

The SCCD Top 10: Why Your IT Department Should Consider IBM SCCD

What is ITSM?

Simply put, IT Service Management (ITSM) is a process-based practice intended to align the delivery of IT services with needs of the enterprise, emphasizing benefits to customers both internal and external to the organization.

ITSM involves a paradigm shift from managing IT as stacks of individual components to focusing on the delivery of end-to-end services to the needs of the users.

ITIL (Information Technology Infrastructure Library) is a globally recognized collection of best practices for information technology (IT) service management and is a cornerstone of ITSM.

What is SCCD?

SCCD is designed to address three ITSM main processes Service Management, Change and Configuration Management and IT Asset Management. Not surprising, SCCD in Maximo has a core application to address each of these.

Service Management applications

- Service Request
- Incident
- Problem
- Service Catalog
- Self Service Center

Change and Configuration Management Applications

- Change
- Configuration Items

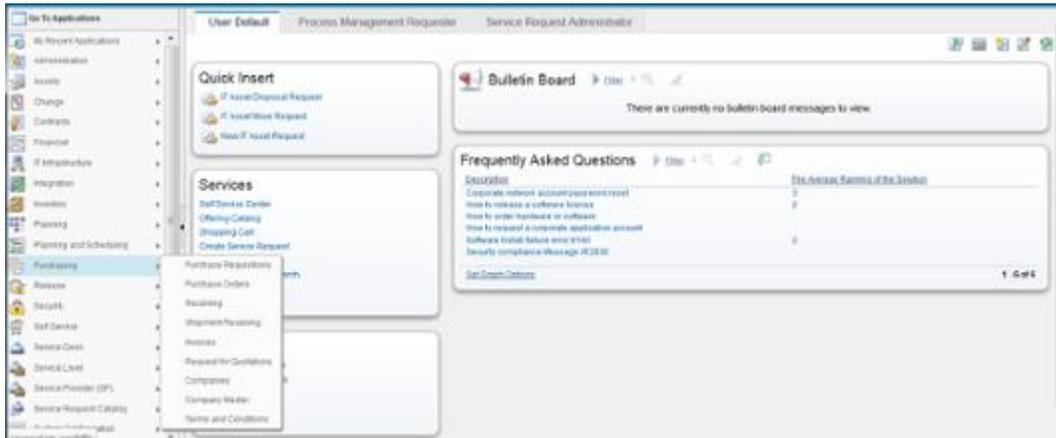
IT Asset Management

- Asset Management for IT

Now that we have the basics, out of the way, let's take a look at the IBM SCCD Top Ten:

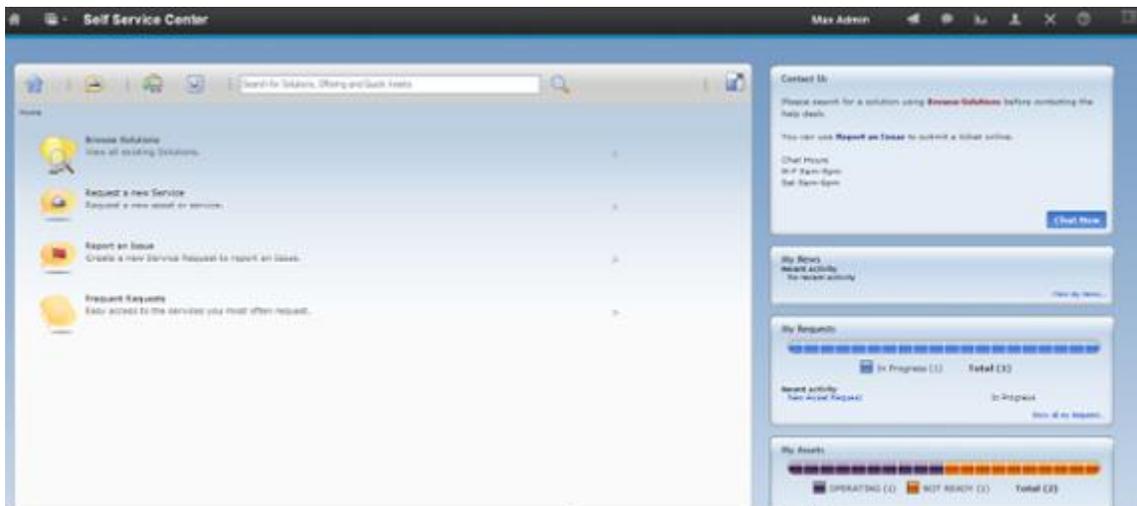
1. New Start Center

The new SCCD Start Center is clean and configurable. It's got a "tile" look and feel and is configurable as Maximo, itself.



2. Enhanced Self Service Center

In today's fast-paced world, users want to find out the answers to their own questions. And with the IBM SCCD Enhanced Self Service Center, those answers have never been easier to find.

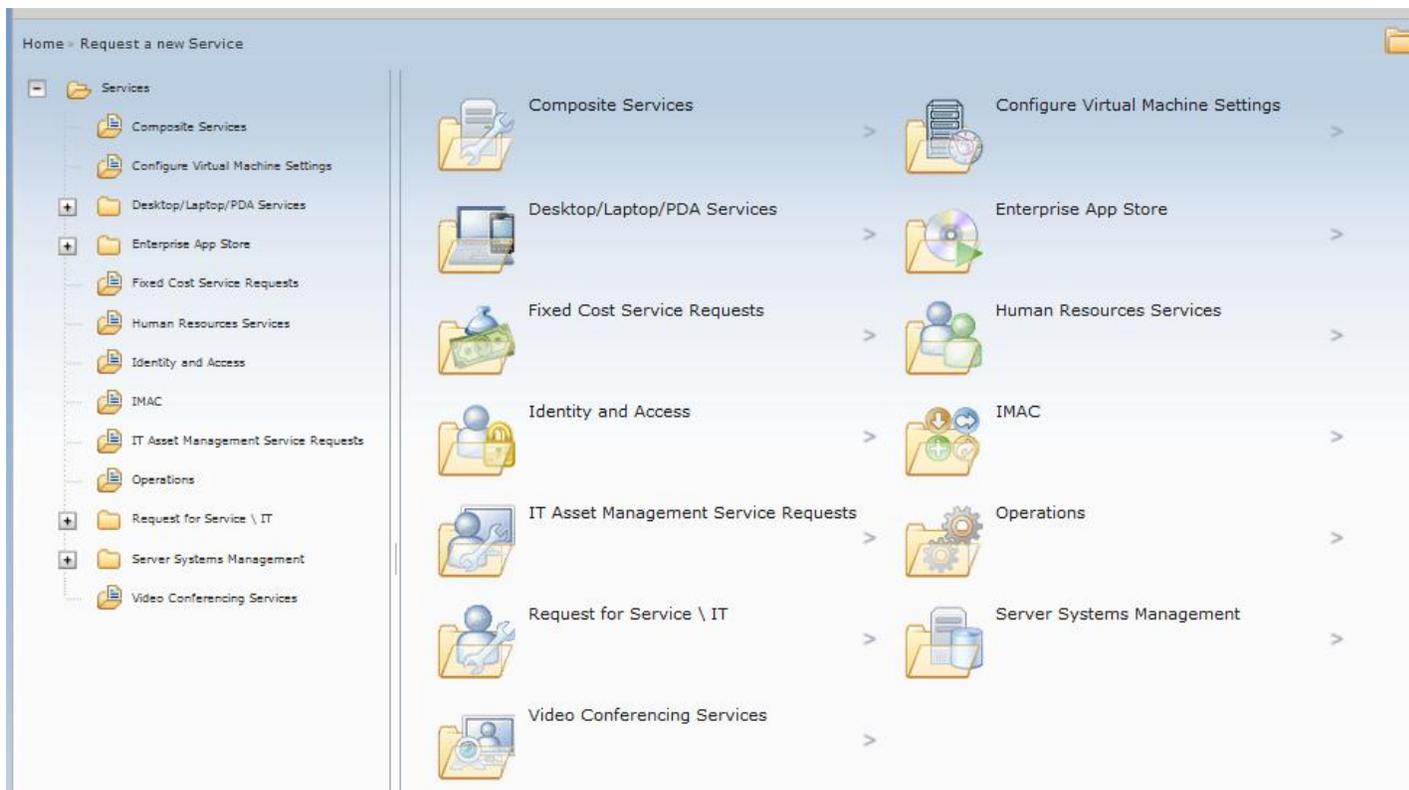


This new self service center allows users to search for known solutions, request a defined service, report an Issue and order hardware and software through the Service Catalog. Some exciting new features include:

- Live chat support
- News pod
- Request status pod
- “My assets” pod

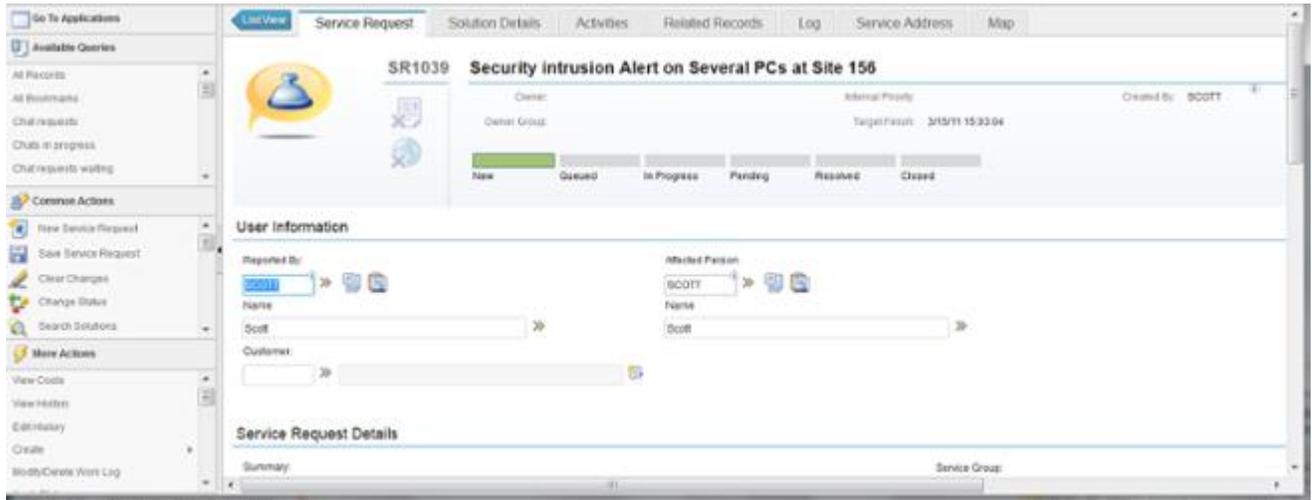
3. Service Catalog with an Enterprise Apps Store

Another new feature of SCCD 7.5 is an internal Enterprise Apps Store that lets users to choose applications they prefer -- the introduction into Software On-Demand. The internal Enterprise App Store comes with Integrated License Management, Automated Deployment and Cost Accounting and Chargeback.



4. Visual Status

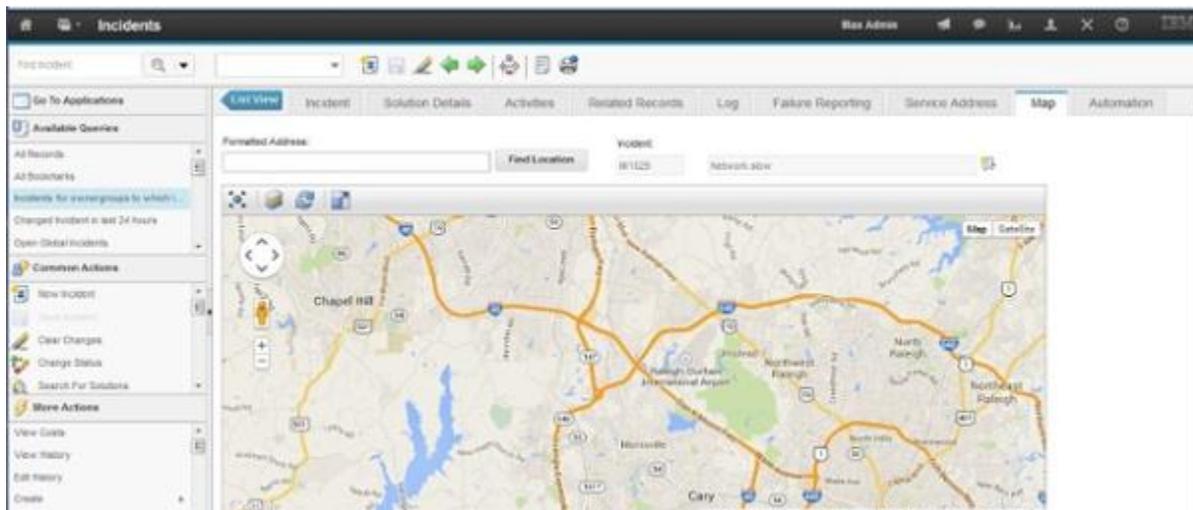
New for SCCD 7.5.1 is the Visual Status feature. It shows the help desk agent where the ticket status is so that the agent can quickly understand the status of a ticket and perform action on it.



5. New Mapping Feature

This feature provides a visual representation of where the assets are. Why is this cool?

- IT users of SCCD can view a map of where the request or incident is located.
- Multiple events, incidents, problems, changes, assets and configuration item (CI's) are available on the map, as well as advanced search and filter capability for map overlays.

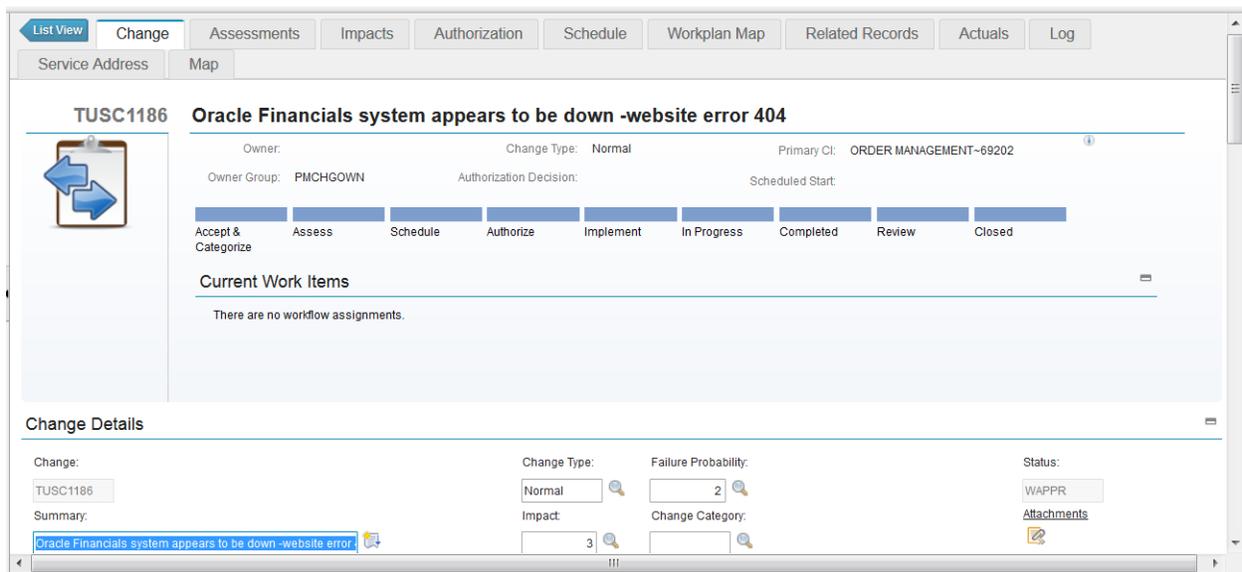


6. SCCD 7.5.1 has gone mobile!

Mobility is a necessary priority. With more than 1B Smart Devices sold in 2013, shouldn't your IT team be mobile? Raksha Technologies can help take SCCD's capabilities mobile on Android as well as Apple-based smart phones.

7. Change Management with Process Map

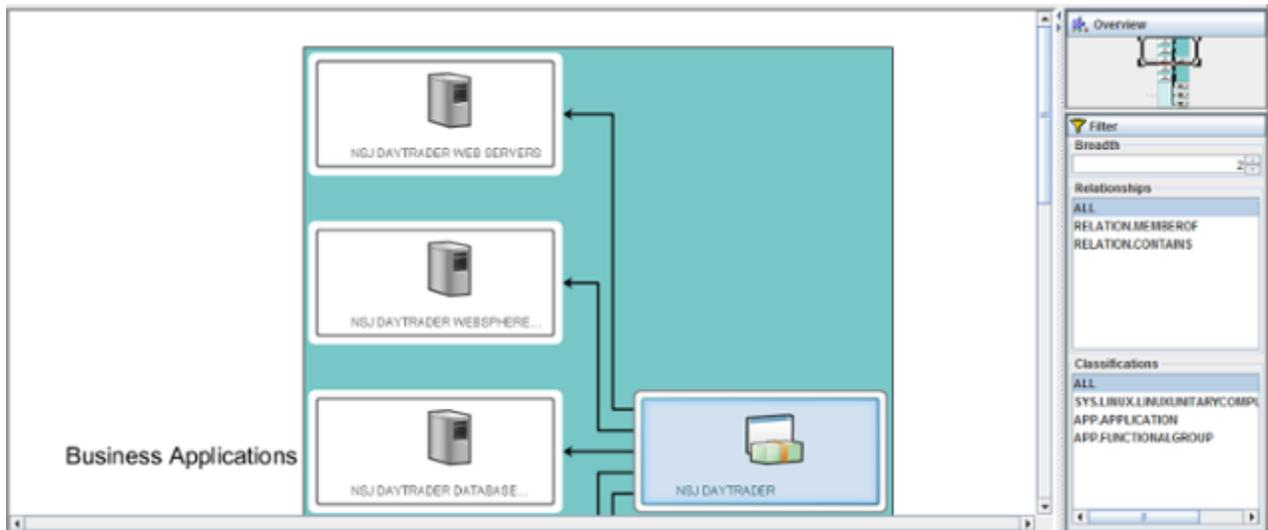
From within the Change application, you can clearly see the new process map and how it shows the IT support staff where in the process the change is currently.



The screenshot displays the SCCD Change Management interface for change TUSC1186. The top navigation bar includes tabs for List View, Change, Assessments, Impacts, Authorization, Schedule, Workplan Map, Related Records, Actuals, and Log. Below this, there are sub-tabs for Service Address and Map. The main content area shows the change details for TUSC1186, titled "Oracle Financials system appears to be down -website error 404". The change is owned by PMCHGOWN and is currently in the "In Progress" stage of a process map. The process map consists of nine steps: Accept & Categorize, Assess, Schedule, Authorize, Implement, In Progress, Completed, Review, and Closed. The "Current Work Items" section indicates that there are no workflow assignments. The bottom section, "Change Details", provides additional information: Change Type is Normal, Failure Probability is 2, Status is WAPPR, Impact is 3, and Change Category is Attachments.

8. Configuration Management with Configuration Item (CI) business service view

This feature of SCCD 7.5.1 has a CI topology viewer that can show CI's as a business service. Why is this important? It allows users access to the individual components that make up a business service and allows for impact analysis before changes are made.



9. IT Asset Management

The new features of the Asset Management for IT applications have many data attributes to all relevant data, which allows for the promotion of Assets to CI's.

The screenshot shows the "Computer Details" form in an IT Asset Management system. The form is organized into several sections:

- Partitions:** A tabbed interface with "List View" selected and other tabs for "Computer", "Processors", "Storage", "Software", "Network", "Communication", "Media Adaptors", "Displays", "Image Devices", and "Users".
- Computer Information:**
 - Computer: 657A21A
 - Parent: IBM 7028 657A21A
 - Promoted?:
 - Customer:
 - Site:
 - Role: NODEHW
- Computer Details:**
 - Serial Number: 657A21A
 - Asset Tag:
 - Manufacturer: IBM
 - Make/Model: IBM 7028-8C1
 - Legon:
 - Domain: UNIDV01W
 - Discovery Identifier: eZaaSe9nPao5+uSBArde==
 - Integration Identifier: B7D259681741357CB8A8A81F82589C1

