



ITSM PROCESSES and MOBILITY drive BUSINESS TRANSFORMATION

March 2009

The intersection of IT Service Management [ITSM] processes, a core component of the IT Infrastructure Library Framework - [ITILv3], with Mobility is a key driver of [BUSINESS TRANSFORMATION](#).

ITIL comprises a comprehensive library of best practices providing a framework of proven concepts on how to re-engineer organizations to enable management of the lifecycle of IT services. ITIL v3 is focused of creating business value rather than strict process control of the ITSM lifecycle discipline. To this extent ITSM is analogous to enterprise resource planning [ERP] for IT.

Application of ITIL offers a number of benefits to organizations, including, greater business value focus, increased competitive advantage, cost reduction, growth, transparency and flexibility: cost savings through streamlining processes and improving workflow; improved internal IT customer satisfaction and most importantly more effective integration of the IT strategy with the business strategy.

A core objective of ITIL is a prescriptive approach emphasizing business, over process outcomes, in IT management by focusing on improving service to business across the entire lifecycle of all workflows. The goal of ITIL is to provide business alignment implementation reducing process lifecycle and optimizing workflow by eliminating impediments [time, lack of information, lack of access etc] to the execution of the complete set of requested steps to be performed, in order and with maximum parallelism, for entire workflows.

Which ITSM PROCESSES benefit from MOBILITY?

ITSM process workflows focused on core and day-to-day functions of IT [support for internal and external customers], which are the most TIME SENSITIVE, benefit significantly from mobility enablement. Analyzed from a time sensitive perspective, mobility enablement optimizes ITSM workflow across the core ITIL processes of:

- Service Level Management
- Incident Management
- Problem Management
- Service Asset & Configuration Management
- Request Management
- Event Management
- Change Management

The conjunction of MOBILITY and ITSM PROCESSES drives TRANSFORMATION

For mobility deployments to be effective and more importantly, cost justified, it is necessary to determine whether a particular process workflow is time sensitive.

By accelerating process cycle times [lifecycle], mobility technology offers additional benefits of task bundling [not simply inbound event tracking] - the ability to group several somewhat unrelated or differently prioritized tasks together and accomplish them roughly in parallel. This saves effort in the increasing speed of workflow execution resulting in time efficiency. Mobility also benefits process workflow by enabling more transparent, error free, immediate and convenient information flow as tasks are completed.

Mobility solutions work best when the technology enables more accurate, more rapid, and parallelized decision making - and where such enablement leads to a substantially lower cost and/or significantly improved business benefit. Simply put, this is achieved by time-compression resulting in more efficient workflows.

What has surprised even the most experienced CIO and IT managers who found value in the successful deployment of mobility solutions to improve existing process workflow was how these very same processes began to be fundamentally altered once the initial enablement was completed. Mobility itself becomes the change agent at work within the organizational processes. This is business TRANSFORMATION.

POST Denmark, one of Europe's leading post delivery organizations, provides a compelling proof-point of this experience. The combination of ITSM processes and mobility with the choice of optimum mobile device - Smartphones - for most of its mobile employees executing ITSM processes in the field is at the heart of POST Denmark's business challenges. Read how POST Denmark is achieving [BUSINESS TRANSFORMATION](#).

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