

A New Release from ITinvolve — Deeper Collaboration Use in the ServiceDesk

June 28, 2012 - IDC Link **By:** Frederick Broussard



ITinvolve announced general availability of its ITinvolve for Social Knowledge Management product. The new release uses collaboration features in a unique way to identify configuration items within a CMDB. ITinvolve's approach to social knowledge management provides a federated and flexible source of knowledge that should help IT organizations resolve incidents faster, discover the root cause of problems, and understand the impact of proposed changes. ITinvolve's collaboration features are used in a way that is differentiated from traditional IT service management/problem management vendors and, therefore, potentially represents the next wave of social IT that changes the way incidents and problems are identified, analyzed, and managed.

While many IT service management vendors take an approach to IT service management based on a central information repository with identified and discovered relationships between objects that are updated periodically, ITinvolve is taking a different approach to identifying configuration items and the relationships that help define the items. ITinvolve for Social Knowledge Management, built on the salesforce.com Force.com platform, uniquely incorporates collaborative, social media-like features to leverage collective knowledge in the IT organization to identify and create relationships between configuration items.

ITinvolve is taking the approach that an "active knowledge delivery" philosophy will help IT teams reduce the amount of time and effort spent searching for information when solving incidents or making changes. ITinvolve provides interesting capabilities that automatically present critical information to analyze and identify the relevant stakeholders who should be involved when solving an incident or making a change. This capability has the potential to further reduce MTTR.

An interesting module within the product, called Perspectives Manager, provides a meaningful role-based way to visualize configuration items, their relationships and dependencies, and other knowledge in an IT and social context. The company anticipates that this capability is a key differentiator, and perspectives around in-context use of IT assets will provide customers with a unique and easier-to-comprehend view of complex, highly interrelated IT assets and knowledge in their organizations, as well as provide more timely incident and problem resolution.

IDC notes that one of the challenges around the CMDB is defining, discovering, and updating configuration item relationships. In many IT organizations, many IT functions may not speak with each other often. For example, the storage team may not be aware that some of their network traffic is causing problems for a specific application team or a server team. ITinvolve's approach is that, with individuals able to "follow" a server, or application, or any of the objects in the database, each relevant user is able to get immediate notification and information relevant to that object from other "followers"/users of that object, whether that object is an application, server, or other CI. It is this stream of information around the object that ITinvolve anticipates being able to leverage to identify risks of changes, and impacts of changes, to individuals, organizations, and functions.

IDC also notes that client device use is expected to increase significantly over the next four years. IT service management vendors must continue evolving their service management platforms to accommodate these devices, especially as IT organizations continue offering self-service and support capabilities for the business units. Newly created solutions that incorporate social collaboration capabilities may be one method to quickly and reliably manage the coming onslaught of configuration items in CMDBs.

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