

Business Service Management Checklist

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Introduction

Business service management is a business practice that uses technology tools to monitor and manage services for the business. To be effective, the tools should have the capabilities in this checklist. Use this checklist to evaluate and select your business service management tools.

Checklist

Business service management tools should have the following features:

1. Connecting Data Sources

- a. Business service management tools integrate data from various sources, not just import and export data. Data sources include: network topology maps, availability monitoring, performance monitoring, device discovery, application discovery, server management and configuration, service desks including problem, incident, change, asset and inventory data, service catalogs, identity management and business application data.
- b. Data is easy to access and does not require the user to extract, transact or load the data elsewhere for manipulation and updates.
- c. Accessed data represents the live state or "near real-time" state of the data at its source.
- d. Access is configurable, bi-directional, it does not require custom coding, and should be extensible.

2. Service Modeling

The tools can model services as they are consumed by the business, not just model standalone technology components.

- a. The model represents the health, availability and configuration of the

object within the service as well as the service itself.

- a. The model references a service component once based on the data integration and replicates it many times to represent the various technology components and the health, availability and impact to the business by user role.
- b. The tool provides multiple manual and automatic options for building and maintaining service models, from data sources.

3. Automation

- a. The tools automatically reconcile multiple trusted data sources for specified metrics.
- b. Changes are identified and are approved or unapproved in the operating environment.
- c. The tools are extensible, calling external systems to automate routine tasks.

4. Priorities, Rules and Service Levels

- a. Rules in the model weight data metrics and set the state of an item based on business priorities.
- b. Early warning signals alert administrators of approaching events that will affect service.
- c. The service state is rolled up and propagated based on the underlying components.
- d. Live views show the service level performance as business services and technology components.
- e. The tools provide historical views for service level trends.

5. Configuration Management

A federated view shows the physical infrastructure and logical components, including service levels, problems, incidents, changes, etc.

- a. Configuration views show technical components, settings and services.

- b. The tools automate compliance to standard configurations and notify administrators of out-of-compliance situations.
- c. The tools provide user friendly access, visualization and interfaces to enable manipulating configuration items, relationships and attributes.

6. Live, Configurable Views

- a. Dashboard views represent the live environment based on the role of the user as: business services, process or as technology configurations.
- b. Users can drill down to deeper levels of data based on their role.

7. Infrastructure Impact on Business

- a. Live views that translate technology into their resulting business services and show the impact.
- b. The tools measure compliance against standards and processes and provide early-warning signals for events that will affect the business.

8. Technical Capabilities

- a. The tools should scale to multi-site locations and millions of service model items.
- b. They must connectable in a multi-site, multi-server implementation.
- c. The tools should provide multi-tenancy monitoring, management, security and visibility.

Conclusion

Using this checklist ensures the tools you select will deliver high quality services in a controlled environment.