

# IT Service Desk Tools Brick V2.0

## Status of this Memo

This document proposes an update to a standard for the National Institutes of Health (NIH) and requests discussion and suggestions for improvements. Distribution of this memo is unlimited.

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## 1 Introduction

This document updates the NIH Technical Architecture Standard for Service Management Tools for the NIH community.

## 2 Description

**Service Management** is collecting, classifying, routing, preventing and resolving issues to computer and related networks. Service Management starts out as a collection of information about the scope and scale of the issue. This information could come from direct customer support or by automated means. By leveraging scope and scale data, the support organization and apply the proper amount of management attention to the issue(s). Collecting this information also allows management to see growing trends and pragmatically offer solutions to reduce the impact. Common methods to reduce impact

are – training, staff allocations, additional tools, etc. Service Management involves identifying and classifying problems, determining escalation procedures and documenting all the information surrounding the characteristics and resolution of the problem. All problems should be assigned a severity level according to the business risk and the potential impact of the problem. To ensure that problems have a minimal impact on the enterprise, problems are prioritized, monitored and assessed for potential frequency of re-occurrences. Service Management is a full array of fault, event and incident (or trouble ticket) management. BMC Remedy is the NIH standard for Service Management software.

### **3 Business Value for this Technology Standard**

The proven business value of this technology standard is multifaceted. On a ITIL related service desk, standards ensure volume pricing, NIH wide staff training, detailed and refined processes. On the compatibility value stream, standards ensure wide spread compatibility for NIH applications that consume data and statistics from Remedy (where allowed). This compatibility equates to reduced labor for design, deployment, and support. This also allows for better planning for future Service Management systems and applications. The multifaceted business values above save money, increase user satisfaction while bringing best value to the government.

### **4 IT Service Desk Tools**

This brick provides baseline information of the as-is architecture (Baseline) and the future directions (Tactical and Strategic) of Service Management Technologies as identified in this Architecture brick.

It should be noted that all technologies new to the brick are emboldened, and all technologies removed from the brick upon update are indicated with a strikethrough.

**Table 1. IT Service Desk Tools Brick**

<b>Tactical Deployment (0-2 years)</b>	<b>Strategic Deployment (3-5 years)</b>
<ul style="list-style-type: none"> <li>■ BMC Remedy Service Desk</li> </ul>	<ul style="list-style-type: none"> <li>■ BMC Remedy Service Desk</li> </ul>
<b>Retirement Targets (Technology to eliminate)</b>	<b>Containment (No new deployments)</b>
<ul style="list-style-type: none"> <li>■ None</li> </ul>	<ul style="list-style-type: none"> <li>■ Wiki's</li> <li>■ HEAT</li> <li>■ FrontRange ITSM</li> </ul>
<b>Baseline Environment (Today)</b>	<b>Emerging (Technology to track)</b>
<ul style="list-style-type: none"> <li>■ BMC Remedy Service Desk</li> <li>■ Wiki's</li> <li>■ HEAT</li> <li>■ FrontRange ITSM</li> </ul>	<ul style="list-style-type: none"> <li>■ Software as a platform (SaaP)</li> <li>■ Software as a Service (SaaS)</li> </ul>
<b>Comments</b>	
<ul style="list-style-type: none"> <li>■ Tactical and Strategic products were selected to leverage NIH's investment in products that are a proven fit for NIH's known future needs. Leveraging baseline products in the future will minimize the operations, maintenance, support and training costs for new products.</li> <li>■ Some baseline products have been designated as Containment. These products are either not as widely or successfully deployed at NIH, or they do not provide as much functionality, value, or Total Cost of Ownership as the selected Tactical and Strategic products.</li> <li>■ BMC Remedy is a full ITIL version 3 capable system</li> <li>■ Issue collection is not enough. Issue routing, process workflows, trend reporting, trend reporting, and knowledge base creation together are the real benefits of Service Management tools and technologies</li> <li>■ Wiki's and other tools are valuable in collaborating on projects including large issue management projects but someone must ensure the knowledge created in the quick and direct tool is translated into maximum organizational benefit of the searchable knowledgebase.</li> <li>■ The intention of the standard is to standardize Tier 1 operations and to facilitate electronic interactions between distributed Tier 2 and Tier 3 operations</li> <li>■ BMC Remedy Service Desk is a module of the BMC Remedy IT Service Management Suite</li> </ul>	

## 5 Links

The following links are relevant to the standard at NIH.

- What is a Brick ?  
<http://enterprisearchitecture.nih.gov/ArchLib/Guide/WhatIsBrick.htm>
- How to Create and Publish a Technical Standard at NIH  
<http://enterprisearchitecture.nih.gov/About/Approach/StandardsDevelopmentProcess.htm>
- BMC-Remedy at NIH <http://cit.nih.gov/Support/CITSupportTech/>
- ITIL Service Catalog <http://cit.nih.gov/ServiceCatalog/>

## 6 Summary of Comments

### **Comment:**

The statement about wikis at the bottom of table 1 is one long run-on sentence and defies comprehension. Please insert appropriate commas, periods and semicolons.

### **Response:**

Cut into two sentences

### **Comment:**

In 2009, CIT replaced the aging custom-built CIT Service Ticket application with a new incident/problem application that runs over BMC's Remedy platform. The name of the application is the Integrated Service Support System (ISSS) and it was developed by SAIC. Like the recently-retired CIT Service Ticket, and the BMC Remedy Service Desk application, this product runs over the BMC Remedy AR System platform and takes advantages of all the bells and whistles therein. Therefore, we would like to get the ISSS added to the brick in the strategic and tactical quadrants. Note that we are not proposing removing the BMC Remedy Service Desk application, but rather simply adding the ISSS in addition. One intriguing point about the ISSS is that it is provided as a service by SAIC, and there are fully-hosted options available. Though CIT chose to locally host the application, this is a baby step in the general direction of the SaaS/SaaP model already listed in the Emerging quadrant. With the commoditization of the Service Desk tools

quadrant, Gartner sees SaaS as a growth area for such technologies. Given the success of our effort with the ISSS, it speaks well for future experimentation with SaaS models.

**Response:**

Well said - The ITMC EA group endorses the trend towards SaaS and other models as it's proven as a successful business case and in pilot endeavors but cautions against moving to these models without a clear back out strategy, ownership of data, and security risks

**Comment:**

Suggest we clarify the scope of the brick to explicitly include only Incident and Problem Management. Since the focus of this brick is on Incident and Problem, it would follow that we should rename the brick as Incident/Problem Management Tools. Use of the correct ITIL terminology should be followed in support of the CIO's goal of NIH-wide ITIL framework adoption. In a pinch, it might be acceptable to rename the brick as "IT Service Desk Tools" if we want to use the Gartner thinking, but the proper ITIL terms are far more desirable. If renaming the brick is absolutely out of the question, then a clear statement at the very beginning as to scope is absolutely mandatory. (*Geoff Marsh*)

**Response:**

Brick was renamed to address the ITIL alignment to Service Desk management as one part of the many bricks that cover the full spectrum of ITIL aligned bricks

## 7 Contact

To contact the NIHRFC Editor, send an email message to [EnterpriseArchitecture@mail.nih.gov](mailto:EnterpriseArchitecture@mail.nih.gov)

## 8 Changes

Version	Date	Change	Authority	Author of Change
1.1	5/24/10	Initiation		Joe Klosky
1.2	6/7/10	Minor formatting changes	NIHRFC0001	Kiley Ohlson
1.3	08/18/10	Updated based on ITMC EA	NIHRFC0001	Zahra Ashraf

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		Subcommittee comments		
1.4	08/23/10	Updated to include Summary of Comments	NIHRFC0001	Zahra Ashraf
2.0	08/24/10	Approved by the ARB	NIHRFC0001	Zahra Ashraf

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