

## IT Service Management Practice for a Leading Telecom Service Provider



### Background

The client is one of the top 5 telecom service providers in the US and provides local and long distance voice, wireless and high speed internet. Also provides IP-based communications services to businesses worldwide.



### Challenges

As a part of their Service Management initiative, the client wanted to build an enterprise Configuration Management Database (CMDB) to obtain a comprehensive view of all the IT infrastructure components, including how they relate to each other.

#### Some of the key challenges the client had were:

- ▶ Asset inventory and configuration information was not current or accurate, even though there were automation systems in place because typically data was being captured and entered manually into the Asset Management System.
- ▶ Multiple data centers, heterogeneous environments due to mergers and acquisitions, complex application infrastructure made it really difficult to build an enterprise CMDB.
- ▶ Impact analysis was not effective, because information on asset dependencies typically was available with people and not in systems, and - in the absence of proper documentation - this tended to be largely inaccurate.
- ▶ Unauthorized changes were impossible to keep track of (in the absence of a tracking mechanism).
- ▶ Unable to update and maintain manually the ever changing application topologies resulting in multiple versions of topology maps.
- ▶ No centralized visualization of the entire IT infrastructure.



### Business Execution Approach

Trianz met with the client's key staff to understand the business requirements in detail. Trianz team conducted infrastructure assessment and gathered necessary data about their IT environment. After a careful evaluation based on their business requirements and their existing investments in ITSM tools, Trianz recommended IBM's Tivoli Application Dependency and Discovery Manager (TADDM) and BMC's Remedy Atrium CMDB.

TADDM, an agentless automated discovery tool, was implemented to discover Configuration Item (CI) information from more than 50,000 computer systems distributed across multiple datacenters nationwide. TADDM helped the client not only discover the computer assets but also the underlying applications, network devices and their interdependencies, capturing the hierarchical relationships across them. This provided a complete and a comprehensive view of their application and physical infrastructure.

Trianz deployed BMC's Remedy Atrium CMDB and integrated with IBM TADDM to improve current business processes. IBM Tivoli Directory Integrator (TDI) was used for integration of TADDM and Atrium CMDB. The integration solution developed by Trianz automatically populates Atrium CMDB with TADDM discovered data so that the information is accessible to the ITSM applications. Trianz also configured reconciliation rules to ensure data consistency and to eliminate duplicate records.



## Technology

IBM Tivoli Application Dependency Discovery Manager (TADDM) and BMC Atrium CMDB



## Successful Business Results

TADDM helped provide complete visibility into application complexity by automatically creating and maintaining application infrastructure maps. The TADDM application maps are comprehensive and include complete run-time dependencies, deep configuration values, and accurate change history. This helped the client dramatically improve application and service availability.

CMDB is the foundation to effectively manage incident, problem, change, release, configuration, service desk and availability management. The enterprise CMDB helped the client do a better job of adapting to changing business needs and also effectively manage the changes to their IT infrastructure while ensuring that the changes will not compromise security and availability. The integration also helped the client perform impact analysis, track unauthorized changes, and provided valuable information for security and compliance audits. It improved availability of mission critical systems providing better service management to business.

### About Trianz

Trianz is a dynamic and fast growing firm that helps leaders in client organizations formulate and execute operational strategies to achieve business results from a senior management perspective. With a focus on Business Digitization, Analytics, Cloud Enterprise, Mobility and Cloud Infrastructure, we bring the best of consulting and technology experiences, execution models, and IP to deliver consistent success to clients. With offices in Silicon Valley, Washington DC Metro, New York, Bangalore, Chennai, Hyderabad, and the UAE, Trianz serves a wide range of clients from Fortune 1000 to emerging companies in high tech, insurance, financial services, retail, life sciences, public sector and logistics industries.