



## Upgrading to BMC Remedy ITSM v7.0

The new Version 7.0 release of BMC Remedy ITSM Suite applications delivers a whole new level of streamlined processes and integrated applications. The key for many of the workflows is the BMC Atrium CMDB 2.0.

BMC customers will want to take advantage of these new features and the productivity gains and service improvements they can provide – but what are the benefits of the upgrade?

### **Why upgrade?**

A customer may choose to migrate for several reasons:

- To stay on a BMC supported version.
- For ITIL aligned process improvement.
- To ease administration, for example by leveraging the multi-tenancy feature that allows different divisions, different geos with different languages, or different organizations to see customized interfaces that roll-up into one corporate Service Desk.
- To reduce operational costs by implementing closed loop processes with other BMC products such as SIM & Configuration Management.
- To support newer system elements such as database or OS versions.

If a customer chooses not to upgrade:

- They can only submit incidents and enhancement requests for the two most recent releases.
- The advantage of adding new applications such as Configuration Management or Service Impact Management is impacted in at least two ways.
  - o Out-of-the-box integrations with ITSM are only available with v7
  - o Both rely on the Atrium CMDB which is only available with v6 or v7 releases.

## Key Benefits to Upgrading by Process

### Service Desk (Incident & Problem Management)

**Incident matching**—From the Incident form, users can perform searches for known errors, knowledge database entries, problem investigations, and other incidents that match criteria from the current incident to assist in the incident resolution process.

**Categorization**—This is recorded separately for operational and product categorization, each with multiple levels to provide greater flexibility. Due to multi-tenancy, each company or business unit can be configured with its own categorization. (**Note:** In addition, this new Categorization flexibility would allow the customer the ability to create specific Categorizations for specific CI types. Therefore, a Circuit could have certain Categorizations available while a server would have different Categorizations available. This is NOT available in ITSM 6.0)

**Enhanced problem management**—Problem investigations have a separate form. Problem Management includes new processes to manage the life cycle of a problem investigation, and also known errors and knowledge database entries.

**Multi-tenancy**—Makes it possible to host multiple companies and their data on a single server. This feature can also be used for any groups, such as business units or departments, whose data must be kept separate. Multi-tenancy is limited to the company level in Service Desk. Configuration can differ on a per-company basis. Multi-tenancy from the user's perspective is accessed by selecting the appropriate company from the list next to the Company field.

**Decision tree**—Takes the user step-by-step through a questionnaire, and, based on answers, completes part of the form for a new incident. A manager or administrator can build decision trees.

**Scripts**—These are detailed instructions that an administrator or manager sets up to help users record important information about an incident. Scripts can be used when recording or assigning an incident.

### Asset Management & CMDB

**Software License Management**—Software license management and compliance means keeping track of what software your company has and that it has the legal right to use it. Organizations that are not compliant face legal charges from the company they bought the software from, or they must pay maintenance charges for software that is not being used. A common example of this is when companies acquire other companies, and the software licenses from those companies are not accounted for.

**Definitive Software Library**—The Definitive Software Library (DSL) is a central repository of approximately 10,000 approved *product dictionary entries*. Product dictionary entries are the definitive, or master, names and descriptions of software applications. Any BMC application can use the DSL to identify a single name for a software application and its versions, which in turn supports software license compliance. The DSL is used by application administrators who want to add or modify product dictionary entries and Software Library Items (SLIs) in the DSL to facilitate software license management and deployment.

**Providing access to a CI to multiple companies**—The Company field is used to separate data for multiple companies or business units. Users can access data, such as CIs, only for companies for which they have access. If multiple companies access a CI, such as a printer, you can use the Company field to indicate the company with primary responsibility for the CI, and you can relate the CI to the other companies.

**CI unavailability**—One can use the CI Unavailability feature to track the actual down time of a CI. The outage life cycle has been updated to support additional status changes.

**Impacted areas**—Changes or updates to CIs can affect more than one company, location, or organization. You specify which areas are impacted by a specific CI on the Impacted Areas tab of a configuration item.

**Blackout schedules**—You can use the Registration for Shared Time Segment form to create times when the current CI will be available or unavailable. This is known as a blackout schedule. You can schedule a blackout to occur once or to recur.

## Change Management

**Full compliance with ITIL processes**—Change Management 7.0 has updated the service management processes for superior ITIL alignment.

**CCM Change Calendar**—Console that provides graphical view of change requests and business events occurring in the organization.

**Risk Assessment**—Combines qualitative and quantitative criteria for assessing the risk level associated with a change. The end output is a Change Risk Report that can provide a key decision in change planning.

**Ease of Use**—Superior user interface in 7.0 lets management, administrators, users, and approvers perform regular tasks simply and efficiently. The process flow status area accelerates you through the change process from start to finish. It provides a visual mechanism to track the states of a change request, as prescribed by ITIL best practices.

**Change Management Dashboard**—Dashboard of key metrics associated with changes occurring in the organization. This dashboard allows the organization to make sure that change-related activities are meeting identified goals. Viewing the Change Management dashboard requires a separate license and you must be a member of the CM Dashboard User group.

**Updated Roles/Consoles**—Management and support consoles have been specifically re-designed for their unique needs. These consoles optimize your visual work space so that you can track changes quickly and efficiently.

**Closed loop integration with BMC Configuration Management**— This is the mechanism for the accelerated execution of a change request. Closed loop integration also provides verification that the change was successfully performed, based on requirements specified in the change request.

**Definitive Software Library (DSL)**—Repository containing records and pointers to the approved versions of software used by an organization. BMC has added a Product Dictionary (PD) to the DSL as well to provide a normalized vocabulary for software products and suites. In addition, the Product Dictionary contains identifying characteristics of software packages that enhances the accuracy of BMC Discovery products by uniquely identifying a package regardless of installed name or location.

**Task Management**—Core component of the Change and Configuration Management (CCM) solution. Task management provides support for simple and complex business processes as well as integration with automation tools needed for change management execution and verification.

**Task templates**—Lets you create predefined templates for individual work items that you can reuse.

**Task group templates**—Lets you create predefined templates for collections of individual task templates.

**Task viewer**—Graphical viewer lets you easily see the sequence between tasks as task implementers work on their tasks. The task viewer provides visual context to understand tasks and their relationships to each other.

*For more information please contact IT Prophets at [sales@itprophets.com](mailto:sales@itprophets.com)*