

ITRP

Today's organizations typically rely on IT support from multiple sources to keep their processes running smoothly. The IT department at the corporate headquarters may take care of the SAP configuration, the regional data centers may look after servers and storage, some application development may have been offshored, and first line support for end-users may have been contracted out. In addition, different outsourcers may be responsible for the PCs, network printers, wide area network, and internet connectivity. And then there may even be a service provider that makes the customer relationship management application available to the organization's sales people.

Tracking the service levels of the different IT services that these parties provide is an important step towards being able to control them. This is especially important now that it is common for an organization to spend more than 30% of its IT budget on outsourcers, according to a 2010 survey conducted by Gartner. But tracking service levels is not easy, especially when the responsible parties are not part of your organization.

Another common frustration is that collaboration between the different service providers is difficult because they use different IT Service Management applications to manage their work. Even when these applications are integrated, the complexity of maintaining the integrations remains a barrier to true operational efficiency.

ITRP, which stands for Information Technology Resource Planning, is an application service that addresses these challenges. It organizes the workload of each IT specialist and ensures that they are able to collaborate seamlessly with everyone involved in the delivery of services to the organization's end-users. By enabling the specialists to work securely with their colleagues in other IT departments and even with outsourcers, incidents can be resolved more quickly and changes can be implemented as soon as the business need has been identified. As specialists work on their assignments, ITRP automatically keeps track of the agreements that are affected.

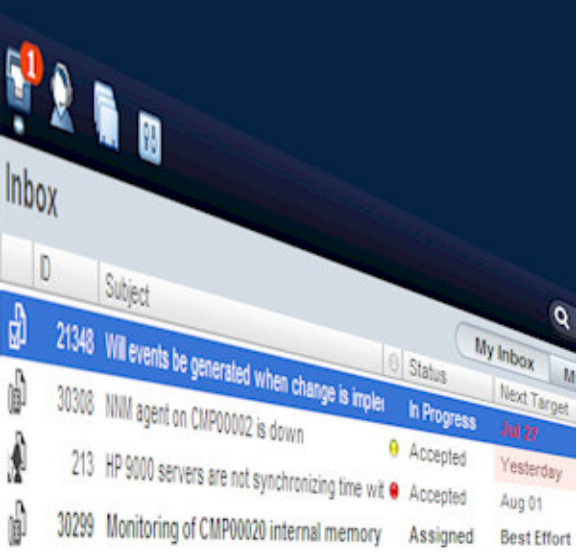
Naturally, ITRP tracks the agreements between the business and IT, but it also does what no other IT Service Management application can; it tracks the agreements that have been established between the different IT service providers that help to deliver the services to the business.

So by using ITRP, IT managers finally get the information they need to stay in control of the IT services they obtain as well as the ones they deliver. And ITRP enables seamless collaboration with other service providers, thereby increasing the productivity of the IT department.

This is the holy grail which we thought did not exist

We were looking for a multi-customer self-service helpdesk solution. Each of our customers has its special IT needs, with different equipment and service level agreements, and they all need a way to raise tickets against their own equipment and request services that they are eligible to receive so that we can provide (the right level of) support.

Mat Pollard
CTO
Orchestrall, Inc.





ITRP dramatically increased the scalability of our support organization in just 3 weeks

Considering the complexity of our service portfolio and infrastructure, this is an amazing accomplishment that speaks volumes for the maturity of the ITRP service, its training material and its implementation approach.

Dan Platko
VP of Sales and IT Operations
Electronic Vaulting Services

Fast and Intuitive

For many years now, IT specialists and service desk analysts have been working with applications that are made up of forms. These forms need to be filled out so that information gets stored in a database. It is easy to add more forms and fields to these 'toolbox' applications, so that's exactly what people did; they added forms and fields, thereby making these slow applications even slower and more confusing. Administrative overhead increased as more and more time was wasted filling out fields that were not really needed for operational effectiveness, management reporting or compliance.

ITRP is not a toolbox. It has been built for optimum performance, saving its users valuable time. The user interface offers an uncluttered workspace that proactively presents the information that is relevant to the user. Great care went into the design of the interface to make it truly intuitive. Work progresses through the processes in the most efficient manner while data needed for compliance and management overviews gets collected along the way.

This means that valuable time is saved on the administrative (i.e. non-value-added) work performed by the IT staff. A typical organization will comfortably save 2 minutes per request, 10 minutes per problem and 15 minutes per change when it migrates to ITRP.

Implementation

ITRP implementation consultants are available around the globe to assist organizations with the migration from their current IT Service Management application to ITRP. During the implementation, most attention is given to populating the application with the organization's service information. Even when an organization has not yet established its Service Catalog, a consultant will help them set one up. Templates are provided for IT services often found in corporate office environments, complex data centers and outsourcers, allowing this phase to be completed in a matter of days.

Integrations with other applications, such as Active Directory and network discovery tools, are a normal part of an ITRP implementation. The ITRP API makes this simple, quick and secure.

User training is the easiest part. Users can train themselves online, and onsite classroom training is also an option. Since no special technical skills are required, the training costs related to the migration can be kept to an absolute minimum.

Once the organization's data has been imported, the integrations have been established and the users are trained, it is time to start using ITRP. The old ITSM application is typically maintained for another month to allow open assignments to be completed.

Service

ITRP is provided as a service. Customers do not need to arrange servers, an operating system or database. They do not need to worry about the installation or periodic patching of the application. There are no initial setup fees, nor do customers have to commit themselves to ITRP for any length of time. Customers pay only for the number of users they have authorized to use the application.

More

For more information about ITRP and to find an ITRP partner near you, please contact the ITRP Institute by sending an email to info@itrp.com or visit us at www.itrp.com.

