



SAS® IT Service Level Management

Strategic IT service level management for continuous business improvement

The value of IT services

As information technology has become thoroughly embedded in business processes worldwide, the technology has become nearly transparent. While this transparency may be perceived as efficiency, it can hide the value of IT services to technology consumers, who tend to forget that IT is crucial to successful business strategies.

As the owner of IT services, how do you demonstrate the strategic value of your department? How can you differentiate your own IT services from the commodity services available from commercial vendors? How can you measure and improve the quality of IT service delivery?

These questions have forced value-driven IT organizations to explore IT service delivery methodologies like the IT Infrastructure Library (ITIL). To demonstrate value and improve IT service quality, ITIL recommends that IT organizations align the services they deliver with those consumed by the lines of business they support. ITIL also suggests that each of these IT services be organized into catalogs, communicated in contract agreements, measured against objectives and actively managed to meet those objectives. Successfully implementing ITIL best practices requires IT governance across the enterprise and a documented way to continually improve the quality of IT services.

Companies need a service level management solution that embraces established methodologies for IT service delivery — one that evaluates and

As the owner of IT services, how do you demonstrate the strategic value of your department? How can you differentiate your own IT services from the commodity services available from commercial vendors? How can you measure and improve the quality of IT service delivery?

communicates IT performance. SAS IT Service Level Management enables the IT organization to define and deliver services that are aligned and measured with the line of business and corporate, strategic goals. It also fosters the continuous performance improvement of those IT services that the business consumes.

A complete, strategic view of IT

SAS IT Service Level Management provides service-delivery management across business units. The solution documents IT services consumed by line-of-business users, as well as the agreed upon availability, response time and throughput for those services. These IT services are created using interfaces for defining catalogs, contracts and service participants (both provider and consumer). Services



are managed as IT performance measurements are collected. SAS retains IT data metrics collected from across the enterprise in an IT data warehouse specifically designed for SAS IT Service Level Management.

The SAS IT Service Level Management data warehouse provides a context-rich environment for IT data metrics, services, performance expectations, service providers and consumers, and line-of-business contracts for services. This warehouse allows service levels to be measured against established service level agreements and managed within documented contract terms. SAS also delivers a complete reporting interface for communicating all service information to IT providers and line-of-business consumers.

Demonstrate the value of IT performance

SAS IT Service Level Management allows users to measure and monitor performance by organizing information

into a hierarchy of categories that includes, from the top down:

- Service catalogs.
- Service level contracts.
- Service level agreements.
- Service objectives.
- IT services.

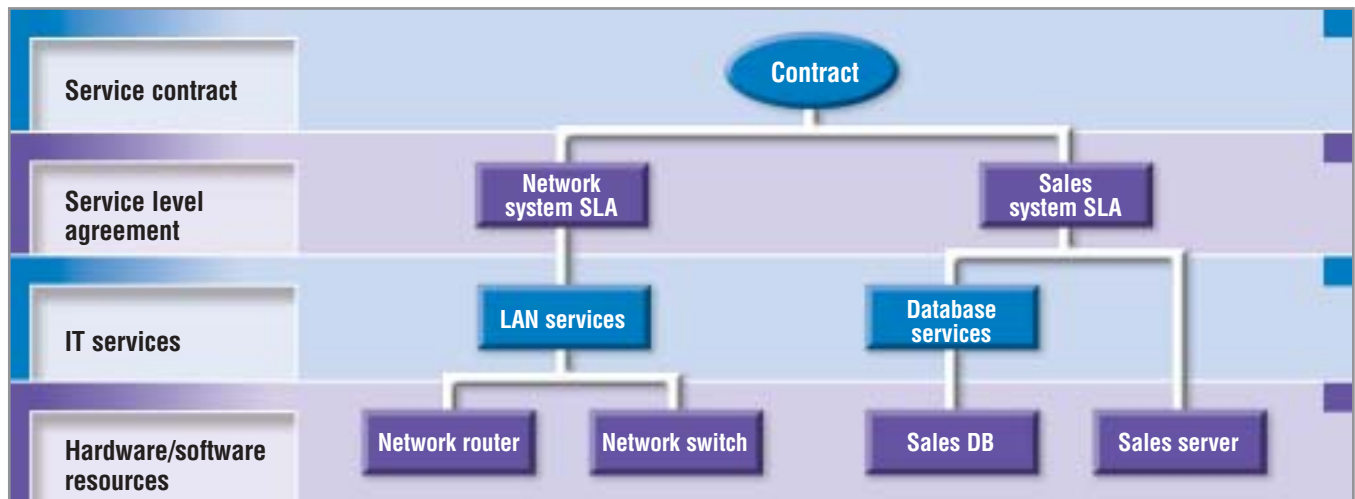
Armed with this framework, corporate managers can be assured that IT professionals will concentrate on delivering the services most critical to the success of line-of-business customers. Further, IT and business managers can continually measure IT’s strategic contribution and identify areas for improvement.

Communicate between lines of business and IT organizations

SAS IT Service Level Management requires that IT consumers identify the services they need to accomplish specific business functions. The IT service provider must then identify the IT components and resources necessary to deliver those services. This information establishes the groundwork for managing the delivery of IT services.

SAS IT Service Level Management collects operational IT measurements from across the enterprise and retains this information in a structured SLM warehouse. Context information enriches this data warehouse, allowing a particular IT service to be associated with a performance objective to form IT service agreements and IT service contracts — and ultimately describing the relationship between IT and the business it supports.

The quality of IT services is measured by applying SAS analytics to the data warehouse to determine if the actual performance of a service meets the expectations outlined in the related objective. SAS presents results of this analysis through reports that can be shared on the Web by IT and business users alike. Observing the performance standards of IT against service objectives over time through trending and forecasting analysis allows continual IT business improvement.



The hierarchical design of SAS® IT Service Level Management

SAS IT Service Level Management communicates line-of-business IT consumption and service quality, which helps establish accurate perceptions — and expectations — of IT throughout the enterprise. When service levels fall short, the IT organization can isolate and resolve the root cause through serial or redundant fault analysis. The solution also facilitates more detailed understanding of the value associated with IT services, resources and service delivery — including hardware, software, personnel and third-party suppliers — enabling IT to move from the data center to the boardroom.

Determine effectiveness and efficiency

By documenting business requirements for IT through service level agreements, SAS measures performance to drive future enhancements. SAS IT Service Level Management can read and analyze virtually any data format, allowing the solution to adapt to a company's current infrastructure and grow with the organization. The solution generates reports and analyzes on a scheduled basis and delivers them to the service level manager on demand.

With SAS IT Service Level Management, the IT organization becomes a valued line-of-business partner and a quality service provider. This alignment creates an environment for IT and line-of-business decision makers to work jointly toward maximizing the effectiveness and efficiency of IT.

Fuel continuous quality improvement

SAS IT Service Level Management's documentation and reporting capabilities enable corporate executives to maintain a constant flow of information that fuels continuous quality improvement.

With SAS IT Service Level Management, the IT organization becomes a valued line-of-business partner and a quality service provider.

SAS delivers predefined service level measurement reports out of the box. These reports can be customized using a rich toolset for meeting specific business needs. The information gathering and analysis provide the foundation for IT service delivery improvement by increasing the focus on critical IT services. SAS also can identify imbalances in IT resource allocation, so resources can be directed to projects that will maximize line-of-business and, ultimately, corporate value.

Integrate with ITIL best practices

Built with ITIL best practices in mind, SAS IT Service Level Management allows implementation of methodologies for:

- Creating service level catalogs.
- Documenting line of business and corporate IT service contracts and agreements.
- Delivering statistically rich service level objective measurement and reporting.
- Developing a standardized, auditable, service level management data warehouse.

Extensive reporting and analytics

SAS IT Service Level Management provides extensive IT service-delivery analytics and reporting capabilities to support each line of business.

The solution gives IT professionals and business consumers the tools they need to gain a clear and concise view of IT services in order to analyze and measure the quality of those services for each line of business. SAS IT Service Level Management allows users to:

- Create service level contracts quickly using predefined templates and catalogs.
- View, manage and report on contract status.
- Manage a flexible, hierarchical structure of contracts, agreements, objectives and services to accommodate complex levels of service deliverables.
- Structure reports in a business-oriented context using various statistical processes.
- Maintain a complete audit trail of changes to SAS IT Service Level Management environments that is consistent with ITIL best practices.
- Incorporate planned and unplanned outage information into service measurements.

Strategic IT service level management

This solution provides the knowledge and understanding of IT processes that today's executives need. Designed to be analytic and strategic in nature, SAS provides statistical measures that ensure alignment of the IT organization with overall business objectives. Combined with other SAS solutions, SAS IT Service Level Management can deliver service level financial information as well as IT governance, performance management and capacity-planning capabilities.

SAS IT Service Level Management is one component of SAS IT Management Solutions, a suite of solutions that helps companies reach beyond traditional IT performance management to harness the full potential of all IT resources and service delivery.

About SAS

SAS is the market leader in providing a new generation of business intelligence software and services that create true enterprise intelligence. SAS solutions are used at more than 40,000 sites — including 90 percent of the Fortune 500 — to develop more profitable relationships with customers and suppliers; to enable better, more accurate and informed decisions; and to drive organizations forward. SAS is the only vendor that completely integrates leading data warehousing, analytics and traditional BI applications to create intelligence from massive amounts of data. For more than 25 years, SAS has been giving customers around the world *The Power to Know*[®].



World Headquarters
and SAS Americas
SAS Campus Drive
Cary, NC 27513 USA
Tel: (919) 677 8000
Fax: (919) 677 4444
U.S. & Canada sales:
(800) 727 0025

SAS International
PO Box 10 53 40
Neuenheimer Landstr. 28-30
D-69043 Heidelberg, Germany
Tel: (49) 6221 4160
Fax: (49) 6221 474850

www.sas.com