dsoergel@buffalo.edu 2015-10-16

**IT Service Support Management (ITSSM) Tools**

As you could see from the textbook throughout, especially in Chapter 20 Maintenance Windows, there is an enormous of detail to plan and track. This clearly calls for software support. Indeed there are quite a few ITSM or ITSSM software products. This page gives some terminology and some pointers where you can find out more.

**Glossary**

I&O IT Infrastructure and Operations

ITSM IT Service Management

ITOM IT Operations Management

ITSSM IT Service Support Management = ITSM plus some ITOM

ITIL Information Technology Infrastructure Library (now ITIL is self-standing)

**IT operations management (ITOM) software** is intended to represent all the tools needed to manage the provisioning, capacity, performance and availability of the computing, networking and application environment.

Gartner divides the ITOM market into 10 major segments that include DBMS, application management, availability and performance, event, fault and log management, network management, configuration management, IT services desk and IT help desk, asset management, job scheduling and other ITOM (which refers to output management software) for tools used to manage hardware peripherals, such as printers.

From <http://www.gartner.com/it-glossary/itom-it-operations-management-software>

**ITIL, formerly an acronym for Information Technology Infrastructure Library,** is a set of practices for IT Service Management (ITSM) that focuses on aligning IT services with the needs of business. In its current form (known as ITIL 2011 edition), ITIL is published as a series of five core volumes, each of which covers a different ITSM lifecycle stage.

Although ITIL underpins ISO/IEC 20000 (previously BS15000), the International Service Management Standard for IT service management, there are some differences between the ISO 20000 standard and the ITIL framework. ITIL describes processes, procedures, tasks, and checklists which are not organization-specific, but can be applied by an organization for establishing integration with the organization's strategy, delivering value, and maintaining a minimum level of competency. It allows the organization to establish a baseline from which it can plan, implement, and measure. It is used to demonstrate compliance and to measure improvement

Some ITSM software is built around ITIL

From <https://en.wikipedia.org/wiki/ITIL>

**A Selection of readings from the Web**

Note

* For most a URL to the original website is given (but some required special downloading).
* For some, I also made a pdf or a Word document of the website for convenience (often easier to read). I sent these to you by email. For copyright reasons, only some are also on the course website

*A brief introduction*

**Wikipedia. IT service management**

<https://en.wikipedia.org/wiki/IT_service_management>

pdf emailed and on course website
 <http://www.dsoergel.com/UBLIS503SysAdminDS-08.0-1Reading2WikipediaIT_service_management.pdf>

*For a more thorough introduction, look at either Gartner or Business Software*

**Gartner. Critical Capabilities for IT Service Support Management Tools. 2015-08-25**

<http://www.gartner.com/technology/reprints.do?id=1-2M322NP&ct=150828&st=sb>

docx emailed:
 UBLIS503SysAdminDS-08.0-1Reading3GartnerCritical Capabilities for IT Service Support Management Tools.docx )

Note: Some of the general discussion is after description of specific software products

**Gartner 2015 Magic Quadrant for ITSSM Tools**

<http://www.bmc.com/blogs/gartner-magic-quadrant-itssm/>

docx emailed:
UBLIS503SysAdminDS-08.0-1Reading4Gartner 2015 Magic Quadrant for ITSSM Tools.docx

Note: Some of you might know *Gartner* as one of the main companies that evaluate and compare software in many areas. The other is *Forrester*. Both charge a lot for their reports

Business Software.

**TOP 10 IT Service Management Software Vendors REVEALED. 2012 Edition.** p. 1 - 8

pdf emailed:
UBLIS503SysAdminDS-08.0-1Reading5BusinessSoftwareTOP\_10\_ITSM\_VENDORS2013.pdf
(sent by email)

*About the Information Technology Infrastructure Library*

**Wikipedia article on ITIL**

<https://en.wikipedia.org/wiki/ITIL>

pdf emailed and on course website:
<http://www.dsoergel.com/UBLIS503SysAdminDS-08.0-1Reading6WikipediaaITIL.pdf>

**If you want to poke around further, here are a few URLs I found interesting**

<http://www.capterra.com/itsm-software/>
A listing of many software products with brief descriptions and links

<https://www.getapp.com/customer-service-support-software/it-service-management-itsm/>
Allows side-by-side comparison

<http://www.sunviewsoftware.com/products/change-management>
Click on *READ DATASHEET*

(This company also makes other ITSM products

<http://www.softexpert.com/it-service-management.php>

Still not enough?

Google

(ITSM OR ITSSM OR "IT service management" OR " IT service support management") software (review OR comparison)

You can omit (review OR comparison)