

IT Analytics™

Microsoft® System Center Service Manager Content Pack

ABOUT THE CONTENT PACK

The IT Analytics Microsoft System Center Service Manager Content Pack is an enterprise add-on that leverages Microsoft's strengths in Application Platform and Business Intelligence, and provides organizations with the ability to rapidly understand the information required to standardize service delivery and processes, and provide reliable Private Cloud and datacenter services.

Provide a Standard Set of Service Offerings

With the adoption of virtualized and Cloud computing models, it is important to provide your organization with a standardized set of processes and services.

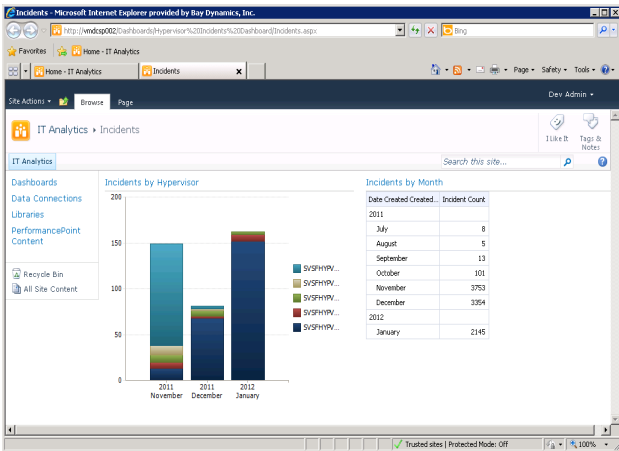
Without timely access to information about incidents, change requests, activities, problems, and configuration items you run the risk of making decisions that impact end user productivity, and services as an educated guess.

IT Analytics was architected as a method of transforming the data contained in Microsoft System Center Service Manager into actionable information.

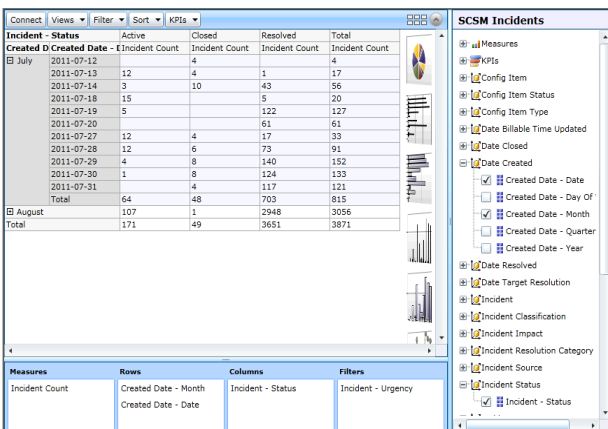
With actionable information you gain visibility into metrics, and trends that provide an immediate view into your ability to deliver reliable datacenter services while integrating people, and processes into a standard set of service offerings.

With IT Analytics you can:

- Report on incidents, including escalations, average age, closure, and billable or non-billable information
- Report on change requests, including average age, closure count, and associate configuration item information
- Report on activities, including count, average age, closure, and configuration item associated to the activity
- View and report on problem information, including average age and time to resolution, configuration items, known error counts, and related incident count
- Expose this information across your organization through either SharePoint or other traditional means such as Excel or PDFs



Incidents Report in SharePoint 2010



Interactive Cube Browser

FEATURES AND BENEFITS

IT Analytics incorporates:

- OLAP multi-dimensional ad-hoc analysis
- Key Performance Indicators
- Robust graphical trending
- Simple, user-friendly interface
- Explore data, without advanced knowledge of databases or expensive third-party custom reporting
- Dramatically reduce the time in obtaining information to make informed decisions