

UNLOCK THE BLACK BOX: EXTENDING THE REACH OF YOUR CHANGE MANAGEMENT

WHITE PAPER

ACCOUNT FOR THE IMPACT OF CHANGE ON DATA CENTER PHYSICAL ASSETS

Businesses are more dependent than ever on information technology to deliver services that create value. Organizations are constantly enhancing and updating their applications and systems and fine-tuning their infrastructure to maintain an edge. This kind of agility requires a comprehensive view of the entire IT infrastructure. What is needed is a complete **Change Management** system that takes physical and logical components into account.

Most mature companies have implemented IT Service Management software (e.g., from HP, BMC Software, CA, or ServiceNow) and these systems include Change Management components, designed to manage changes to services and the underlying business processes and operations. On closer examination, however, they tend to offer the manager only a superficial view of change as it affects IT assets and configuration items (CIs).

Typically, these systems stop short of accounting for the underlying changes required in the IT physical infrastructure. The crucial but complex changes in the physical layer – inside the Data Center – often are not visible to your organization's Operations Teams. To decision-makers, **the Data Center is a black box** – introducing the risk that key steps will be overlooked or misunderstood.

Nlyte Software, the leading suite provider of Data Center Infrastructure Management (DCIM) solutions, provides pre-built **software connectors**, built on a robust, flexible framework, for leading ITSM platforms to bridge this gap between Change Management and the Data Center.

By integrating the Nlyte DCIM platform with your ITSM system, you can connect your Move-Add-Change requests with the physical infrastructure of the data center itself – **unlocking the black box** to understand how the changes in your service management affect the physical resources of the Data Center.

KEY BENEFITS OF NLYTE INTEGRATION WITH YOUR ITSM CHANGE MANAGEMENT SYSTEM

- Improve decision making with an aligned change management and data center infrastructure system.
- Save time and effort while lowering risk by coordinating disparate change request systems.
- Improve the financial ledger of your assets with accurate asset lifecycle management – get updates as changes occur.
- Streamline changes throughout the asset lifecycle from pre-procurement to end-of-life/ decommissioning.
- Support audit and compliance requirements by including documentation in the change management process.
- Improve Mean Time to Repair – improve Service Desk SLAs by tying location, connectivity and physical resources to ITSM requests.
- Accelerate root-cause analysis as physical location and connectivity of assets/CIs and applications become visible to the ITSM environment.

SYNCHRONIZING WORKFLOWS BETWEEN THE SERVICE AND PHYSICAL LAYERS

The Nlyte Workflow Manager is a powerful workflow engine that can either operate independently or connect with industry-leading ITSM Change Management solutions. Nlyte provides integrated workflow management to drive your business change from your service desk down to the Data Center floor.

NLYTE WORKFLOW MANAGER AND YOUR ITSM CHANGE MANAGEMENT SYSTEM HELPS YOU:

- Rapidly implement ITIL or any operational methodology with drag/drop, implementable, measurable processes.
- Automate and standardize physical asset change processes down to the Data Center floor level.
- Establish repeatable, predictable and defensible processes that can be supported so that you can commit to a given SLA level for the business.
- Identify process execution made visible through comprehensive audit to establish efficient, accurate and success metrics.

Nlyte allows your Change Management decision-makers to adopt Data Center best practices and follow a well conceived and repeatable sequence of steps required to update the physical infrastructure while enabling business process change – whether it is upgrading an application or swapping out a server. Changes such as these often are more complex, and more demanding (on physical and human resources in the Data Center) than managers realize due to their interdependencies. The Nlyte platform tightly manages the complex sequence of actions and decisions required to carry out multiple, often concurrent changes in the physical layer. It synchronizes these steps with those taking place at the business level via the ITSM Change Management system. Nlyte helps the change manager to accurately plan infrastructure changes to improve the accuracy of their projects while providing for enhanced agility for subsequent ones.

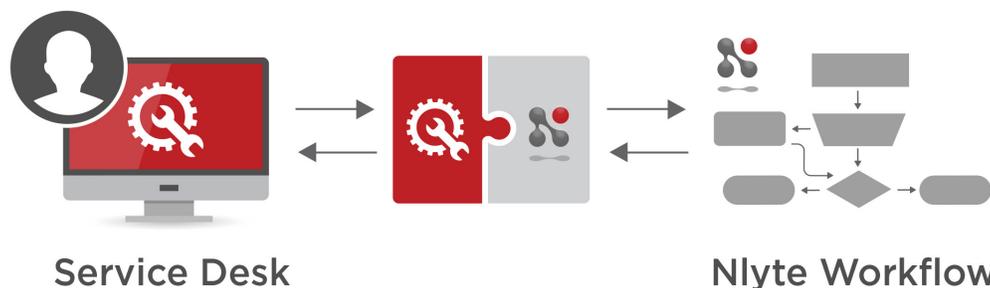
Nlyte workflows are closely synchronized with the existing Change Management system. They are updated and coordinated with as progress is made against key milestones in the Change Request.

NLYTE CONNECTORS BUILT ON A ROBUST, FLEXIBLE FRAMEWORK

Nlyte has a **connector framework** that enables the introduction of bi-directional connectors to virtually any Change Management platform without any user requirement for customer development. Nlyte offers connectors to the major change management system providers including BMC Remedy and HP Service Manager. The connector framework approach enables Nlyte to offer a universal integration strategy that will continue to serve its users over successive version upgrades of the partner software application, without the long-term support issues that go with hard-coded integrations.

Integrating Nlyte Workflow Manager and your ITSM Change Management system will increase your organization's agility – accelerating service delivery by enabling faster execution, documentation and support planning for each change in the IT infrastructure that supports the business process.

For more information on extending your Change Management capability by connecting to the Nlyte platform, contact info@nlyte.com or visit www.nlyte.com.



Simple, flexible connection strategy allows the ITSM Change Management system to leverage the Nlyte DCIM workflow engine.