



## InterAct ES™ ITIL Compliance

**Developed from inception around the IT Infrastructure Library (ITIL) processes, InterAct ES™ Synchronizes IT with Business Goals from the end user perspective.**

ITIL has developed into the most powerful and widely accepted set of guidelines for achieving Best Practice in IT Service Management. Comprised of a comprehensive framework of approaches for achieving business success, ITIL helps organizations improve service delivery and reduce the cost of IT operations. Serden Technologies was the first Client Service Management software vendor to adopt the ITIL framework, and pioneered InterAct based on the original ITIL processes/disciplines.

InterAct helps enable ITIL disciplines/processes, it provides a combination of client management services, process analysis, security, IT governance, and integration capabilities to other 3<sup>rd</sup> party solutions in a way that companies can truly leverage in their ITIL initiatives.

Serden's philosophy is that customers want solutions to their business problems, whether those solutions promote improved customer service, regulatory compliance, or lowered costs. We feel customers will only move to ITIL if such a transition can help solve those problems cost-effectively. Serden's strategy with InterAct is to assist in making that happen. Serden's architect of InterAct follows the principles of ITIL.

The ITIL (Information Technology Infrastructure Library) initiative that introduces a structure management methodology reinforces the ideas behind InterAct ES™. The concepts of measuring and analyzing performance and reliability from an End-User

perspective are important steps in ITIL based methods and the cornerstones of SERDEN Technologies' philosophy.

Serden's InterAct offers an ITIL compliant solution. Serden creates a closely-knit value chain of business and IT resources under the ITIL processes/disciplines, providing client applications and services in an efficient, timely manner to either internal or external customers. This is accomplished in our loosely coupled service components to allow easy adaptation to changes and interfaces to other products without physically changing our product architecture.

Our solution is a comprehensive client ITIL compliant solution focused in providing key IT and Business Strategic service level information requiring zero administration. The combination of our Knowledge Database and OLAP (Online Analytical Processing) components allows easy web access to product database information as well as allows import of other 3<sup>rd</sup> party data and internal business data providing all management levels and support information.

Below are the major functions InterAct provides in aligning IT and Business strategic goals and objectives, which is an ITIL Compliance objective.

## **End-User Application Performance Monitoring**

### *Web Applications*

- REAL response time measurement at the workstation level \*  
No required pre-definition / URL are automatically gathered
- Measurement granularity from Transaction level to Process level
- Impact analysis: when, where, on which page, how and who...

### *Server Client and local applications*

- Local storage (workstations): utilization information, usage, resources and performances
- API to instrument Server Client applications – e.g.: Business process response time

### *Resources Context and Utilization*

- Resources usage measurement for both workstations and applications
- E.g.: CPU, Memory, Disk, Network, Bandwidth, Printing Spool, USB keys, Boot time, Paging, Handle, Threads, etc.

## End-to-End Management

### *Technical Support*

- Analyzes locally the quality of service degradation and instruments it\*
- Detection of the application crash or hang, unattended reboot
- Root cause analysis\* (Memory or CPU stress, bandwidth, reboot, application locking...)
- Global population analysis and correlation to know the responsible applications and workstations\*
- Proactive trend analysis
- Highlights abnormal behavior (Heuristic system)\*

### *Alerts*

- User alert management in real time
- Modularity according to quality (response time degradation) or incidents (crash, unavailability)
- Local alert correlation or at the InterAct ESTM alert server level
- Information integration to Network Service Management consoles (Microsoft MOM, HP Openview, Quest, BMC, etc.) for real impact measurement of the server degradation, network, applications on workstations

### *Analysis & Visibility*

- Decisional OLAP (Online Analytical Processing)
- Automatic Creation of OLAP Cubes according to the different business interests
- “ON Line/On Demand” IT & Business Information Analysis
- Ability to import 3<sup>rd</sup> Party Databases (i.e. HP Openview, BMC, etc.) and in-house business databases

## IT Governance

### *Best Practices*

- IT system utilization measurement by the end user
- Creation of a universal quality index : IQoS \*
- Bi-directional SLA definition and measurement (IT and End User)
- Software utilization
- ITIL & ITIL: End-User Service Measurement supply

***Conformity***

- License utilization compliance
- Sarbannes Oxley, LSF compliance
- Technical standard compliance:
  - Active Directory
  - Authorized or prohibited software in the company

***Security***

- Critical peripheral; USB, modems, bandwidth
- File information detected being loaded or unloaded from USB devices
- Executable control, P2P exchange tool identification
- Specific files utilization (e.g.: MP3), or illegal software
- Sign on tracking

*\*(InterAct ES™ US Patent User-Centric Measurement Of Quality Of Service)*

## **SUMMARY**

***Strategic Value***

- Gives Visibility to all Audiences
- Ensures IT & Business are aligned
- Reduces drastically the down time
- Predictive & Proactive approach in Application Mgmt.
- Reduces time to market for new business/service
- Limits business exposure to IT risks

***Tactical Value***

- Cuts helpdesk cost by 20% – e.g.: MTTR reduction
- Decreases software maintenance & administration
- Guarantees Compliancy with Company rules
- Focuses on real usage and business impact
- Aligns capacity planning with real IT usage