

infra

The IT service management specialists



**infraEnterprise: the 100% web solution
for best practice IT service management**

Microsoft
GOLD CERTIFIED
Partner



KCS
Verified

itSMF
Member

infraEnterprise



infraEnterprise is a 100% web solution, designed to automate best practice IT service management processes.

With a proven track record of 100% implementation success, infraEnterprise delivers an immediate and ongoing return on investment.

The Infra Advantage

- Smart technology that delivers results
- Best-practice methodology
- Successful, low-risk implementations
- Responsive, customer-focused solutions

Smart technology that delivers results

Infra specializes in the development of innovative, leading-edge software to support best practice IT service management.

Implementing infraEnterprise delivers the following benefits to an enterprise:

- Improved alignment of IT to business needs
- Reduced business impact from Incidents and Problems
- Seamless global operations with multiple Service Desk partitions and time zoning
- Scalability
- Auditable processes that support regulatory requirements
- Comprehensive management reporting to support future decision-making
- Greater efficiency of costs and resources

- Immediate return on investment
- Satisfied end users.

infraEnterprise is built on a 100% web architecture — not just a web front end — that delivers comprehensive functionality and a rich user experience.

Multiple screens can remain active inside infraEnterprise's unique wrapper, providing single-click control and navigation within a Windows style user interface.

infraEnterprise provides out-of-the-box connectivity to many network tools. Any number of third party applications can be easily integrated with infraEnterprise via .NET and Web Services.

Successful, low-risk implementations

Infra has an enviable reputation for consistently delivering successful implementations. This provides clients with the added assurance that they have chosen a low-risk solution.

infraEnterprise's rich 100% web architecture enables global access for multiple end users through a single server - no installation is required on individual client machines. Some of the benefits provided by this 100% web architecture include:

- Rapid and efficient implementation
- Ease of deployment across dispersed operations

- Access from any computer or handheld device
- Flexibility in systems integration (including .NET compatibility)
- Customer portal self-help and knowledge base facilities.

Centralized implementation, setup and maintenance of infraEnterprise reduces desktop and server administration time and costs. Once upgrades and new releases have been installed on the server, they can be downloaded automatically over the web with no disruption to users, effectively minimizing deployment costs.

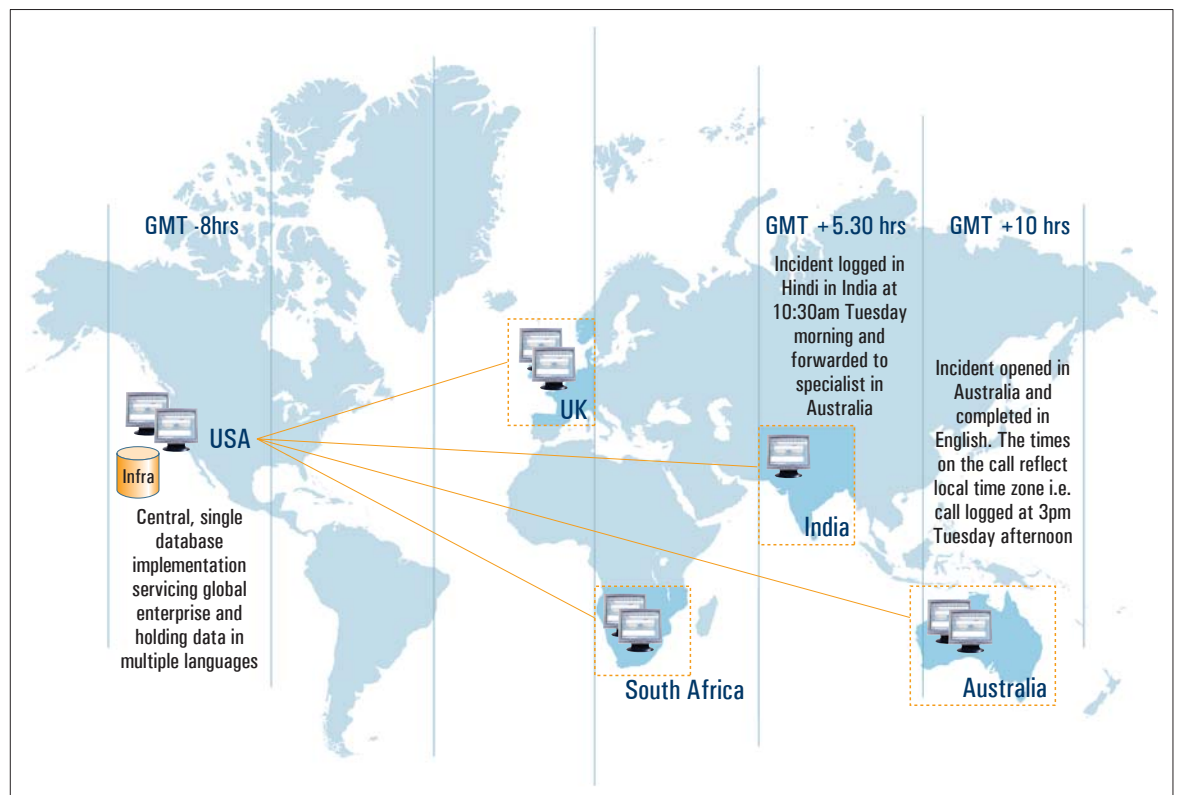


Best-practice methodology

The IT department is now widely considered to be a provider of services to the business and must demonstrate the genuine cost savings offered by IT processes and implementations.

To support this business requirement, many enterprises are adopting best practice standards such as the IT Infrastructure Library (ITIL) and Microsoft Operations Framework (MOF). These

standards align IT services with current and future requirements of customers and users. The aim of ITIL is to change the role of IT from a cost center (providing little measurable business value) to a facilitator of continuous process improvement. infraEnterprise has been independently verified at an enhanced level for ITIL. This provides clients with a guarantee that it will fully support the ITIL standard in an IT service environment.



A global enterprise using partitions (for regional views of data), time-zoning and multi-language

Responsive, customer-focused solutions

A partnership is undertaken with each client to define their business case and functional requirements. This ensures that the chosen technical solution is aligned to the client's service management strategies and goals. This partnership continues throughout the lifecycle of the project, responding and adjusting to meet changing business requirements.

Infra has a global network of specialist consulting, training and support services, each bringing a wealth of experience to every project.

Infra Consulting Services provide complete project management and technical expertise to implement, configure and integrate infraEnterprise. They also provide the expertise to complete process analysis and ITIL best practice integration.

infraEnterprise is a fully-featured out-of-the-box ITIL application. An extensive configuration layer is available to customize infraEnterprise using industry standard tools. In some editions, screens may be modified by simply editing the

HTML templates on which they are built. Most major components, from interface entities such as forms, reports and email templates, to SQL queries for custom searches, stored procedures and JScript validation, can be customized.

This means that efficiency improvements and changing business requirements can be rapidly configured within the system and made immediately available across the web.

infraEnterprise's unique wrapper with its Windows style user interface in a browser

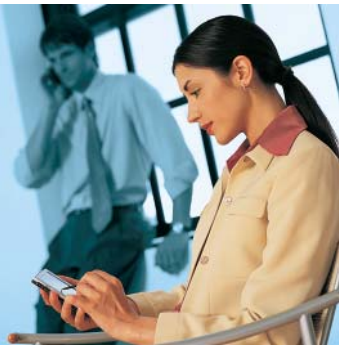
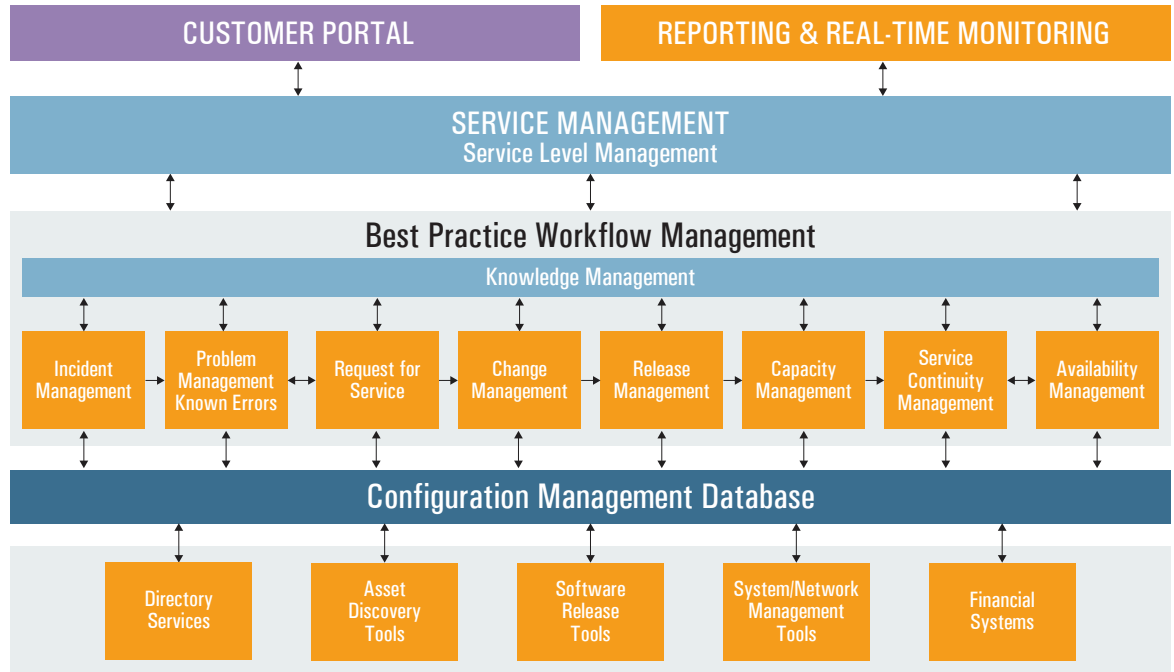
The screenshot displays the infraEnterprise web application interface, which mimics a Windows-style user interface. The main window is titled 'infraEnterprise' and contains several panes:

- Knowledge #167:** An 'Abstract Entry' for 'Steps to take when upgrading network printers'. It includes fields for Knowledge Ref (167), Service (UNKNOWN), and a detailed body of text with a list of steps:
 - Download the new driver from the printer vendor's website.
 - Install the new driver on the network printer.
 - Add the new driver to the antivirus software's list of trusted sources.
- Problem 2434:** A 'Network/Printer' problem with reference HDM2433. The description states: 'The printer on level 2 is currently down. They have tried the following: 1. Checked cables. 2. Checked paper and ink levels. 3. Stopped and restarted the printer. They have a sales presentation this afternoon and need to print off documentation for clients.' A table below shows a history of actions taken by 'Browne, Rob' on various dates in 2006.
- Call Monitor:** A bar chart showing the number of calls across different priority levels:

Priority	Number of Calls
Priority 1	426
Priority 2	661
Priority 3	788
Priority 4	935
Normal	1,374
Low	1,115
- Calls Outstanding for Browne, Rob:** A list of outstanding calls with columns for Call No, Config Item, and Description. The list includes:
 - 2434 LEVEL 2 NETWORK PRINTER
 - 2435 LEVEL 2 NETWORK PRINTER
 - 1801 MONITOR
 - 2394 ROUTERS

Best Practice IT Service Management

The infraEnterprise IT service management model



Incident Management

The goal of Incident Management is to restore normal service as quickly as possible to minimize disruption to the business. The Service Desk plays a key role in the Incident Management process.

- Clearly defined treatment of Incidents, Major Incidents, Problems, Known Errors, Service Requests and Requests for Service.
- Access for external suppliers to action Incidents via a designated portal.

infraEnterprise provides:

- The ability to define rules to ensure that calls are routed to the right person every time
- Automatic notification of Incident details to stakeholders and forums that have the experience required to solve the issue
- Real-time visibility of progress against Service Level Agreements
- Intuitive identification of Knowledge Bank items to assist in quick call resolution
- The ability to log and track the progress of Incidents via a customer and external supplier portal
- Real-time monitoring of Service Desk workload
- Instant identification of potentially related Incidents, Problems and/or Known Errors
- Seamless integration with Change Management

Key business benefits

- Reduced impact of Incidents on business operations
- Efficient cost and resource management
- Improved customer satisfaction
- An efficient and customer-focused Service Desk

Problem Management

Recurring issues caused by errors within the IT infrastructure have a detrimental impact on a business. Problem Management minimizes this impact by proactively identifying the root cause of Incidents and taking action to resolve the situation and prevent a recurrence.

Over time, effective Problem Management will significantly reduce both the number of Incidents reported to the service desk and the impact of Incidents and Problems on your business.

infraEnterprise provides:

- Real-time trend analysis of Incident data for proactive Problem Management
- One-click functionality to promote an Incident to a Problem
- Automatic population of associated Incidents with details of a workaround
- Automatic resolution of related Incidents when a Problem has been fixed
- Problem prioritization based on business impact and urgency, available resources and potential risk
- Single click creation of Problems and Known Errors

- Real-time access to potential solutions via the Knowledge Bank
- Seamless integration with Known Error and Change Management processes.

Key business benefits

- Reduction in the volume and severity of Problems and Known Errors
- Stable IT infrastructure
- Improved business productivity
- Knowledge base that continually grows with lessons from past experience

Change Management

Change Management ensures that standardized methods and procedures are used for all Changes. This reduces the impact of Changes on service quality and business operations.

infraEnterprise provides:

- Advanced workflow capabilities for clear definition of complex processes
- Visual representation of the various tasks required to complete a request
- Flexibility to map any ITIL process with advanced workflow features
- Automated tasks that allow a request to progress without requiring user input

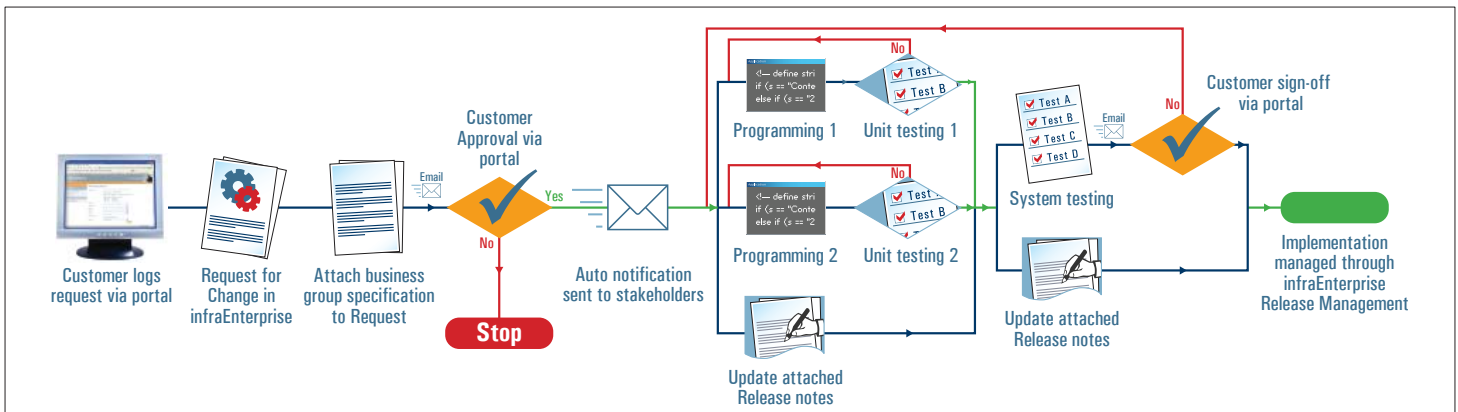
- The ability to schedule regular, recurring requests
- Visibility of a Forward Schedule of Change via the Customer Portal
- Specialized approval tasks that can be actioned by a customer via the Customer Portal
- Regular activities that can be completed by an external supplier via the External Supplier Portal
- Automatic notification of the progress of a request to stakeholders and other interested parties
- Management of service request commitments through Service Level Agreements
- Application of Operation Level Agreements and Underpinning Contracts to tasks and approvals

- Full integration between Change, Configuration and Problem Management processes.

Key business benefits

- Manages risk to stabilize and protect the IT environment
- Improves reliability and responsiveness of IT services and processes
- Higher turnaround of Changes and reduction of rework and duplicated effort

Managing Change workflow



Release Management

Release Management facilitates the introduction of software and hardware releases into managed IT environments. It ensures minimal disruption to the business when Changes are introduced.

infraEnterprise provides:

- Predefined workflow processes to fast-track the implementation of Release Management
- Sophisticated workflow functionality for a high level of control over Changes made to the CMDB

- Integration with leading industry tools to cover all processes associated with Release Management
- Smooth coordination of a major release of hardware, software and associated documentation.

Key business benefits

- Improved productivity and service quality
- Fewer and better planned releases



Configuration Management

All IT processes feed into and out of Configuration Management. Careful management of the configuration environment is required to ensure cost and resource efficiency.

The Configuration Management process within infraEnterprise maintains information about each Configuration Item (CI) and its relationship with other CIs and services within the Configuration Management Database (CMDB).

CMDB

Making the federated CMDB a reality: infraEnterprise provides out-of-the-box integration with a wide range of IT tools. This provides an enterprise with a single source from which to assess and manage their IT environment.

The CMDB module in infraEnterprise is defined by creating services (e.g. Internet, email, application support). The services are then linked to other entities such as the customers who use the services, the configuration items that provide the infrastructure for the services, or the contracts that cover the services. These linkages make it easy to view and understand the relationships that impact and rely on services. Integration with network management systems such as Microsoft's Systems Management Server (SMS) ensures that the CMDB is regularly updated and has accurate configuration information available at all times.

infraEnterprise provides:

- A graphical representation of relationships and dependencies between IT services and assets within an enterprise
- Quick identification of the potential cause of issues through comprehensive impact analysis
- The ability to perform outage simulation scenarios to identify single points of failure as well as the assets and stakeholders that will be impacted by an outage
- Access to a fully-featured Service Catalog via the main application and the customer portal
- Control of CMDB updates through the Change and Release Management processes
- The ability to specify who can view and update CMDB items and change periods when updates are allowed
- The ability to create a baseline or snapshot of a particular configuration at a point in time
- Versioning of a CI throughout its lifecycle and the ability to roll-back to a prior version if necessary
- The ability to define and track the availability of CIs and services over given periods of time.

Key business benefits

- Assists in financial planning through clear identification of all assets
- Visibility of software changes supports and enhances Release Management
- Ensures compliance with legal and contractual obligations

Configuration Management continued...

The screenshot shows the 'infraEnterprise' Configuration Item Search window. The main area displays a network diagram with various components like Support, Helpdesk, Service, Desktop, Email, Server, and Router. A 'Simulate Outage' button is highlighted with a red circle. A legend at the bottom identifies different types of links: Physical (solid black), Logical (dashed green), Type 4 (solid green), and Red (solid red). It also identifies icons for Configuration Item, Configuration Structure, Baseline, Service, External Resource, Frozen, Outage, and Retired Link.

Graphical view of the relationships and dependencies between an enterprise's IT services and assets. An Outage Simulation scenario is performed to identify single points of failure and the assets and stakeholders that will be impacted by an outage.

This screenshot shows the same interface after an outage simulation. The 'Simulate Outage' button is now 'End Simulation'. The network diagram shows the impact of the outage on Router 1234. A 'Full Impact Analysis on Router 1234 to 4 Levels' panel is visible on the right, listing impacted services, config structures, config items, locations, organizations, and external suppliers.

Availability Management

Availability Management can have a significant impact on the success and reputation of an enterprise. Defining, monitoring and reporting on the Availability of its IT service management processes will enable an enterprise to consistently meet its business objectives in a cost-effective manner.

infraEnterprise provides:

- An option to set Availability targets for critical items that need to be tracked and reported
- The ability to schedule outage through Incident and Change Management
- Comparison of actual Availability performance against expected/contracted Availability
- The ability to maintain Availability data through easy-to-use screens that are accessed directly from the CMDB
- Automatic notification when Availability targets are under threat
- Integration of Availability Change periods with Change and Release Management
- Graphical representation of CMDB outages to identify possible causes of Incidents
- Automatic outage creation based on integration with network monitoring tools.

Key business benefits

- Reliable Availability of IT services and processes
- Cost effective provision of services to meet business objectives
- Frequency, duration and impact of outages is reduced

Service Level Management

Service Level Management supports and improves the quality of services through the creation and management of formalized IT service commitments. Levels of service are agreed upon by the provider (internal or external) and the receiver of the service.

Automating service agreements improves service by ensuring full integration of agreements with Incident and Problem logging in a common event-driven system.

- Integrated notification support for internal escalation and breach of service alarms
- Automated agreement identification when an Incident is logged or details are updated
- Real-time monitoring to track the progress of calls and requests against Service Level Agreements.

infraEnterprise provides:

- A comprehensive Service Catalog listing all of the services currently being provided
- The application of Service Level Agreements, Operational Level Agreements and Underpinning Contracts across the full range of ITIL service support and service delivery processes
- Service targets that can be customized to meet your unique business needs

Key business benefits

- Ability to track a report against service commitments
- Budget and resource efficiencies
- Continuous improvement of service levels
- Increased customer satisfaction



Knowledge Management

The Knowledge Bank in infraEnterprise provides support for Knowledge Management best practice methodologies such as Knowledge Centered Support (KCS). It captures knowledge from a diverse range of sources, including external sources, corporate procedures, manuals and calls to the service desk and turns them into useable knowledge that can be rapidly disseminated across the enterprise, via the Web.

This reduces the load on a Service Desk by providing solutions to Service Desk staff and potentially to the customer base, via a self-help portal. It also improves the efficiency of a Service Desk and adds value to a customer's business.

Beyond IT service management

The flexible framework and architecture of infraEnterprise provide many uses beyond IT service management. Our clients have also used infraEnterprise to support customer service, facilities management and human resources functions.



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