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Key considerations to accelerate the ITSM consolidation program

Credits

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Growing demand for consolidated ticketing system

With today's dynamics in the telecom world, consolidation of IT service management (ITSM) systems and business transformation processes are increasingly becoming important. With the growing trend of mergers and acquisitions across the industry, the need for ITSM systems & process consolidation has become imperative.

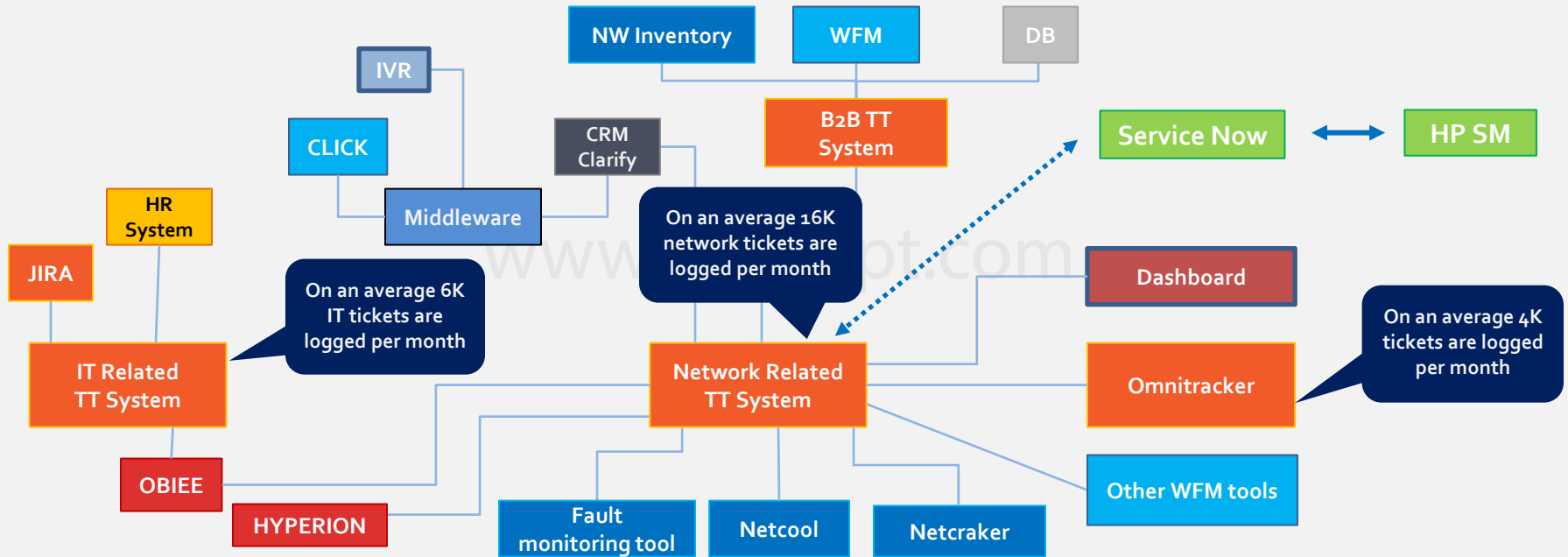
Every CSP's application landscape consists of multiple systems for performing diverse functions. Managing standalone systems which are not interconnected involves huge effort and cost.

Key challenges faced in such distributed ITSM environment are:

- Multiple processes for the same service management functions
- Lack of unified integrated dashboard view from different systems
- Lack of centralised KPI reporting
- High OPEX and licensing cost for maintaining legacy systems
- Complex third party integrations

View of typical ITSM landscape in every CSP

In the below snapshot, there are five different systems used under one CSP's umbrella, one each for IT related tickets, network related tickets, B2B specific customers, self service portal & a separate system for demand & release management.



With distributed/standalone ITSM applications, complexity is further multiplied when onboarding new affiliates.

■ Workforce Management System
 ■ ITSM
 ■ OSS Components
 ■ BSS Components
 ■ BI/BO Reporting
 ■ Competitor tools

Business drivers for ITSM consolidation



Cost reduction

Operational expenditure and licensing cost reduction with consolidation of multiple ticketing tools

Unified view of heterogeneous ITSM systems

More accurate view on support organization's performance and identification of KPI improvement opportunities



Service quality improvement

Improvement of service quality through a uniform and more automated support. E.g. Priority assignment and automated ticket allocation.

Unified process

Unification of various cumbersome process into one

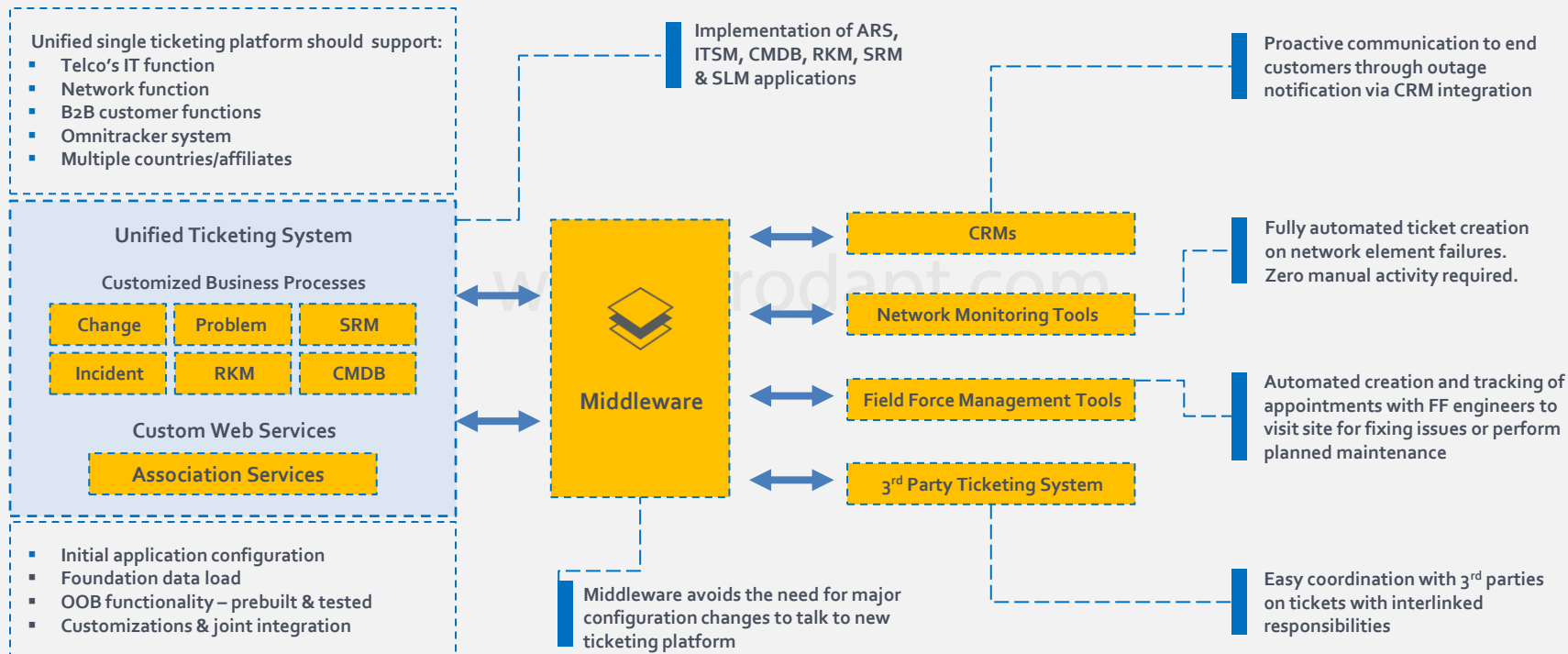


Ticket volume reduction

Significant reduction in ticket volume logged per day as a part of consolidation; this ultimately reduces time & effort. E.g. Correlation of networking tickets

Functional view of recommended unified ticketing system & its integration points

Complex business processes across multiple groups can be converged into a single ticketing process flow.



*ARS- Action Request System, CMDB - Configuration Management Data Base, RKM - Remedy Knowledge Management, SRM - Service Request Module, SLM- Service Level Management, FF -Field force

Key considerations to advance the ITSM consolidation strategy

Following are recommendations that could help CSPs advance their ITSM consolidation projects

Unified service catalog

- Consolidated service catalog across multiple affiliates using service request module



Interface specification template

- Interface specification documents
- Common interface adaptor framework



Real-time monitoring toolkit

- Key performance and quality indicators provided out of box
- Monitors system resources & order progress



Prebuilt automated regression suite

- Fully automatic plug & play regression suite
- Reusable asset
- Intuitive user interface for detailed testing



Key recommendations – Unified Service Catalog



Unified Service Catalog is a ready to deploy standardized catalog template covering different types of services delivered by the different sub-entities within a company.

- Manually creating individual catalog for every affiliate & placing service request for them will be more time consuming
- More human resources need to be deployed for the development activity within a short span of time
- Real benefit of Unified Service Catalog is achieved during the consolidation of discrete systems

The screenshot displays the Unified Service Catalog interface. On the left, the 'Request Service' panel shows a search bar, 'Favorites', and 'Popular' buttons. Below is a list of 'All Categories' including Email, External Account, Facilities, File & Print, IT Helpdesk, International Test Center (ITC), Network, Service Management, and Software. Under 'Available Requests', 'Mailbox Request New' is highlighted. The main area shows the 'Mailbox Request New' details, including a description: 'This Service Request handles all Mailbox requests: New, Remove and Request Access'. On the right, the 'My Requests' panel shows a list of requests, all with the status 'In Progress'. Each request entry includes the request ID, submission time, and the requester's name (Narendra Bekkem).

Unified Service Catalog is:

- A centralized service catalog enabling self service capabilities in the company
- Where all the service templates will be readily available at one place, fulfilling most of the standard service requests from the affiliates
- Critical for every company, since it can be readily reused with minimal customization enabling faster time to market



Comprehensive interface specification template is a document, which has details about the APIs available on a system and other key information relevant for any system integrator on how the system can be integrated with 3rd party systems. This document contains following items:

Integration Types, Data Types & Structures | Use Cases/Services Delivered by System | Request/Response XML's, E2E Data Mapping Sheets | Current Integrated Systems by Use Cases | Communication Protocols, Security & Data Requirements | Interface Performance Details | Sample WSDLs | Error Handlers

Challenges



- Complexity in E2E integration which requires interaction between multiple 3rd party systems to provide accurate information to both end customers & internal stakeholders
- Foundation data sync issues between systems
- Understanding E2E field mapping among various integration systems is critical in distributed environment

Benefits of having interface spec during consolidation



- With the presence of interface specification template, the planning & design phase will be quicker during integration
- Improved system availability & increased service availability due to reduced outages
- Templates help operational teams integrate better with third party systems
- They reduce development efforts & time
- Standardized integration specification documents help existing & new affiliates ease complex integrations
- One-stop shop for all 3PP vendor integrations with any technology/protocol
- Easy mapping of end-to-end parameters, exposed web services, new interface designs, supported APIs & WSDL files are specified in interface specification templates






Key recommendations – Real-time monitoring dashboard for efficient operations



Benefits of real-time monitoring

Prevent performance issues | 100% accuracy – 24x7 availability & reduced manual effort |
Capacity planning on increased load | Ensure no delay in processing

100% Service Availability

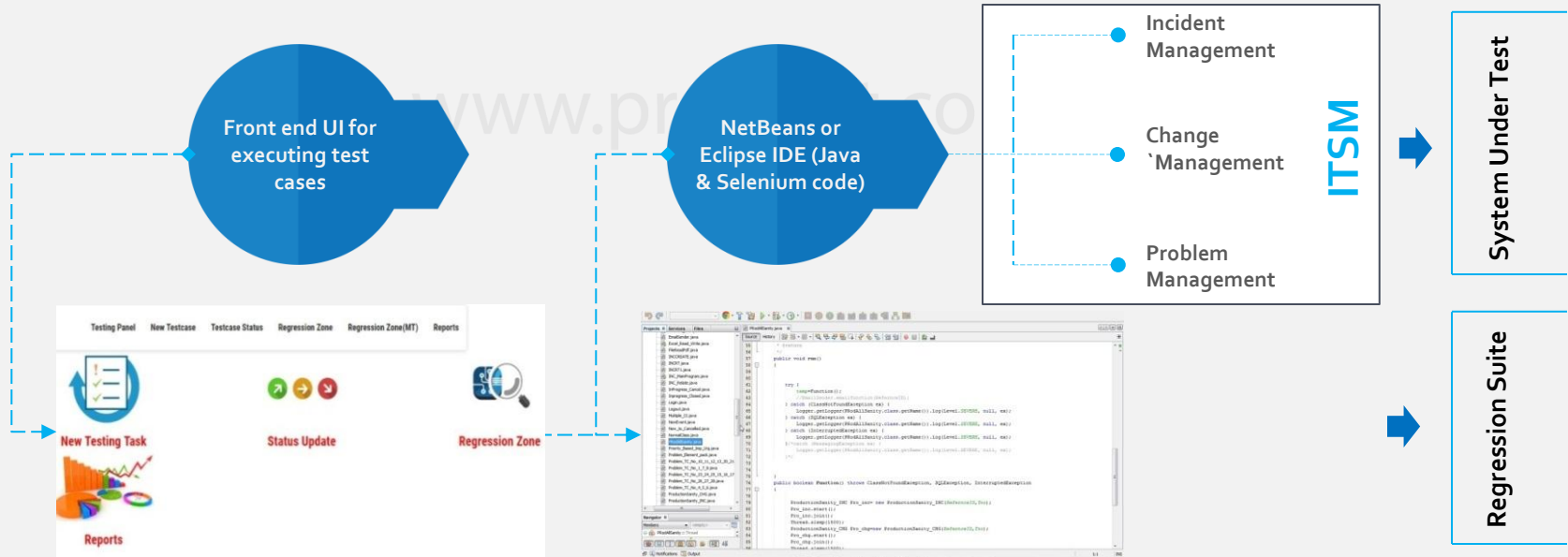
Resource Utilization Monitoring 	Concurrent User Vs License 	Outstanding Count Panel 	Logs Monitoring 	Automated Reporting 
<ul style="list-style-type: none">• Resource Monitoring• Service Status Monitoring• Java Heap Monitoring	<ul style="list-style-type: none">• Concurrent User Count• License Usage Report• Daily Usage Pattern	<ul style="list-style-type: none">• Outstanding Email Messages• Outstanding Notifications• Outstanding Pending Approvals	<ul style="list-style-type: none">• Email Engine Logs Monitoring• App Server Error Monitoring• SSO Log Monitoring• DB Locks Monitoring	<ul style="list-style-type: none">• Configuration Management Jobs Status Report• App Server Report Execution Monitoring• Service Request Failure Records Monitoring

Key recommendations - Prebuilt automated regression suite



Prebuilt automated regression suite helps identify functional & non-functional issues faster & better during development & system integration phases.

- Prebuilt automation feature helps reduce the time and effort required for regression by **50%** and overall rollout duration by **20%**
- Human errors are completely removed in regression testing, so major rollouts can be confidently deployed without concerns
- Automated regression test is conducted across development, test, integration, preprod and prod environments making the code robust
- Reusable assert: Test cases can be reused with minimal changes



Success Story

Business Challenge

One of the leading tier 1 operators in Europe faced a critical issue of handling multiple ITSM systems. They were looking for strategies to consolidate many ITSM applications to one and reduce the complexity of multiple integrations.

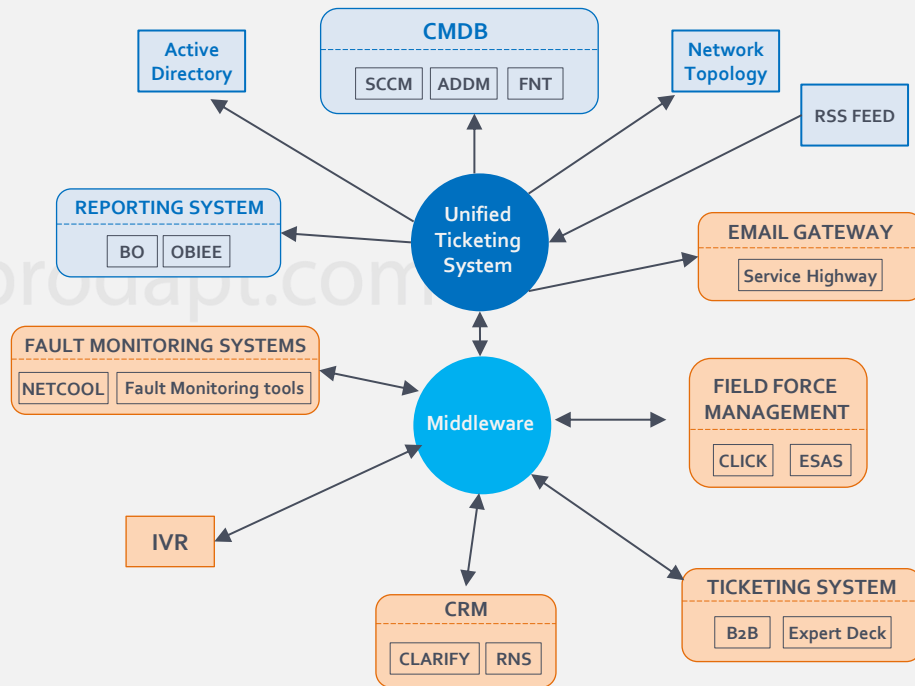
Solution

The operator implemented the solution described in this insight with the accelerators. They created a unified ticketing system which provides the complete end-to-end view with a unified process flow.

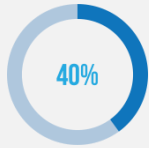
Benefits

B2B, network & IT functions across multiple affiliates are managed by one application/solution. The solution enabled with the capacity up to 16000+ users and handling of 60,000+ tickets per year. It also integrated 100+ applications from third party vendors.

High-level architecture of consolidated ITSM system

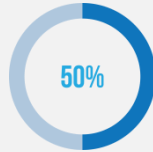


Key takeaways



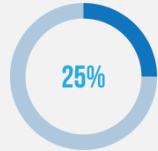
Cost savings

Cost savings due to reduction of operational & licensing expenditure, consolidation of ticketing systems, development cost reduction and elimination of manual work



Reduction in ticket resolution time

Reduction in average time spent in analyzing & resolving the tickets



Improved process & system efficiency

Improved process & system efficiency as result of unified processes and tools (unified ITSM system handles >160 TPS after consolidation)



Reduction in implementation effort

Reduction in implementation effort due to unified processes across the organization & affiliates– this also helps on board new affiliates faster



Hardware infrastructure savings

Direct benefits like savings on hardware infrastructure; indirect benefits of consolidation are energy savings & reduced footprint

*TPS - transactions per second



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THANK YOU!

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