ENTERPRISE SERVICE IS UNDER SIEGE

Tablets, laptops, smart phones, and phablets have flooded the traditional IT workplace. The Internet of Things (IoT) will add, according to Gartner, 20.7 billion devices to networks by 2020, and 6.4 billion in 2016 alone. Meanwhile, digital generation workers look increasingly to cloud and mobile applications and online collaboration to get work done. All of these developments — and the proliferation of devices — have placed enormous pressure on IT Service Management (ITSM).

SERVICE DESK CHALLENGES IN THE DIGITAL GENERATION

A whole new generation of workers — the digital generation — dominates the workplace with its distributed yet collaborative mindset, both internally and externally. Here are just a few complications Service Management faces when meeting the needs of the digital generation:

- Supporting cloud, mobile, and data center applications
- Providing service for anytime, anywhere, any device access for workers and customers alike
- Maintaining multiple collaboration, voice, video, and social media platforms
- Developing IT analytic tools for faster and more proactive service for an improved end user experience

The digital generation is here now, and its pace is only going to accelerate. Current service management techniques struggle to keep up. Many enterprises rely on multiple, disparate service platforms, often proprietary and tied to specific applications. As device and application demands continue to grow, only a unified and more automated ITSM solution-set can deliver comprehensive and responsive IT Service Management. The key to better service then is to look beyond the traditional data center management paradigms.

The Spectrum of Unisys Offerings

Consulting
- Structured brainstorming and strategy sessions
- Conceiving new business initiatives and models
- Current asset evaluation

Designing
- Structured engineering assessment
- Client-specific design options
- Vendor-neutral designs

Implementing
- Roadmap and blueprinting
- Full implementation and deployment assistance
- Quality-controlled deployment and testing
- Unisys VantagePoint™

Managing
- Post-deployment maintenance
- Self-management options
- Full-site or selected managed services

http://www.gartner.com/newsroom/id/3165317

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LOOKING BEYOND ITIL FOR A BETTER DIGITAL USER EXPERIENCE

As the hallmark of Service Management worldwide, the Information Technology Infrastructure Library (ITIL) is the corporate gold standard for data center ITSM. With ITIL as its guide, enterprises around the globe have structured and evolved their service management infrastructure to deliver real business process value. But are ITIL goals a help or a hindrance in the rapidly changing environments of cloud, mobile, and multiple device access? As DevOps and scrum teams race to provide the right services to the right people at the right time, investment in automation to provide the flexibility and agility necessary to these growing critical business initiatives is required:

- Business collaboration
- Process coordination
- Organizational change enablement
- End user adaptability of systems

Unisys believes ITIL will continue to be the backbone of well-designed ITSM systems; however, it should be augmented with tools and practices that embrace the new realities of the digital enterprise, such as the automation of core processes when possible.

UNISYS: I.T. SERVICE AUTOMATION, INTEGRATION, AND MANAGEMENT

To meet the demands of tech-savvy employees and their new digital resources and processes, enterprises should look to automation and Service Integration and Management (SIAM). Unisys offers its own SIAM product, VantagePoint™, as well as support for other SIAM products to unify and automate key ITSM functions.
The Unisys Service Integration and Management Framework
From people-focused engagement processes to the infrastructure layer and everywhere in between, Service Management streamlines operations for added efficiency. Automation, driven by strategic processes and innovative data systems, reduces costs, improves productivity, and delivers greater security. With a SIAM overlay, clients have an open, extensible path for multi-vendor ITSM integration, service delivery, and end-to-end business analytics for continual improvement of IT services.

EXTENDING SERVICE INTEGRATION AND MANAGEMENT FOR THE SOFTWARE-DEFINED ENTERPRISE

With an automated ITSM core, businesses can extend traditional data center services to the evolving Software-Defined Enterprise (SDE). A Software-Defined Enterprise is an environment where barriers between the IT physical layers have been removed and an extensible and agile infrastructure for building the next-generation enterprise is established through software. All resource elements — server, storage, and networking — are virtualized and delivered as a service. Unisys’ combined service areas, under Cloud and Infrastructure Services, ties its Solution Blueprints, designs, and tools to the SDE framework. Through this Extended SIAM (ESIAM), clients then have visibility and control over the entire enterprise, from the traditional data center or their Software-Defined Data Center (SDDC) to their ecosystem of cloud applications.

SIAM Model and Governance Process
In a hybrid IT or multi-sourced environment, creating the proper governance, orchestration, and management structure for a client’s service portfolio is key for operational success. Clear delineation of roles and responsibilities as well as approaches and required behavior are critical to success. Unisys provides the

Client Story: Global Healthcare Company

The Challenge:
• Inability to meet business needs and user expectations using a reactive approach to IT support
• Multiple disparate IT services across the enterprise lacking cohesive targeted views of the IT landscape for different user communities
• Service inefficiencies and poor turnaround tied to manual processes and limited operational data views

Unisys Recommendations:
• Integrate services across the enterprise (e.g., social media to business tools) with informative views tailored to specific user groups
• Automate services for quick self-service and reliable access to on-demand data
• Consolidate operational data stores for trend analysis and predictive analytics

Results:
• Quick and reliable access to a streamlined aggregation of IT services running more efficiently at a reduced cost
• A consistent interface-enhancing user experience for all applications and services across the enterprise
• New operational analytics providing business insight and ongoing opportunities for improvement
expertise to help create the operating model to deliver services, build a collaborative eco-

**SIAM Function**

Leveraging service management disciplines such as incident, change, or problem for services that span multiple providers is essential to providing the required service levels, performance, and expectations of the digital generation. This requires the engagement of an active and business-focused SIAM layer, with the skills required to perform vendor management, promote collaborative work, and maintain proper governance. Unisys provides this layer to clients, so that end-to-end delivery can be tracked, charged, and optimized.

**SIAM Design and Implementation**

Unisys supports clients with the design, build, and configuration of a SIAM platform governance structure and all the organizational changes required. SIAM Design and Implementation works with clients to implement the right set of tools using the blueprint and design phase and then expands and integrates any additional capabilities required.

**Cloud Service Broker Framework**

Taking advantage of public, private, or community clouds tightly integrated into the service request process via a catalog allows a more agile and cost-effective set of compute resources. Synching these IT assets to both the asset management systems and the client’s Configuration Management Database (CMDB) are necessary to not only track service costs but also service compliance. Combining the correct service components from multiple suppliers into one seamless user experience is the most efficient and cost-effective strategy.

**UNISYS SERVICE MANAGEMENT**

The Unisys Service Management group delivers consulting, design, ITSM implementation, and full Managed Services to its global clientele.

**Digital Service Management Design and Implementation**

For clients looking to modernize and automate their approach to delivering and supporting services, Unisys collaborates with clients in defining their requirements and implementing areas such as the service catalog, linking to a service-oriented CMDB, and establishing the associated governance, management, and process disciplines.
Service Management Operations

Many clients have evolved their Service Management function over time and face complexity and inconsistencies in the processes. Unisys assesses a client’s current “as is” status, then proposes and implements actions to help clients streamline, optimize, and introduce operational best practices based on actual experience to create more agile service management.

Process Maturity and Management

Unisys delivers process implementation services that include reviewing each client’s technology deployments to find ways to increase speed, availability, and service performance. Customers get expert assistance with ITSM tooling, so that all elements are integrated, and drive maturity into management and operational processes.

Management Services

Clients achieve peak efficiency in a shorter timeframe as Unisys deploys service management disciplines such as IT Asset, Change, or Incident Management as a Service, fully embedded as part of its overall IT Managed Services offering. Unisys also offers full Service Management and Service Desk functions for clients worldwide.

Getting Started: Three Easy Steps

With Unisys, getting started on a service management transformation fit for the digital generation transformation is a simple, three-step process:

1. Explore service management options that specifically address your business goals and leverage strategic advisory services through on-site innovation workshops. Unisys can help by leading discussion, strategy, and brainstorming sessions that result in clear guidelines for any transformation.

2. Assess your current service management system and how it interacts with your enterprise environment. Because Unisys is unbiased on vendors and technology, the Service Management team can explore multiple SM designs, help repurpose existing assets, and deliver road maps that best suit each environment and business.

3. Formalize a plan that details business goals and ROI first. Unisys assists in creating client-specific roadmaps and implementation options to achieve established goals that include budgets and preliminary timelines.
No matter if you’re in the beginning steps or final stages, Unisys helps clients deliver on their digital transformation goals. To kick-start your digital generation transformation, contact Unisys at DigitalGen@unisys.com and learn more at our digital generation resource center.

WWW.UNISYS.COM/CLOUD

About Unisys

Unisys is a global information technology company that works with many of the world’s largest companies and government organizations to solve their most pressing IT and business challenges. Unisys specializes in providing integrated, leading-edge solutions to clients in the government, financial services and commercial markets. With more than 20,000 employees serving clients around the world, Unisys offerings include cloud and infrastructure services, application services, security solutions, and high-end server technology.