

MEGA ITSM Accelerator

The MEGA ITSM Accelerator delivers a ready-to-use graphical repository of ITIL® best practices and accelerates their deployment within IT departments.

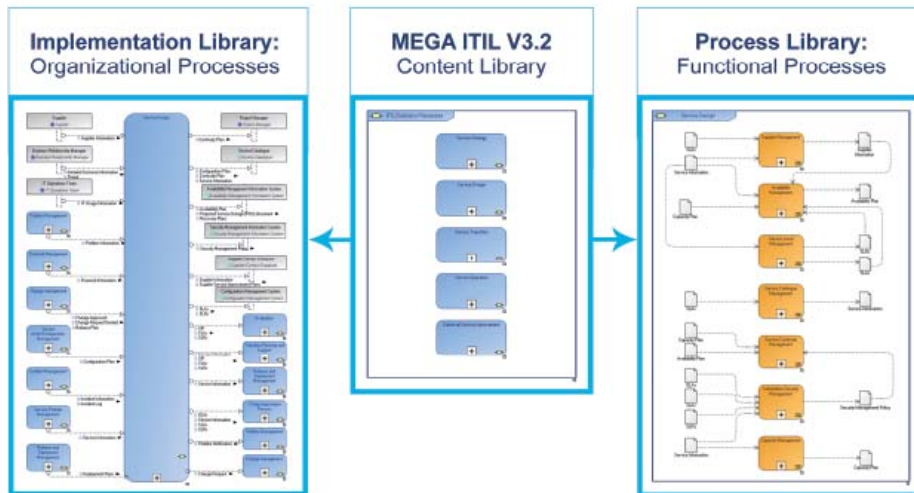
MEGA ITSM Accelerator Overview

As IT systems evolve, IT departments are faced with an increasing need for sound IT governance. To establish this, IT departments turn to industry best practices to help structure, govern and secure IT management and change programs. The Information Technology Infrastructure Library (ITIL) offers a set of best practices for IT services (ITSM) and operations based on real-world projects and experience.

To fully and quickly benefit from these ITIL best practices, MEGA offers the MEGA ITSM Accelerator that allows for the comparison between current and best practice models. All processes delivered by MEGA ITSM Accelerator are provided as reference models. IT departments can easily compare their current process models to the reference models and initiate business transformation projects. MEGA ITSM Accelerator also provides project management recommendations as per ITIL best practices.

KEY POINTS

- Support of ITIL version 3.2.
- Organize process descriptions in a visual and structured way.
- Adopt a model-based approach to ITIL implementation.
- Compare current models (As-Is) to reference library models (To-Be).
- Monitor ITIL deployment with an embedded project management approach.
- Interface with tools that automate ITIL processes.



MEGA ITSM Accelerator > Features

MEGA ITSM Accelerator is built on the MEGA Suite repository and benefits from its robustness and scalability. Consistency and flexibility are inherent services of this tool.

This product is part of the libraries and frameworks supported by the MEGA Suite. These libraries of pre-constructed models and best practice frameworks support industry standards, from IT management to complex system architecture, such as defense and security. They have been built to accelerate projects based on these standards.

ITIL Reference Processes

ITIL reference processes are described as process models and can be used as a guide for an incremental adoption of IT service management processes within your IT department. Standard ITIL process models can be used as a basis for defining target processes that are adapted to the organization's context. These reference processes allow the IT department to:

- Achieve an incremental adoption of IT best practices without any loss of flexibility.
- Audit IT departments for ITIL certification by analyzing the gaps between reference processes and actual implementation processes.
- Establish a backbone reference framework for enterprises with multiple IT departments.

Automation

With the help of MEGA Exchange, processes described with MEGA ITSM Accelerator in the MEGA repository can initialize ITIL process automation tools provided by software vendors such as BMC, HP, IBM or Computer Associates. IT governance projects can thus benefit from a model-driven approach, starting with a high-level analysis of the organization down to the implementation of software solutions.

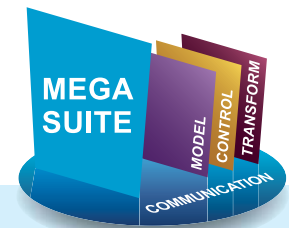
ITIL Implementation Project Approach

The MEGA ITSM Accelerator includes a methodology for conducting ITIL projects, including a glossary of ITIL terms, a reference to ITIL chapters in OGC books, and a risk type library dedicated to IT department management. The main project phases of this methodology are:

- Definition of the mission
- Definition of priority processes through analysis of the current state
 - Evaluation of services according to the quality perceived by users
 - Auto-evaluation of services rendered by IT product development
- Evaluation of the degree of maturity of each of the priority processes to be implemented
- Improvement plan for priority processes
- Project launching
- Implementation of process improvement

Reporting

Documents and Web sites associated with ITIL implementation can be generated automatically from standard templates. Customized deliverables adapted to a company's communication needs are possible with MEGA Publisher. This allows IT executives to view their departments' operations and IT employees the best practices repository to which they must conform.



MEGA Suite

The MEGA Suite is comprised of four categories of products: modeling tools, control tools, transformation tools and communication tools.

The MEGA Suite supports a number of libraries and frameworks in order to accelerate projects through standards alignment. The MEGA Suite is modular, so each tool may be used independently or combined with other tools, depending on your project context. All products are based on a common repository and share the same platform services. The MEGA Suite also supports standard libraries and frameworks.



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