FNT
// simplify complexity

Method-based service management

Management of product and service portfolios

Automated documentation

Contract and order management

Product and service lifecycles

FNT ServicePlanet

An Efficient Tool for Design and Deployment of Standardized Products and Services in IT Service Management

One of the main factors behind the increasingly heterogeneous service landscapes found in many IT organizations is the rise in customer expectations. The associated need to deploy a wide range of customized business services increases the difficulty of defining, guaranteeing, and monitoring service level agreements. A lack of documentation regarding dependencies, contract data, and additional detailed information about instantiated services makes it almost impossible to manage these services efficiently. Without that overview, the results are inefficient processes and opaque pricing and cost structures. This situation can become even more complex if a business service uses infrastructure resources and service components from external suppliers and providers.

In order to successfully implement a standardized approach at every stage in the creation and delivery of business services, service managers need a method-based solution that allows them to break down services into reusable modules that can also be reassembled to create new variants. This is the only way to establish a market-oriented process offering economies of scale and optimized use of resources. In addition, the ability to reuse standardized, modular components opens up a whole new range of configuration options that can be presented to customers as personalized services.

FNT ServicePlanet provides a foundation for defining, managing, and monitoring business services and service assets over the entire service lifecycle. By standardizing products and their various components, all product and service-related information can be documented in a central database. This makes it possible to reuse products efficiently and provide services in a flexible manner and with consistently high quality, while also keeping costs under control.

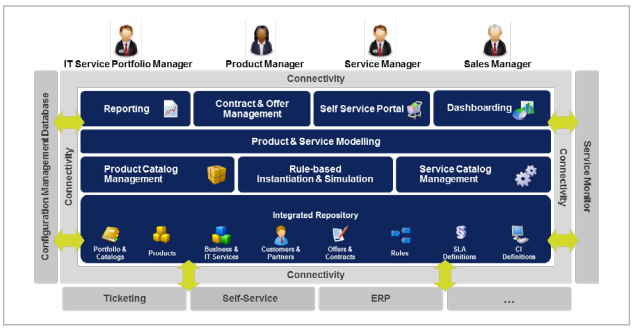

Fig 1: Overview of core functions in FNT ServicePlanet

The software FNT ServicePlanet is a multi-lingual, multi-user, web-based platform with a personalizable user interface offering the latest ergonomic features.

PROVEN METHODOLOGY FOR IT SERVICE MANAGEMENT

FNT ServicePlanet is based on the bE_Method, which was created to extend ITIL. The basic concept is to simplify the interface between business and IT operations. By connecting different business processes, it is possible to give equal consideration to the needs of all participating departments. Through coordinating collaboration down to the level of business processes, IT organizations can deliver their services in a way that offers maximum benefit to both the customer and the organization itself. Service, application, and business process environments are standardized in order to increase transparency and enable more detailed control.

DEFINING AND STANDARDIZING PRODUCTS

The core feature of the process model used in FNT ServicePlanet is the separation of product and service. In this context, the term "product" refers to an IT service at the conceptual level. The product is broken down into its component parts, which can be used to define other products, both existing and new. The individual components of a product are defined using attribute descriptions, and basic configuration options, costs/pricing, and service level agreements (SLAs) are established. Products are broken down across multiple layers, comprising business, product, and production aspects.

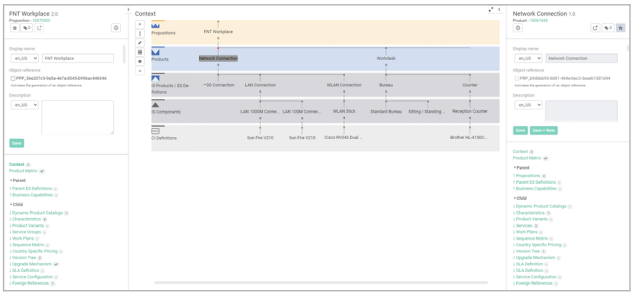

Fig 2: Graphical support during configuration of a product tree

The user is supported during this stage in the process by a graphical interface that makes it easy to define and model product trees. It is also possible to view a graphical representation of the dependencies between products and product elements. All product attributes and their effects on underlying costs and prices can be defined in a detailed matrix and serve as the basis for efficient instantiation of services.

WORK ORDERS

When defining products, it is possible to use work orders to document and organize the operational and administrative tasks – e.g., installation, deployment, or component replacement – that will be required to create and deliver the service. These predefined workflows make service provision faster, more efficient, and more reliable, thereby boosting customer satisfaction.

PRODUCT CATALOG AND PORTFOLIO

All available products, including the information and links required when instantiating the service, can be used by the service portfolio manager to create a freely definable portfolio. The ability to categorize and catalog individual product offers means it is possible to make product portfolios available to selected customers and groups. This enables managers to create and modify products more quickly while retaining full control and transparency over all associated costs and dependencies.

PRODUCT VERSIONING AND LIFECYCLE

Versioning allows users to accurately document changes and updates to products and product elements. For easier insight, FNT ServicePlanet uses a graphical tree structure showing all main versions and sub-versions.

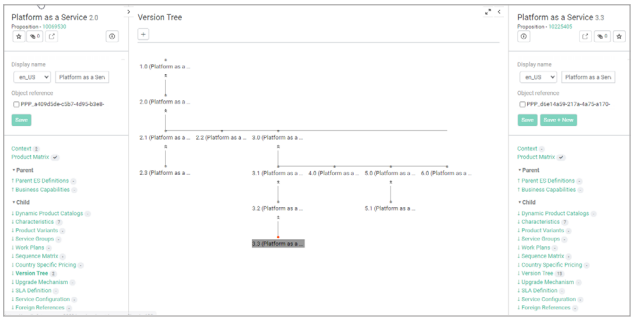

Fig 3: Versioning of product components

CONFIGURATION AND INSTANTIATION OF SERVICES

Whenever a customer configures and orders a product, it is instantiated as an IT service, i. e., product + customer = service. Only through this crucial separation of the underlying products from the instantiated, customer-specific services is it possible to develop the product portfolio in a way that is flexible, entirely independent, and focused on market needs. In addition, FNT ServicePlanet automatically documents all information relating to a service as delivered on the basis of the underlying product definition, throughout the entire lifecycle.

When business services are being configured, the necessary technical parameters are automatically set via

customer-oriented properties, i.e., no specialist knowledge is required on the part of the user. The automated updating of service configuration variants resulting from new product versions with modified performance or framework data enables seamless change management of service-related infrastructure resources.

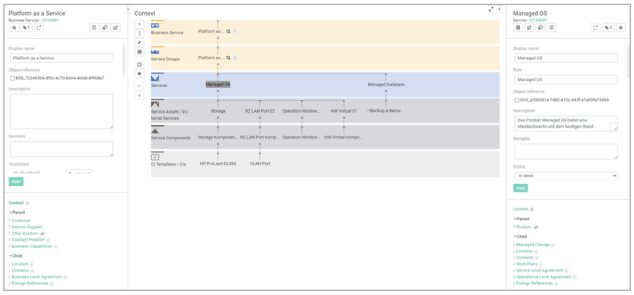

Fig. 4: Instantiating a service on the basis of a product definition

In addition to standardized instantiation of services, FNT ServicePlanet supports documentation of services that do not have an underlying product definition. This gives the user maximum control over the necessary IT resources as well as the flexibility required to create customer-specific service variants.

STATUS-DRIVEN WORKFLOW

The status-driven workflow is designed to assist the user during instantiation and maintenance of services. When creating a service, it ensures that all major process steps are properly completed and provides maximum traceability and data validity through the automatic documentation of object lifecycles. It also enables users to directly identify and prevent any potential problems in the provision of the service.

OFFER AND CONTRACT MANAGEMENT

To document the business relationships that are relevant to each service, FNT ServicePlanet has a fully featured accounting and management system for all offers and contracts with customers and suppliers. In addition to documenting customer and supplier details and agreements (business level agreements, service level agreements, operational level agreements), this functionality can be used to make legally binding offers and contracts for the use of business services. All offers and contracts are documented with the relevant status and stored in a single, centralized system.

REPORTING AND DASHBOARDING

FNT ServicePlanet has extensive reporting and dashboard functionality, which can be used to view all information on current product and service lifecycles at any time. The user can customize the start page to suit their individual role by choosing from a range of predefined dashlets. In addition to favorites and frequently or recently used datasets and functions, these include a wide range of reports, statistics, and trend analysis options for the available products and services. Customized dashboards can be created quickly and easily by drag-and-drop and then assigned to selected user roles.

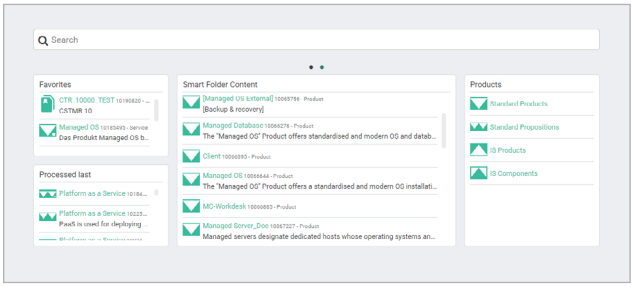

Fig. 5: View of role- and user-based interface

ADMINISTRATION

FNT ServicePlanet can be used “out of the box.” With its comprehensive role/authorization strategy and standardized configuration of object classes, it offers a well-conceived platform that can be implemented in virtually every type of business. The user-friendly admin area offers extensive UI configuration options that allow easy customization to match users’ preferred methods and procedures.

DOCUMENTATION AND HISTORIZATION

All information on all products, product components, services, and the associated data is documented and historicized in a central database using an integrated data model. This data can be accessed at any time for queries and reports.

SELF SERVICE PORTAL

The optional self service portal enables service consumers to request and order services without assistance. Similar to a regular online store, all products that are available to the customer are presented in a product portfolio. The user interface with its various configuration options is automatically generated from the predefined product catalog. With minimal effort, service managers can thus publish the product portfolio and make it accessible to selected customer groups. While the customers configure and order the business services they want, the entire order and fulfillment process is seamlessly executed, managed, and documented in FNT ServicePlanet.

STANDARD INTEGRATION WITH FNT COMMAND AND FNT PROCESSCENTER

FNT ServicePlanet is fully integrated as standard with FNT Command, which enables automated data exchange. The interface can be used to exchange data and work orders for the provision and configuration of the physical infrastructure resources that are used to provide services. This integration also allows end-to-end monitoring of services and technical assets or configuration items within the IT infrastructure across all business units. It additionally makes it possible to monitor the services offered and perform efficient fault resolution with the aid of end-to-end root cause analysis. The modeled and standardized products are available as request items in the FNT ProcessCenter, where they can be directly queried and automatically processed.

SYSTEM INTEGRATION

The function-oriented API in FNT ServicePlanet enables easy integration with ERP, ticketing, monitoring, and CMDB systems, which allows the definition of physical infrastructure resources in the form of configuration items that can be accessed directly from a given service.

KEY FACTS

FNT ServicePlanet increases the efficiency of service management activities by enabling fast, flexible provision of standardized products and services with consistently high quality, while also keeping costs under control. The database used for product portfolio and service management provides the basis for:

- Method-based definition of standardized products and product components
- Successful mapping and management of services and their service assets over the entire lifecycle
- Provision of services with automated documentation in a single, centralized system
- Targeted control and successful monitoring of services offered
- Provision and presentation of service architectures
- Targeted support for business activities around customer experience management
- Continuous improvement of services based on targeted evaluation and efficient fault resolution
- Transparency with regard to quality, compliance with service level agreements, and the cost of the services provided
- Clear overview of customer-supplier relationship