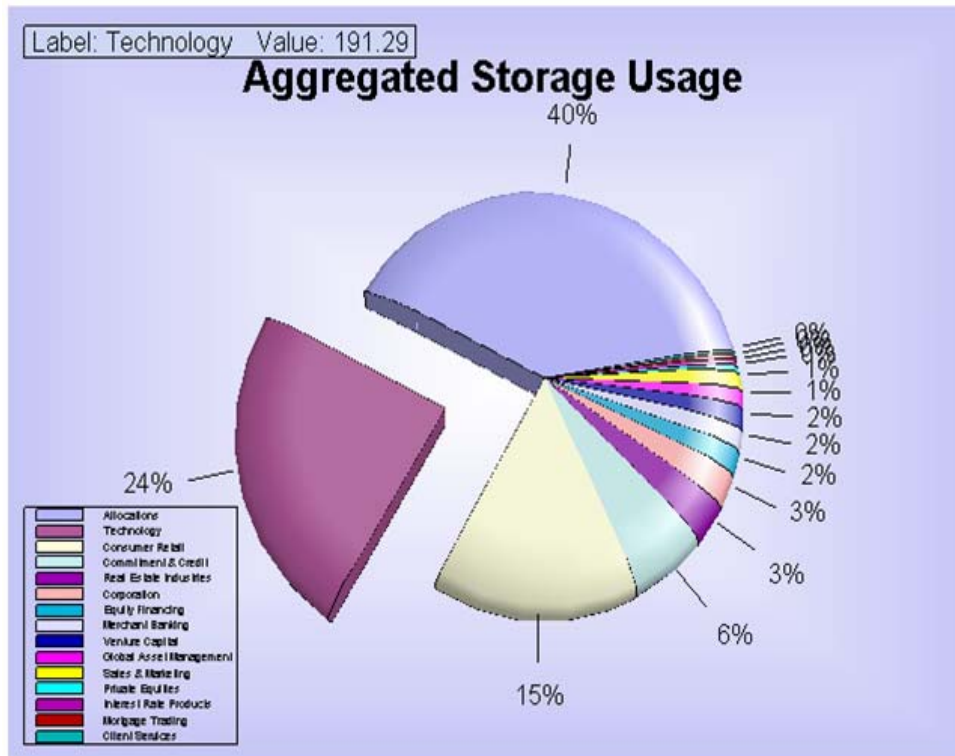
Service Catalog

Service Provisioning

## Service Metering

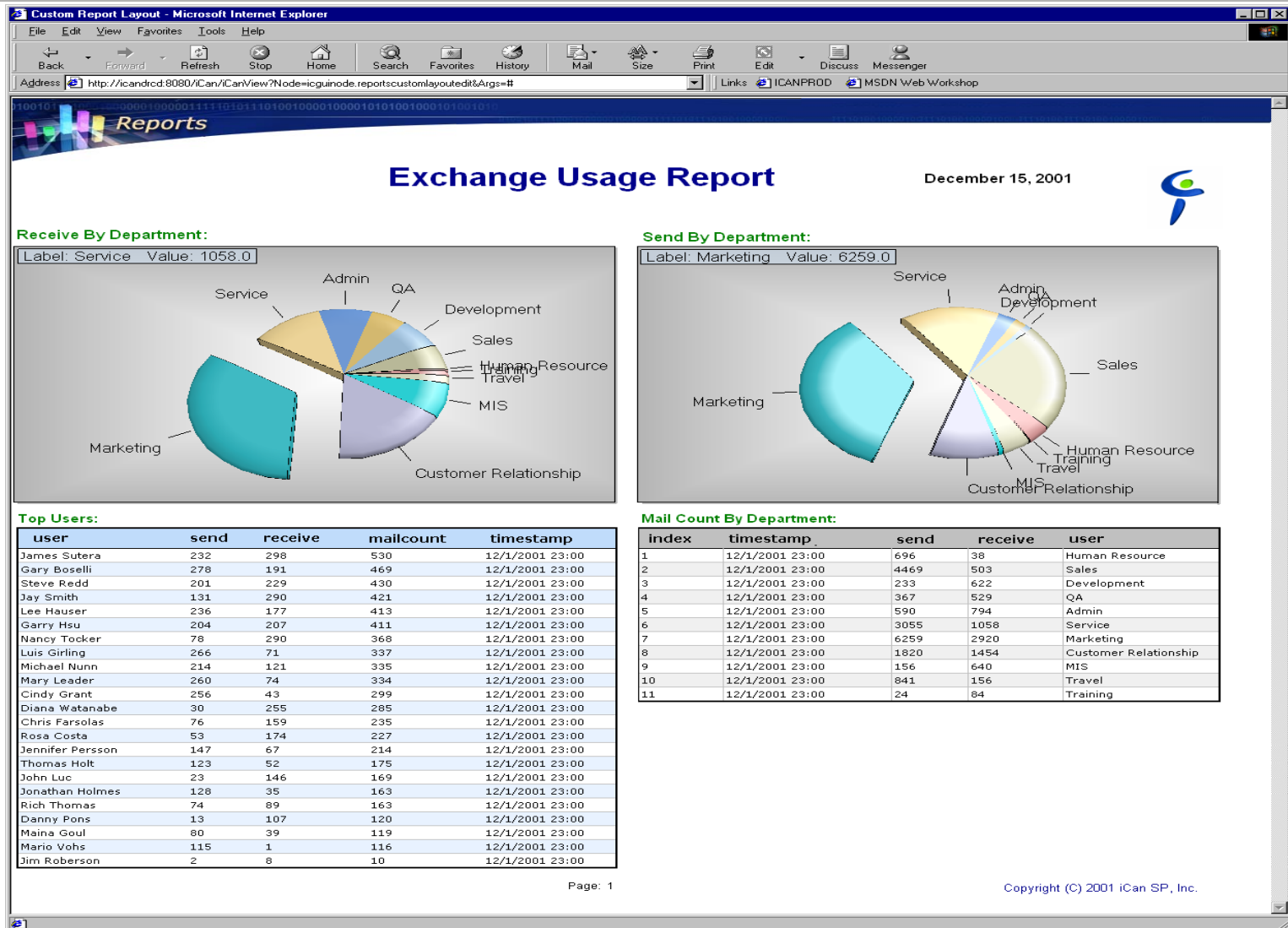
- Measure Resource Usage
- Track Usage by User, Department or Customer

# Storage Usage by Business Unit



Index	LOB	Business Unit	Total Files	Total Bytes
1	Banking Division	Allocations	2,776,720	321.71 GB
2	Equities	Technology	685,176	191.29 GB
3	Asset Management	Consumer Retail	529,927	122.60 GB
4	Fixed Income	Commitment & Credit	247,212	48.13 GB
5	Banking Division	Real Estate Industries	530,032	24.58 GB
6	Equities	Corporation	253,290	20.77 GB
7	Equities	Equity Financing	17,045	14.73 GB
8	Fixed Income	Merchant Banking	46,171	13.51 GB
9	Banking Division	Venture Capital	2,555	13.22 GB
10	Equities	Global Asset Management	553	10.81 GB
11	Asset Management	Sales & Marketing	973	10.80 GB
12	Asset Management	Private Equities	416	3.60 GB
13	Fixed Income	Interest Rate Products	1,449	3.54 GB
14	Equities	Mortgage Trading	2,900	3.44 GB
15	Banking Division	Client Services	466	3.01 GB

# Exchange Usage by Business Unit





# The Service Management Life Cycle

## Key Benefits

- Set expectations and performance goals
- Avoid misunderstandings between IT and users
- Maintain service levels
- Establish performance per contractual (SLA) requirements

Chargeback & Cost Allocation

Service Catalog

Service Provisioning

## Service Assurance

- Define Service Levels
- Monitor and Alert
- Report and Assess

Service Metering

Welcome spadmin!

Catalog

Setup

My Workplace

Reports

Billing

Data Mediation

Metering

SLA

Utilities

Outage Reports

Service Level Reports

Violation Reports

Provisioning

Accounts

Search

Logout

iCan Admin



## SLO Detail

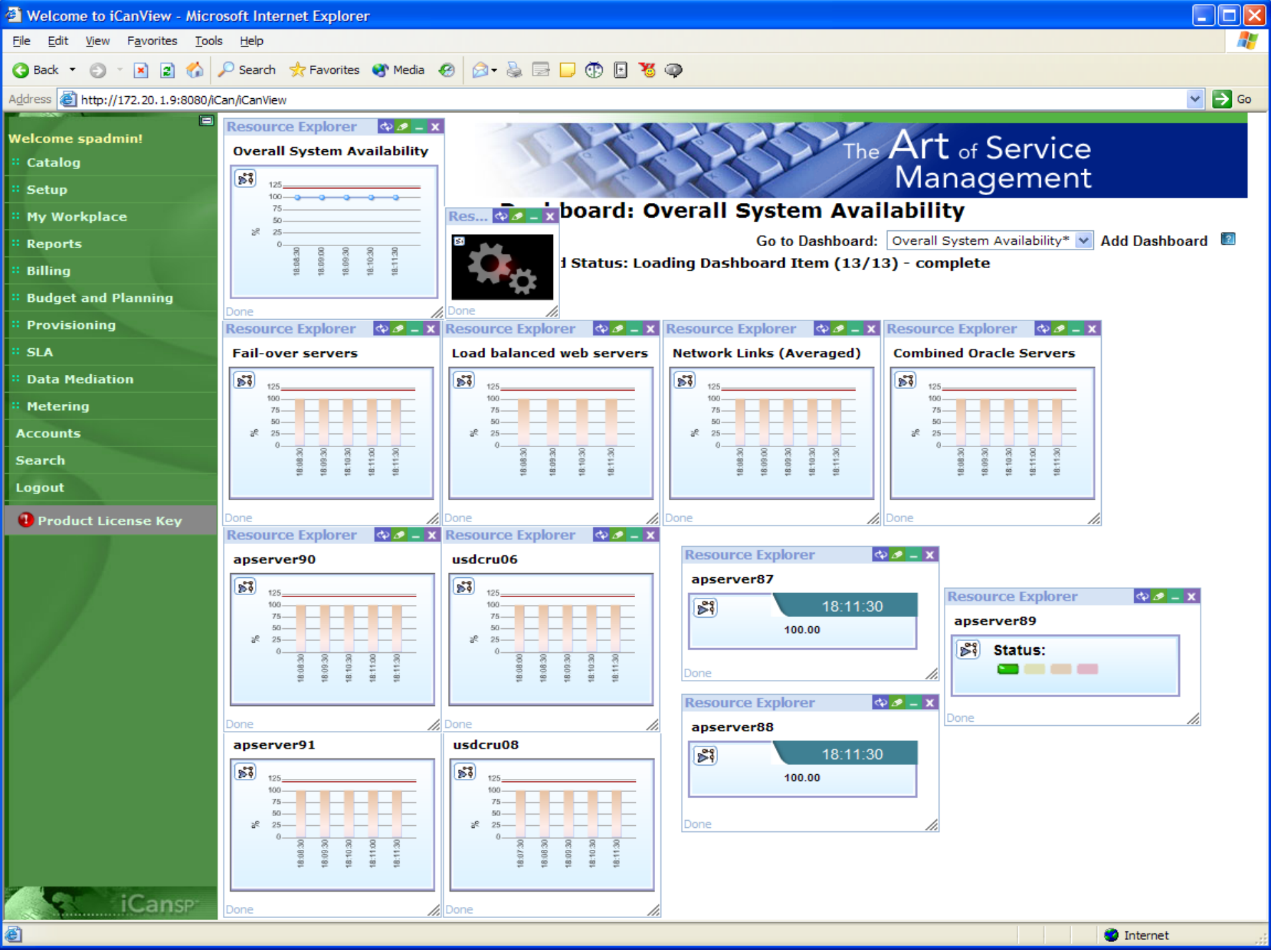
Report Period: 7/13/2003 12:00 to 7/13/2003 13:00

☒ display SLO description

Tenant: ITServ Account: ITServ:Consulting Contract: 86454343

- 2A The over all system and network availability must be greater than this 99 %.
- 1A The availability of all the fail-over servers must be greater than 99 % for the duration of the contract period.
- 0A The server availability must be greater than 98.5 % for the duration of the contract period.
- 1B The network links averaged availability must be greater than 99.5 % for the duration of the contract period.
- 0B The network link availability must be greater than 99.2 % for the duration of the contract period.
- 1C The combined Oracle database availability must be greater than 99.6 % for the duration of the contract period.
- 0C The Oracle database availability must be greater than 99.5 % for the duration of the contract period.
- 1D The load balanced Apache web server availability must be greater than 99 % for the duration of the contract period.
- 0D The Apache web server availability must be greater than 98 % for the duration of the contract period.

	ID	Start Time	End Time	Value	Goal	Host	Description
	2A	7/13/2003 12:00	7/13/2003 13:00	62.500	99		
	1A	7/13/2003 12:00	7/13/2003 13:00	100.000	99		
	0A	7/13/2003 12:00	7/13/2003 13:00	100.000	98.500	ican-lab25	
	0A	7/13/2003 12:00	7/13/2003 13:00	100.000	98.500	ican-lab26	
	0A	7/13/2003 12:00	7/13/2003 13:00	100.000	98.500	ican-lab27	
	1B	7/13/2003 12:00	7/13/2003 13:00	50.000	99.500		
	0B	7/13/2003 12:00	7/13/2003 13:00	0.000	99.200	iCan Router	
	0B	7/13/2003 12:00	7/13/2003 13:00	100.000	99.200	ushpgr00	
	1C	7/13/2003 12:00	7/13/2003 13:00	0.000	99.600		
	0C	7/13/2003 12:00	7/13/2003 13:00	100.000	99.500	ican-lab26	
	0C	7/13/2003 12:00	7/13/2003 13:00	0.000	99.500	ican-lab27	
	0C	7/13/2003 12:00	7/13/2003 13:00	100.000	99.500	ican-lab29	
	1D	7/13/2003 12:00	7/13/2003 13:00	100.000	99		
	0D	7/13/2003 12:00	7/13/2003 13:00	0.000	98	Development App Server	
	0D	7/13/2003 12:00	7/13/2003 13:00	100.000	98	icansell.black.com	



# The Service Management Life Cycle

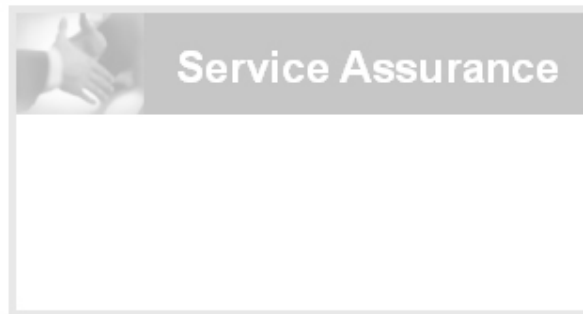


## Chargeback & Cost Allocation

- **Cost Tracking**
- **Invoicing**
- **Budgeting**

## Key Benefits

- Track spending by business unit and function
- Generate cost data to support budget projections
- Offer variable pricing linked to service levels
- Implement usage-based billing and chargeback



Welcome spadmin!

- Catalog
- Setup
- My Workplace
- Reports
- Billing
- SLA
- Provisioning
- Accounts
- Search
- Logout

iCan Admin



## Client Strategy Group

Tenant Profile Accounts Billing Info Subscriptions **Invoices** SLA Contracts

Select Account Life Insurance:966650100

## Item Summary

## Charges

Date	Description	Amount
<b>Mainframe Services - CPU</b>		
<b>X37 PROCESSOR TSO CPU TIME</b>		
10/20/2002	Processor Time Metric Value: 2451.00 9/20/2002 - 10/20/2002 2451.00 x \$0.48 Per Minute - Mics Intergration Package	\$1176.48
<b>X37 PROCESSOR DB2 CPU TIME</b>		
10/20/2002	Processor Time Metric Value: 3190.00 9/20/2002 - 10/20/2002 3190.00 x \$0.48 Per Minute - Mics Intergration Package	\$1531.20
<b>X37 PROCESSOR CICS CPU TIME</b>		
10/20/2002	CPU Time - Metric Value: 3282.00 9/20/2002 - 10/20/2002 3282.00 x \$0.46 Per Minute - Mics Intergration Package	\$1509.72
<b>X37 PROCESSOR JOB TCB CPU TIME</b>		
10/20/2002	CPU Time - Metric Value: 856.00 9/20/2002 - 10/20/2002 856.00 x \$0.47 Per Minute - Mics Intergration Package	\$402.32
<b>Email Services - Exchange 2000</b>		














# Budget vs. Actual

## Rate Budgets for: Corporate IT

### Rate Budgets

 [Delete Checked Budgets](#)

<input type="checkbox"/> Offering ▲	Drivers	Year	Budget Units	Annual Budget	YTD Service Cost	Actual	
<input type="checkbox"/> Administration	All GIS Counts	2003	1400.00	630000.00	214050.00	201290.32	
<input type="checkbox"/> Apps Management	App Changes (packaged)	2003	6500.00	165425.00	127899.00	135017.35	
<input type="checkbox"/> Audio and Video Conferencing	AV Conferencing	2003	10000.00	630500.00	327912.76	302158.19	
<input type="checkbox"/> Data Recovery	Recoveries	2003	400.00	114000.00	76000.34	76928.24	
<input type="checkbox"/> Database Administration	Databases	2003	1800.00	2610000.00	1461600.00	1205892.42	
<input type="checkbox"/> Email Services	Email (weighted)	2003	0.00	2076000.00	974239.40	991214.24	
<input type="checkbox"/> Fax Services	Desktop Fax Accounts	2003	350.00	52500.00	32000.00	31892.34	
<input type="checkbox"/> Move/Add/Change	Moves	2003	1000.00	1200000.00	487600.00	481287.62	
<input type="checkbox"/> NT Server Engineering	NT Servers	2003	800.00	2000000.00	1288709.45	1289284.19	
<input type="checkbox"/> PC/NT Support	NT Weighted	2003	12000.00	13800000.00	7728000.00	7619401.21	
<input type="checkbox"/> Remote Access	Remote Access IDs	2003	2000.00	2120500.00	876921.56	871305.62	
<input type="checkbox"/> Report Management	Report Management IDs	2003	500.00	240000.00	130200.00	110898.62	
<input type="checkbox"/> Storage	GB	2003	368000.00	3220000.00	2125200.00	2259010.51	
<input type="checkbox"/> Unix Support	Sun Servers	2003	750.00	2389335.00	16008544.00	15991815.56	

# The Service Management Life Cycle

## Service Portal

- View & Administer
- Role-based Access
- Improve Communications

### ■ Key Benefits

- Automatically generate reports
- Present usage and performance data in business terms
- View data by service, resource, user or account

Chargeback  
Cost Allocat

Service  
Provisioning

Service Metering

Welcome to iCanView - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back

Forward

Stop

Refresh

Home

Search

Favorites

History

Mail

Print

Edit

Full Screen

Size

Welcome spadmin!

Administration

- Catalog Builder
- SLA Management
- Service Metering
- Billing Management
- Provisioning

Departments

- Applications Management
- Resource Assignment

Personalization

Reports

- SLA
- Metering
- Billing
- Custom Reports

Service Summary

Search

Messages


My Applications

My Tasks


Help

Logout

Powered by iCanSP



The Universal Corp.



iCan Sys Admin

Dashboard: Service Summary

Options Save Layout Show Library

Go to Dashboard: Service Summary\* Add Dashboard

Dashboard Status: Loading Dashboard Item (5/5) - complete

SLA

SLO	Service	Goal	Service Level
Application Avail.	Oracle Finance	99.900%	99.312%
	Order Entry System	98.500%	100.000%
	STAR	99.900%	100.000%
Response Time	Project Tracking System	<4 sec.	3.731 sec.
	Account Receivable	<4 sec.	2.231 sec.
Helpdesk Speed to Answer		<=60 sec.	45 sec.
Helpdesk First Call Resolution		75%	95.000%

Done

Usage

Applications	Total Users	Trans Count	Cost
Oracle Finance	35	2230	\$12,035.06
Order Entry System	10	5296	\$10,373.90
STAR	75	3454	\$10,934.32
Project Tracking System	12	1497	\$8,345.92
Account Receivable	18	4657	\$9,325.12

Done

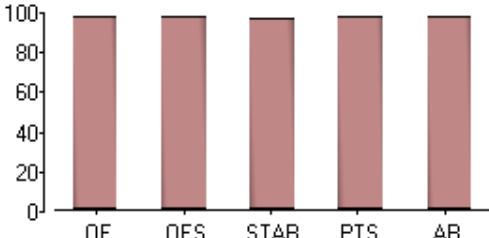
Cost

Customers	Services	Transaction No.	Transaction Date	Amount
-----------	----------	-----------------	------------------	--------

Applet started

Service Availability

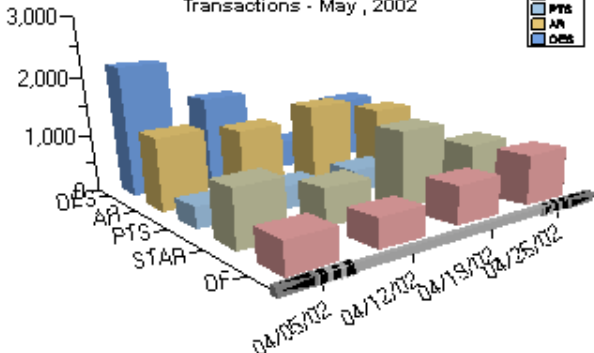
Availability



Applet started

Transactions - May, 2002

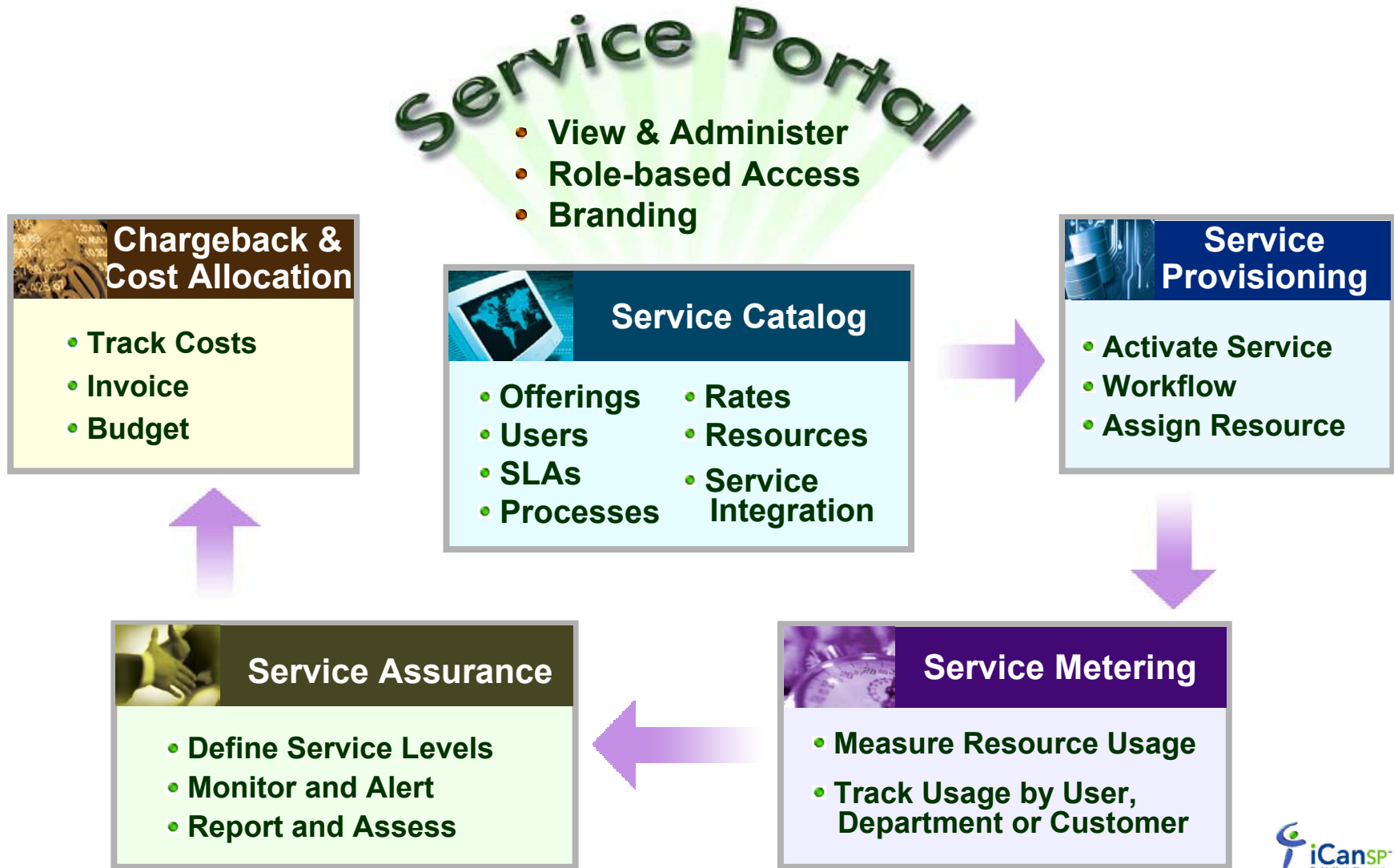
Transactions - May, 2002



Applet started



# The Service Management Life Cycle



# Case Study No. 1

## Manufacturing Sector

**Global specialist in energy and transportation with 120,000 employees in 70 countries and annual sales of 22 billion euros.**



## IT Organization

- Major opérations in 15 countries
- 6 Service Centers operating as internal service providers
- Separate business unit with own P&L
- \$350 million IT budget
- 1,400 IT staff



# Case Study No. 1

## Manufacturing Sector

**Global specialist in energy and transportation with 120,000 employees in 70 countries and annual sales of 22 billion euros.**



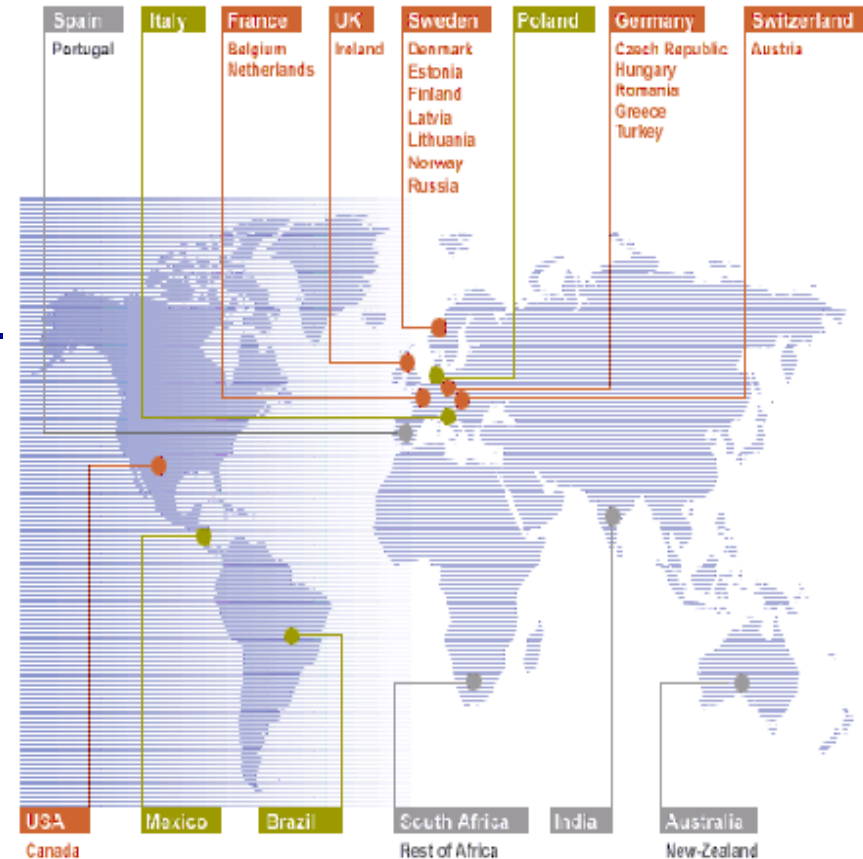
## IT Manages

- 481 Business Units
- 1020 Service Offerings
- 5177 Rate Plans
- >400 Service Requests per month
- 25 Administrators per 40K employees



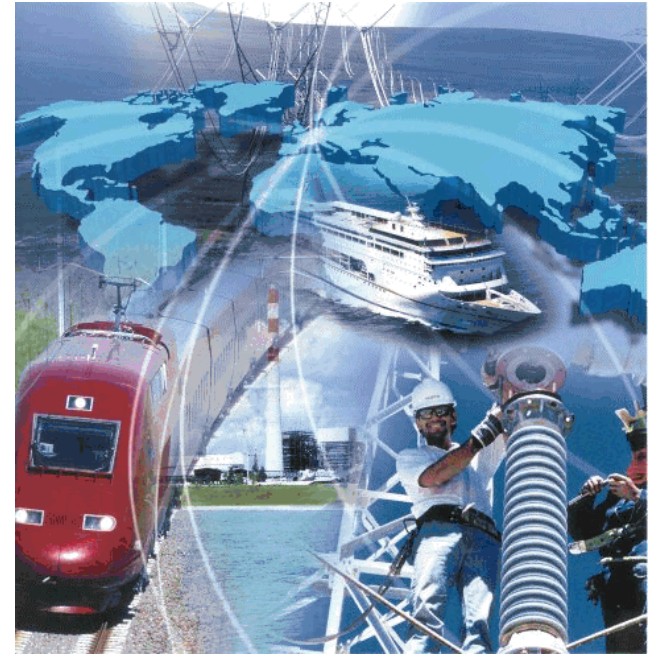
# Information Technology Center (ITC)

- ▶ Internal IT Service Provider.
  - Established in 2000.
  - Doubled in size in 2001.
  - Global savings of >10% / year.
- ▶ World wide Customer base
  - IT Services provided in 15 major countries
  - 60,000 users
- ▶ 350 Million Euro revenue
- ▶ 1,400 IT staff.



# ITC Business Model

- Internal IT Service Provider
- Customer base  
= All businesses.
- Service contracts.
- Service catalogue.
- Managed as an internal  
business.
- Profit and Loss reporting.
- Bank account.
- Ownership of assets





# ITC Strategy

▶ **Professional customer/supplier relationship.**

▶ **Continuous improvement in Service quality.**

▶ **Reductions in price of operational and added value services.**

▶ **IT Infrastructure Library**

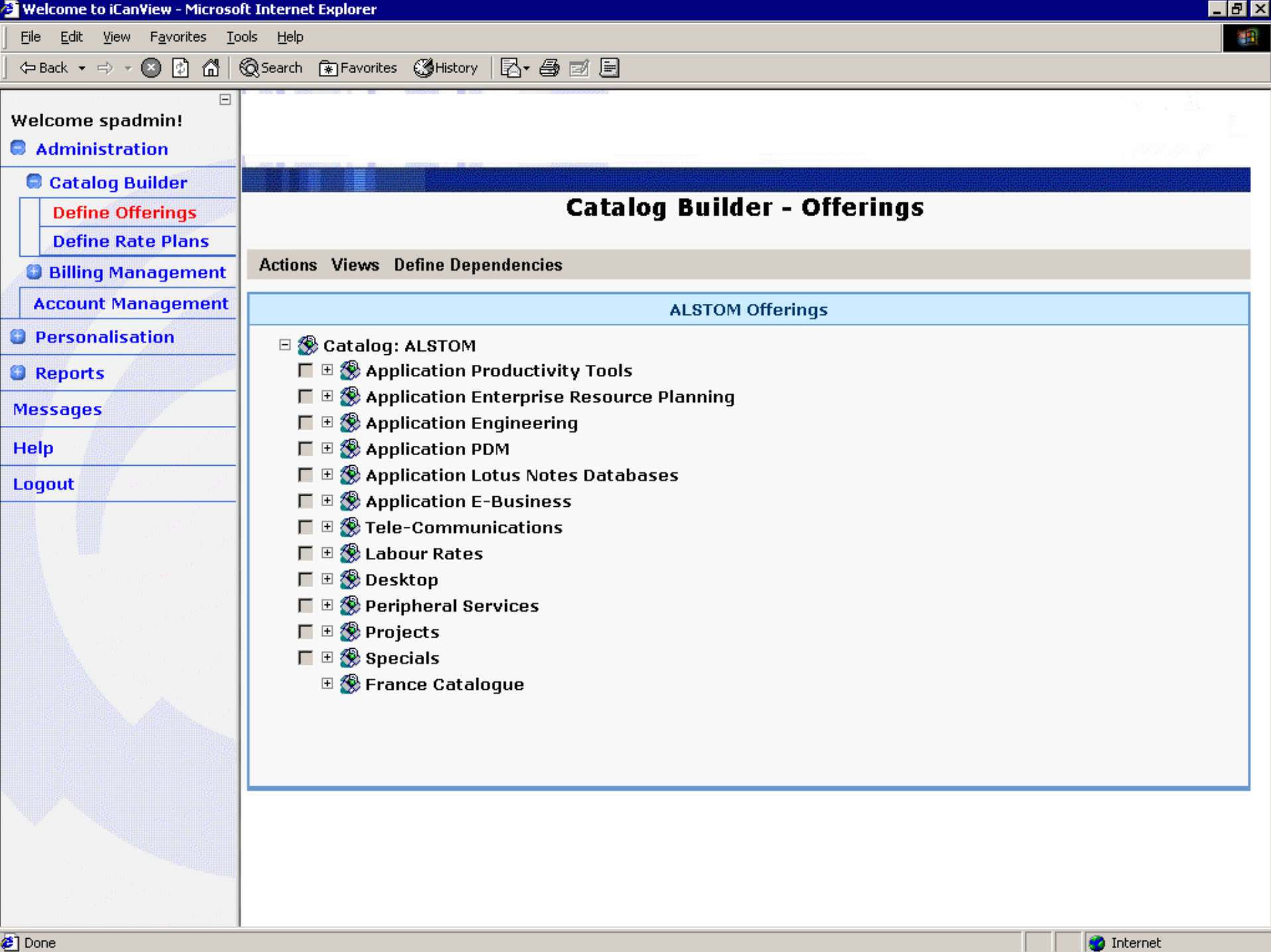
- Service Catalogues
- Service Level Agreements.
- Service Level Management.

▶ **Service Improvement Projects**

- Process improvements
- Technology improvements.

▶ **Capability**

- Technology to reduce cost
- Skills to create value



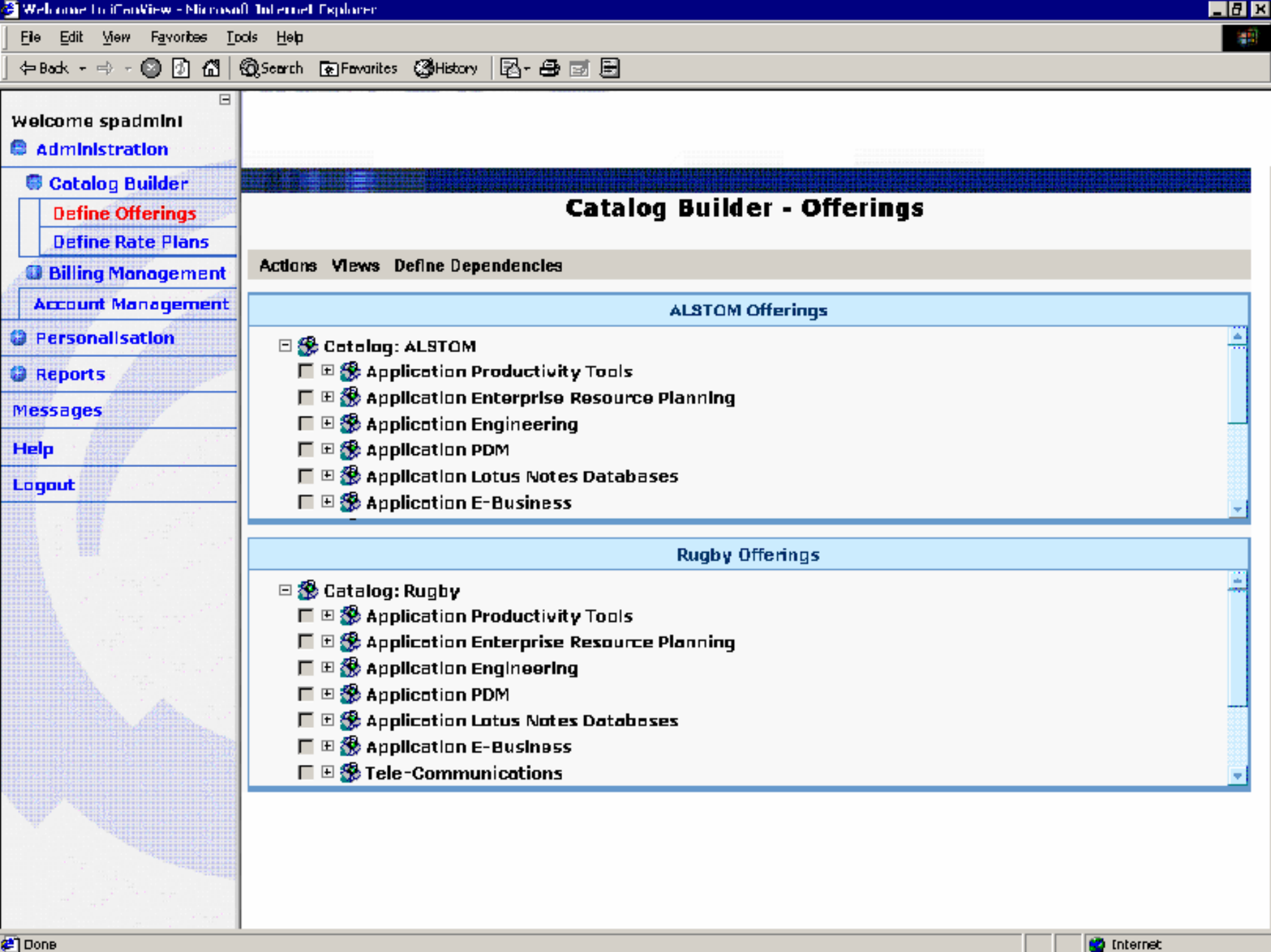
- Welcome spadmin!
- Administration
- Catalog Builder
  - Define Offerings
  - Define Rate Plans
- Billing Management
- Account Management
- Personalisation
- Reports
- Messages
- Help
- Logout

## Catalog Builder - Offerings

Actions Views Define Dependencies

### ALSTOM Offerings

- Catalog: ALSTOM
  - Application Productivity Tools
  - Application Enterprise Resource Planning
  - Application Engineering
  - Application PDM
  - Application Lotus Notes Databases
  - Application E-Business
  - Tele-Communications
  - Labour Rates
  - Desktop
  - Peripheral Services
  - Projects
  - Specials
  - France Catalogue



Welcome spadmini

- Administration
  - Catalog Builder
    - Define Offerings
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## Catalog Builder - Offerings

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### ALSTOM Offerings

- Catalog: ALSTOM
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  - Application Engineering
  - Application PDM
  - Application Lotus Notes Databases
  - Application E-Business

### Rugby Offerings

- Catalog: Rugby
  - Application Productivity Tools
  - Application Enterprise Resource Planning
  - Application Engineering
  - Application PDM
  - Application Lotus Notes Databases
  - Application E-Business
  - Tele-Communications



Welcome Mark Hodgins!

Administration

Catalog Builder

Billing Management

Account Management

Personalisation

Reports

Messages

Help

Logout

## Catalog Builder - Offerings

Actions Views Define Dependencies

## Rugby Offerings

## UNIX Workstation

## Product Code Budget

Standard Service Excl 21 CRT  
Recurring Charge  
of 0.00 x GBP 5334.74 Unit

## Actual

Standard Service Excl 21 CRT  
Recurring Charge  
of 0.00 x GBP 5334.74 Unit

SLA

[More Info...](#)

Service Detail

[More Info...](#)Baden  
Recurring Charge  
of 0.00 x GBP 1020.00 UnitBaden  
Recurring Charge  
of 0.00 x GBP 1020.00 Unit

SLA

[More Info...](#)

Service Detail

[More Info...](#)

## High Performance UNIX Workstation

## Product Code Budget

High Performance Excl 21 inch CRT  
Recurring Charge  
of 0.00 x GBP 6296.28 Unit

## Actual

High Performance Excl 21 inch CRT  
Recurring Charge  
of 0.00 x GBP 6296.28 Unit

SLA

[More Info...](#)

Service Detail

[More Info...](#)

## WS NT

## Product Code Budget

Bronze Service  
Recurring Charge  
of 0.00 x GBP 1630.00 Unit

## Actual

Bronze Service  
Recurring Charge  
of 0.00 x GBP 1630.00 Unit

SLA

[More Info...](#)

Service Detail

[More Info...](#)

Welcome Mark Hodgins!

Administration

Catalog Builder

Billing Management

Account Management

Personalisation

Reports

Messages

Help

Logout

## Catalog Builder - Offerings

Actions Views Define Dependencies

## Rugby Offerings

## Application Enterprise Resource Planning

## SAP (SHAPE)

Product Code	Budget	Actual	SLA	Service Detail
	SAP - ERP Recurring Charge	SAP - ERP Recurring Charge	<a href="#">More Info...</a>	<a href="#">More Info...</a>
	of 0.00 x GBP 703.00 User	of 0.00 x GBP 703.00 User		

## Oracle Applications

Product Code	Budget	Actual	SLA	Service Detail
	TEG Recurring Charge	TEG Recurring Charge	<a href="#">More Info...</a>	<a href="#">More Info...</a>
	of 0.00 x GBP 2173.00 User	of 0.00 x GBP 2173.00 User		

## HR

Product Code	Budget	Actual	SLA	Service Detail
	HR - GSI application Recurring Charge	HR - GSI application Recurring Charge	<a href="#">More Info...</a>	<a href="#">More Info...</a>
	of 0.00 x GBP 2345.00 User	of 0.00 x GBP 2345.00 User		

Welcome Mark Hodgins!

Administration

Catalog Builder

Billing Management

Account Management

Personalisation

Reports

Billing

Accounts

Billing Statements

Adjustments

Service Summary

Messages

Help

Logout

Country	Customer	Offering	Total Quantity	Euro Total Monthly	Euro Total Yearly
Brazil	<u>ABM_AI Campinas_3039</u>				
		Application Engineering	1	3	30
		Application Enterprise Resource Plan	5	161	1,926
		Application Productivity Tools	6	18	216
		Desktop	5	353	4,239
		Peripheral Services	1	0	3
	<u>ABM_AI Campinas_3039 Total</u>		<b>18</b>	<b>535</b>	<b>6,415</b>
	<u>ABM_AI Campinas_4396</u>				
		Application Enterprise Resource Plan	4	116	1,388
		Application Productivity Tools	21	24	290
		Desktop	47	2,939	35,270
		Peripheral Services	41	180	2,155
	<u>ABM_AI Campinas_4396 Total</u>		<b>113</b>	<b>3,259</b>	<b>39,103</b>
	<u>ABM_Interlagos_3039</u>				
		Application Engineering	8	193	2,317
		Application Enterprise Resource Plan	58	1,862	22,343
		Application Productivity Tools	29	102	1,223
		Desktop	134	8,059	96,707
		Peripheral Services	35	442	5,308
	<u>ABM_Interlagos_3039 Total</u>		<b>264</b>	<b>10,658</b>	<b>127,898</b>
	<u>ABMI_AI Campinas_3039</u>				
		Application Engineering	2	5	61
		Application Enterprise Resource Plan	9	289	3,467
		Application Productivity Tools	16	21	249
		Desktop	24	1,846	22,156
		Peripheral Services	15	45	537

## Monthly Business Unit Cost By Service

Month: August 2002

Sector: POWER

Segment: I

Business: INDUSTRIAL GAS TURBINES

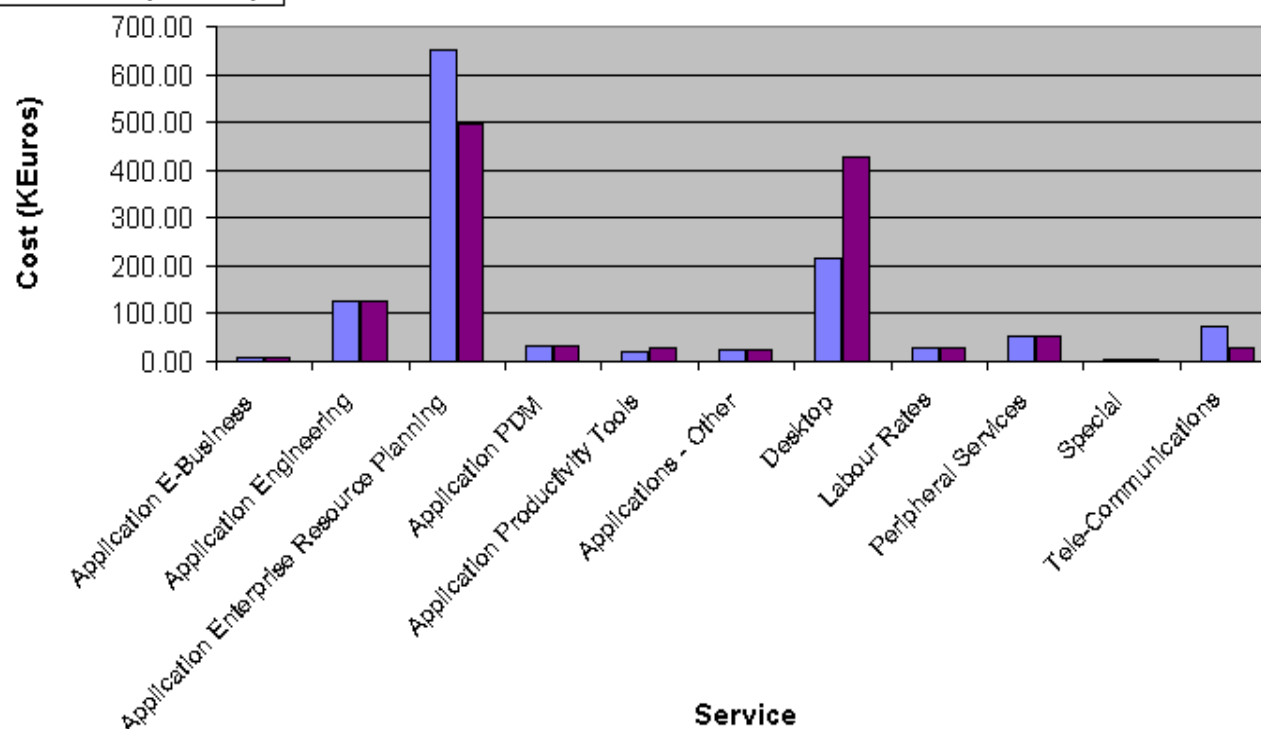
Business Unit: All Units

Report Run Date:

4-Dec-2002

■ Budget Total (KEuros)  
■ Actual Total (KEuros)

### Monthly Business Unit Cost By Service



# Case Study No. 1

## Success Factors!

**Global specialist in energy and transportation with 120,000 employees in 70 countries and annual sales of 22 billion euros.**



## Benefits

- Standardise offers at the lowest per unit cost
- Consistent processes for order approval
- Visibility\Transparency of costs
- 3 million Euro cost saving – year 1
- 15% reduction in IT expenditure



# Case Study No. 2

## Financial Sector

**Worldwide leader in financial protection and wealth management with more than 140,000 employees, 50 million clients and 910 billion euro in assets.**



## IT Organisation

- New business model migration
- Standard Set of service offerings and prices
- Delivery against SLA standards
- Consistent processes for order approval
- Bill\chargeback business units for IT services



# Case Study No. 2

## Financial Sector

**Worldwide leader in financial protection and wealth management with more than 140,000 employees, 50 million clients and 910 billion euro in assets.**



## What IT Manages

- 60 Seperate SLA contracts
- 500 different Service Level Objectives (SLO)
- 206 Frame Relay circuits
- 19 ATM circuits
- 600+ Unix and Windows production servers

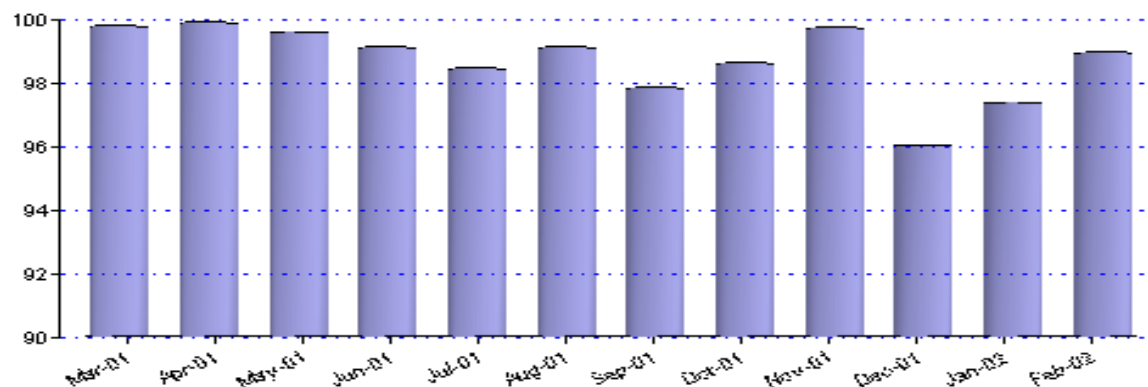
## Network Infrastructure Availability

The average network infrastructure availability for the period beginning 2002/02/01 00:01:00 and ending 2002/02/28 23:59:00 was 99.25%.

The following table represents the network outages recorded during the report period:

Date of Event	Event State	Server	Comment
2002/02/07 14:02:17	Down	NY Router	Faulty Card
2002/02/07 14:24:20	Up	NY Router	
2002/02/19 00:17:11	Down	NY Router	
2002/02/19 00:49:08	Up	NY Router	
2002/02/20 07:21:04	Down	NY Router	Planned Outage
2002/02/20 08:47:28	Up	NY Router	

The network infrastructure availability trend for the past year is displayed in the following chart:

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Welcome spadmin!

- Catalog
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- Data Mediation
- Billing
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Accounts

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## Technology Services



## Account Management

Searching in CORPORATE

[Add New Tenant](#) | [Tree View](#)

Note - To search for all Tenants, click Search without specifying a search string.

[View this page in a popup window.](#)[View Advanced](#) Tenant Name ☐ Override Search LimitTenants/Page: 

Search

Showing 1 - 12 of 12 Tenants  
Only

Tenant Name	Telephone	Email	City	State
<a href="#">ANNUITY</a>				
<a href="#">CLIENT AND EXEC SERVICES</a>				
<a href="#">CORP ADVISORY DV</a>				
<a href="#">CORP SERVICES</a>				
<a href="#">CORPORATE</a>				
<a href="#">EXEC &amp; ADMIN</a>				
<a href="#">FINANCE</a>				
<a href="#">HUMAN RESOURCES</a>				
<a href="#">MARKETING &amp; CORP RELATIONS</a>				
<a href="#">OPERATIONS</a>				
<a href="#">RISK MGT/CORP CREDIT</a>				
<a href="#">SPA &amp; RECRUITING</a>				

Welcome spadmin!

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## Technology Services



## Client Strategy Group

Tenant Profile

Accounts

Billing Info

Subscriptions





Invoices

SLA Contracts

Select Account Client Strategy Group:chargeback

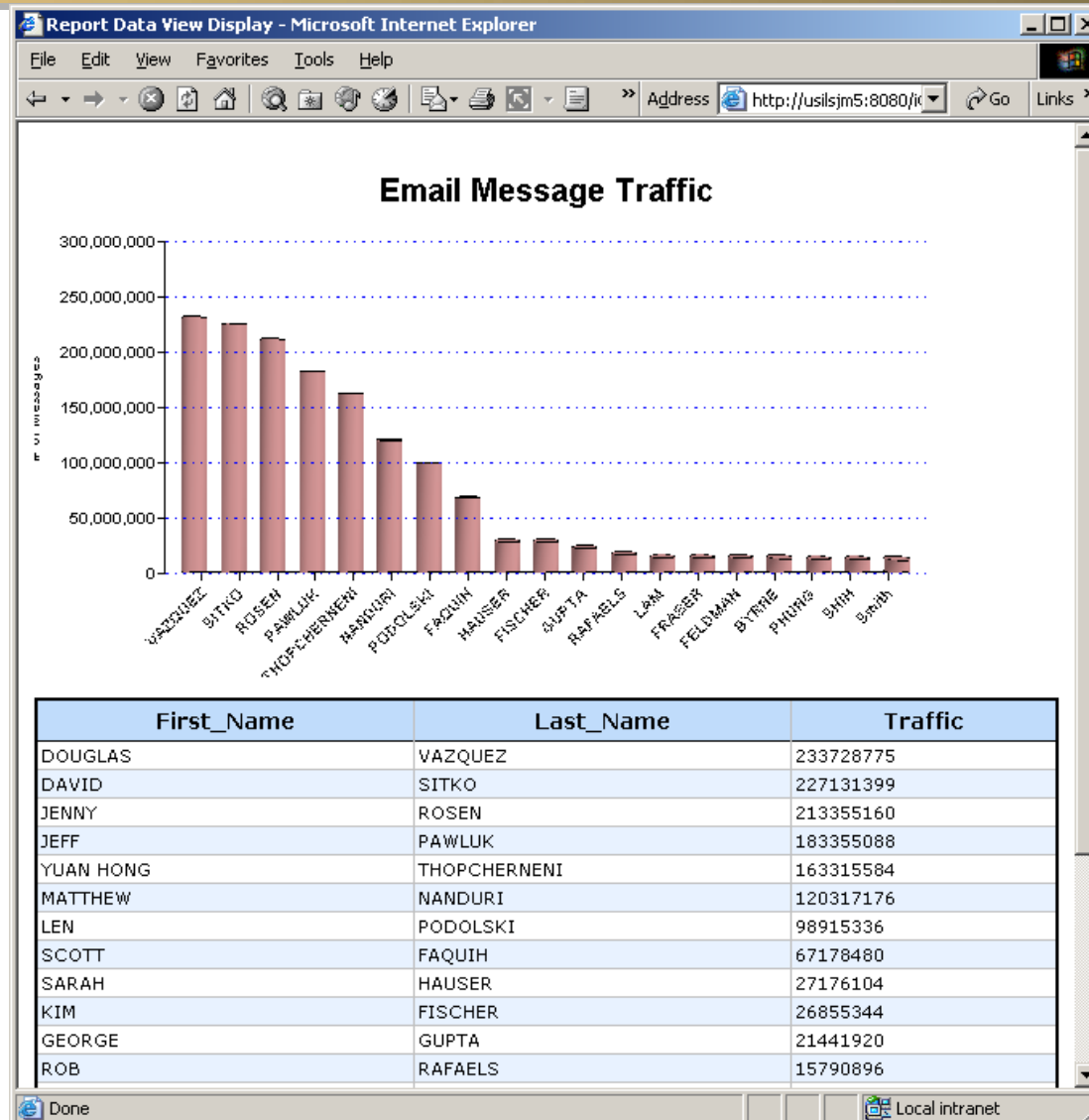
## Item Summary

## Charges

Date	Description					Amount
	<b>Mainframe Services</b>					
9/20/2002	TSO - Mics Integration Package	Metric Value: 24510.00	8/20/2002 - 9/20/2002	 24510.00 x \$0.48 Per Minute	\$11760.48	
	<b>Audio and Video Conferencing</b>					
9/20/2002	AV Conferencing	Metric Value: 25.52	8/20/2002 - 9/20/2002	 25.52 x \$63.05 Per Hour	\$1609.04	
	<b>Data Recovery</b>					
9/20/2002	Recoveries	Metric Value: 12.00	8/20/2002 - 9/20/2002	 12.00 x \$285.00 Per Recovery	\$3420.00	
	<b>NT Server Engineering</b>					
9/20/2002	NT Servers	Metric Value: 36.00	8/20/2002 - 9/20/2002	 36.00 x \$207.25 Per Server	\$7461.00	
	<b>Email Services</b>					
9/20/2002	Email Volume	Metric Value: 23500.00	8/20/2002 - 9/20/2002	 23500.00 x \$0.20 Per MB	\$4700.00	
	<b>Database Administration</b>					
9/20/2002	Databases	Metric Value: 24.00	8/20/2002 - 9/20/2002	 24.00 x \$250.00 Per Database	\$6000.00	
	<b>Fax Services</b>					
9/20/2002	Desktop Fax Accounts	Metric Value: 125.00	8/20/2002 - 9/20/2002	 125.00 x \$12.50 Per Account	\$1562.50	



# Drill-down for Detailed Usage Reports





Welcome spadmin!

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Data Mediation

Billing

Reports

Budgets

Rates

Post Payment

Adjustments

Invoices

Billing Groups

Batch Printing

Export

Metering

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











Logout

## Technology Services

## Rate Budgets for: Corporate IT

## Rate Budgets

 [Delete Checked Budgets](#)

<input type="checkbox"/>	Offering	Item	Year	Start Date	End Date	YTD Units	YTD Unit Cost	YTD Cost	YTD Service Cost	
<input type="checkbox"/>	Administration	All GIS Counts	2003	4/1/2002	3/31/2003	1400.00	450.00	630000.00	214050.00	
<input type="checkbox"/>	Apps Management	App Changes (packaged)	2003	4/1/2002	3/31/2003	6500.00	25.45	165425.00	127899.00	
<input type="checkbox"/>	Audio and Video Conferencing	AV Conferencing	2003	4/1/2002	3/31/2003	10000.00	63.05	630500.00	327912.76	
<input type="checkbox"/>	Data Recovery	Recoveries	2003	4/1/2002	3/31/2003	400.00	285.00	114000.00	76000.34	
<input type="checkbox"/>	Database Administration	Databases	2003	4/1/2002	3/31/2003	1800.00	1450.00	2610000.00	1461600.00	
<input type="checkbox"/>	Email Services	Email ( weighted )	2003	4/1/2002	3/31/2003	0.00	0.00	2076000.00	974239.40	
<input type="checkbox"/>	Fax Services	Desktop Fax Accounts	2003	4/1/2002	3/31/2003	350.00	150.00	52500.00	32000.00	
<input type="checkbox"/>	Move/Add/Change	Moves	2003	4/1/2002	3/31/2003	1000.00	1200.00	1200000.00	487600.00	
<input type="checkbox"/>	NT Server Engineering	NT Servers	2003	4/1/2002	3/31/2003	800.00	2500.00	2000000.00	1288709.45	
<input type="checkbox"/>	PC/NT Support	NT Weighted	2003	4/1/2002	3/31/2003	12000.00	1150.00	13800000.00	7728000.00	
<input type="checkbox"/>	Remote Access	Remote Access IDs	2003	4/1/2002	3/31/2003	2000.00	1060.00	2120500.00	876921.56	
<input type="checkbox"/>	Report Management	Report Management IDs	2003	4/1/2002	3/31/2003	500.00	480.00	240000.00	130200.00	
<input type="checkbox"/>	Storage	Storage	2003	4/1/2002	3/31/2003	368000.00	8.75	3220000.00	2125200.00	
<input type="checkbox"/>	Unix Support	Sun Servers	2003	4/1/2002	3/31/2003	750.00	3185.78	2389335.00	16008544.00	

# Case Study No. 2

## Financial Sector

**Worldwide leader in financial protection and wealth management with more than 140,000 employees, 50 million clients and 910 billion euro in assets.**



## Benefits

- Standard Catalog of service offerings and prices
- Business Units charged for IT Services on both fixed and variable charges
- Automated invoices with usage and charge detail
- Bill\chargeback business units for IT services with YTD usage



# Summary



## *The Key Benefits of Service Management*

- **Manage and Contain Costs**
- **Improve Quality of Service**
- **Increase IT Credibility**

***Service Management lets you  
manage IT operations as  
business processes***



Interex, Encompass and HP bring you a powerful new HP World.

