



Leveraging ITSM with MOBILITY drives Business TRANSFORMATION

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Today, more enterprises utilize the Information Technology Infrastructure Library [ITIL v3] - [[Softwired Newsletter March 2009](#)] to support enablement of mobility in IT Service Management [ITSM] processes. ITIL is a widely adopted framework for ITSM, helping to identify how business processes map to IT infrastructure and IT management processes, guiding decision makers in creating a mobility strategy, personal-use policy and security best practices for fully integrated corporate wide mobility enablement, driving [BUSINESS TRANSFORMATION](#).

Key Considerations

Enterprises should consider the following:

- Embrace and use mobility as a strategic initiative rather than simply a technology purchase decision
- Apply the ITIL concepts, policies and framework to the challenges of mobility
- Consistently adhere to best practices and avoid making exceptions to mobile security policies

Enterprises often deploy mobility in an adhoc, department-by-department fashion in much the same way local area network technology was deployed in the early -1990s. Many mobility solutions are often deployed as point solutions and/or target only a specific [mobility] operation such as T&T, which is event driven [inbound data]. However, there are many multitasking opportunities open to parallel processing which are missed [tasking processes - outbound data], which can be optimized by mobility to accelerate ITSM lifecycles. Point solutions fail to fully realize the potential of strategic corporate wide mobility enablement which targets a number of ITSM processes in driving significant business benefits, competitive advantage and enabling business TRANSFORMATION.

A piece meal approach to mobility often results in coordination issues, incompatible point solutions, inconsistent policies, increased security risk and costly mistakes which are the result of a pure technology focus. Enterprises can avoid many of these problems if mobility is embraced as a corporate wide strategic initiative for mobile employees, by applying ITIL concepts to manage [mobile] ITSM processes and consistently adhering to best practices.

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A fundamental question is where and how does mobility boost ITIL? Within ITIL five core functions exist:

- Service Strategy,
- Service Design [identifying and aligning IT solutions with business requirements],
- Service Transition [ensure transition processes are streamlined, effective and efficient to minimize risk],
- Service Operation [ensure delivery and support of services, ensures day to day operation of IT processes are properly conducted, controlled and managed] ,
- Continual Service Improvement [DMAIC and Six Sigma etc].

Clearly, not all components within these functions benefit from mobility but those, which are TIME SENSITIVE and/or allow parallel processing, do, namely:

- Service Level Management,
- Incident Management,
- Request Fulfillment,
- Change Management and Service Asset
- Configuration Management.

Mobility enablement of these ITSM processes helps organizations transition to an IT Mobile Maturity Model such that they not only understand which ITSM process benefits from mobility but also determine the degree to which such enablement achieves the desired results and drives business transformation.

MOBILITY as a CHANGE AGENT to Business TRANSFORMATION

What has surprised even the most experienced CIO and IT managers who found value in the successful deployment of mobility solutions as a strategic initiative to improve existing process workflow was, how these very same processes began to be fundamentally altered once the initial enablement was complete. 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, recognized for innovation and service quality, provides a compelling proof-point of this experience. Leveraging ITSM processes with mobility and choosing the optimum mobile device - Smartphones - for most of its mobile employees who execute ITSM processes in the field is at the heart of POST Denmark's business challenges. Read how Softwired's iBus Mobile Platform is enabling POST Denmark in achieving [BUSINESS TRANSFORMATION](#).

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