

ITinvolve vs. All Other Service Desk Tools

A comparative whitepaper

As IT risk and complexity accelerates, current service desk tools fail to keep up.

Today's IT environments are expanding with substantially more business services, higher SLA's, and greater complexity than ever before.

Gaining immediate insight into the potential impact of incidents, problems, and changes on various business services, applications, infrastructure, is nearly impossible using currently available service desk tools. That's because these tools focus on documenting information for review and approval—not on understanding or assessing the impact of actions on IT environments. And, although current tools promise to provide collaboration capabilities, their approach overwhelms IT professionals with information that is typically out of context to the specific issues of concern, and can cause critical information to be missed. Due to these shortcomings, companies have had to surround their service desk tools with onerous and time consuming processes in an attempt to manage the growing risks associated with their IT environments.

A new approach is needed. One that provides all the traditional functionalities of service desks, but goes beyond their limitations to provide IT professionals with intelligent analysis of the issue at hand automatically. This new approach must include collaboration capabilities that provide a context for the issue or problem being managed, and one that informs appropriate stakeholders with the key information they need, when the need it, while supporting vastly improved virtual processes.

Introducing a New, Transformative Approach for Managing the Service Desk

Going well beyond all traditional service desk functions, ITinvolve Service Manager offers a secure and scalable cloud solution that provides the following additional capabilities not found in current service desk tools:

- First, ITinvolve provides an effective source of federated information. Utilizing the collective knowledge of the IT team to understand the various relationships and dependencies in IT environments, ITinvolve enables the management of change, incidents, and problems with greater accuracy and effectiveness. Capitalizing on this unique understanding, ITinvolve provides accurate analysis to IT teams addressing the operational tasks surrounding the service desk. IT professionals manage their tasks from within a solution whose focus is on understanding not just documenting.
- ITinvolve's patent pending visualization capabilities provide the ability to grasp and manage the complexity of IT environments with individually meaningful views. ITinvolve Perspectives clarify the relationships between physical and virtual devices, applications, business services, policies and people. Teams are provided views of relationships and dependencies to quickly understand how incidents, changes, alerts, and problems impact other systems, applications, services, policies, and functional areas.
- Moving beyond the typical ITSM tool mindset, ITinvolve automatically presents users with key information through Active Knowledge Delivery. Relevant stakeholders are automatically alerted with impact analysis information related to incidents, changes, or problems, helping them resolve operational tasks with unprecedented speed. This unique capability brings the analysis and knowledge necessary to improve the performance of operational tasks to the right people at the right time, in the context of their specific role or job.
- ITinvolve facilitates meaningful collaborative sessions that automatically keep team members informed. When new knowledge, policies, changes, incidents, and alerts occur that are associated with objects relevant to team members, notification leveraging familiar social media-style formats ensures the right people are effectively communicating in the specific context of the issue, the related objects, and the impacted relationships without extraneous noise or chatter.
- ITinvolve supplies a way to virtualize complex processes enabling every stakeholder to quickly review relevant information. ITinvolve incorporates Customizable Collaboration Channels—formed around incidents, problems, or proposed changes—that help responders to address operational issues and make decisions more quickly and effectively. In-context comments from all relevant participants assist in streamlining decisions, and ensure collective knowledge is captured and associated with the relevant technology object so that lessons never have to be re-learned.

ITinvolve vs. All Other Service Desk Tools

Value	ITinvolve	Current Service Desk Products
Collect all types of data, but only collect data that matters	ITinvolve seamlessly and easily provides data about objects (policies, people, devices key settings, applications, business services) and their relationships. Thus, all relevant data is accessible from one place.	If the vendor's CMDB is used, the CMDB tries to collect all information for a C.I., regardless of value, while failing to adequately relate unstructured knowledge to C.I.; for example, policies or people, or tribal knowledge.
Analyze relationships and dependencies to provide impact analysis	ITinvolve automatically assesses the various relationships and dependencies in the IT environment to determine the potential objects (including people, policies, devices, applications and business services) impacted by changes, incidents, alerts or problems.	If the vendor's CMDB is used, the user can manually determine potential relationships.
Automatically present users analysis they need to address operational challenges	ITinvolve automatically notifies and provides the correct stakeholders with an analysis of operational activities (changes, incidents, alerts or problems) related to objects they have interest in.	If the vendor's CMDB is used, the user can manually determine potential stakeholders to be notified and information has to be manually presented.
Automatically presents relationships between alerts and incidents	ITinvolve identifies and correlates alerts from your management tools with incidents, changes and problems to provide a comprehensive view of impacted technology objects (physical and virtual devices, databases, applications, business services, policies, and people)	No service desk has this capability.
Granular reporting identifying incidents, changes and problems	Utilizes Heat Map reporting to granularly reflect incidents, changes and problems by technology objects (devices, databases, applications, business service, policy or even by the appropriate IT user or group)	No service desk has this capability.
Use social collaboration effectively	Provides subscription-based social collaboration that filters conversations to specific items relevant to the user. Any important information from the collaboration can be promoted in context of the discussion to ensure information is not lost in a difficult-to-search database.	Many service desks provide collaboration, but, the approach taken is general in nature - thus, IT professionals receive multiple notices that are not in-context of the specific technology object being impacted. Nor are relevant portions of the collaborations saved to the specific object at issue for future reference.
Organize and visualize information around anything	To ITinvolve, an object can be anything - a person, physical or virtual device, application, policy, or business service. Relevant information is presented around that object with easy visualization and drill- down capabilities.	No service desk or CMDB on the market provides this capability. Visualization is generic and users are left to provide context that often requires users to navigate irrelevant paths to get to required knowledge.
Keep knowledge anywhere	Keep knowledge in Wikis, Sharepoint sites, File shares, or add them as attachments. Knowledge can be kept where it is best managed and linked to objects in ITinvolve for quick, easy access.	CMDBs attempt to centralize and capture all knowledge resulting in a difficult-to-manage repository that is often out of date. Thus, users do not trust the data. And, users are left to hunt for information across multiple data sources.
Comprehensive out-of-the-box Auto Discovery	No out-of-the-box auto discovery. Easily integrate auto discovery products via data loader, existing CMDB's or CMS's or product's comprehensive APIs.	Perceived strength of many traditional CMDBs, however, results are typically not trusted by IT professionals due to false positives generated by auto discovery tools.
Incident Virtual Collaboration Channels	ITinvolve enables teams to define Virtual Channels around business services, applications, teams, roles, etc., to provide a virtual working space where members (including 3rd party vendors) can work together to triage incidents, analyze impact of incidents, collaborate in context of the incident, manage actions, and drive agenda topics required which results in significant reductions in the MTTR of incidents.	No service desk has this capability.
Captures knowledge from multiple sources including object owners having primary ownership of the data	ITinvolve leverages the collective intelligence of the IT team to keep information about the IT environment current. Each object owner is responsible for information surrounding their objects and interested stakeholders are automatically notified of changes.	CMDBs focus primarily on a technology solution to gather information as opposed to also leveraging the collective knowledge of the IT team. Nor, are collaborations between IT professionals captured for future reference.



To learn more about how you can leverage the unique capabilities of ITinvolve to innovate, transform and integrate your IT operations and optimize your ITSM management to maximize business value, visit the ITinvolve web site at www.itinvolve.com.

Or contact us by email at sales@itinvolve.com

MAIN 877-741-8944
FAX 832-201-8104
WEB www.itinvolve.com
EMAIL info@itinvolve.com

11200 Richmond Avenue, Suite 350
Houston, Texas 77082



www.ITinvolve.com