



Achieve Continuous Compliance

via Business Service Management (BSM)

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- ▶ Introduction
- ▶ Compliance: *The Business Driver*
- ▶ Challenges of IT Compliance
- ▶ Business Service Management (BSM)
- ▶ Achieve Continuous Compliance
 - *Use Case: Closed-Loop Change Management*
- ▶ Q&A

- ▶ Compliance often refers to complying with laws and regulations, some of which are punishable by law.
- ▶ Common laws and regulations: SOX, Bill 198, HIPAA, GLBA, and PCI.
- ▶ In many cases, Compliance frameworks (e.g. COBIT, ITIL) or industry standards (e.g. NIST, ISO 9001) provide guidance on how to comply with these laws and regulations.
- ▶ In addition, Compliance is adhering to internal policies and procedures!



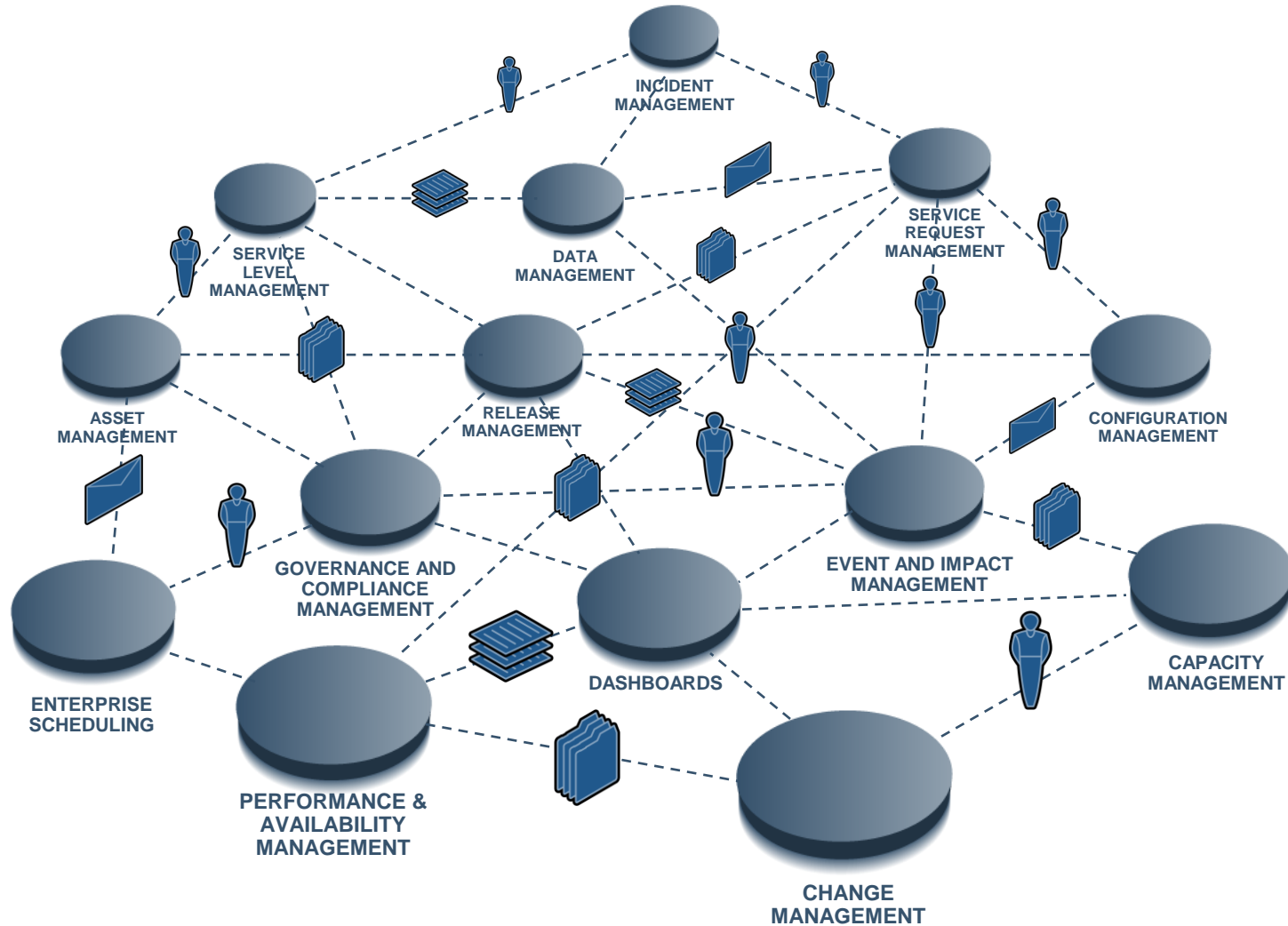
- ▶ With the increase of laws and regulations, organizations are being required to implement effective controls around IT processes:
 - ***Change & Release Management***
 - Managing the lifecycle of a change (Initiation, Planning, Approval)
 - Managing the release of a change (Implementation, Validation)
 - ***Identity & Access Management***
 - Managing user access (Approval, Re-certification, Separation of Duties)
 - Password management (Password Expiration, Length, Complexity)
 - ***Configuration Management***
 - Managing the system's configuration (Patching, Validation, Compliance)
 - ***Asset Management***
 - Managing IT assets (Software License Compliance, Financials, Contracts)

Challenges

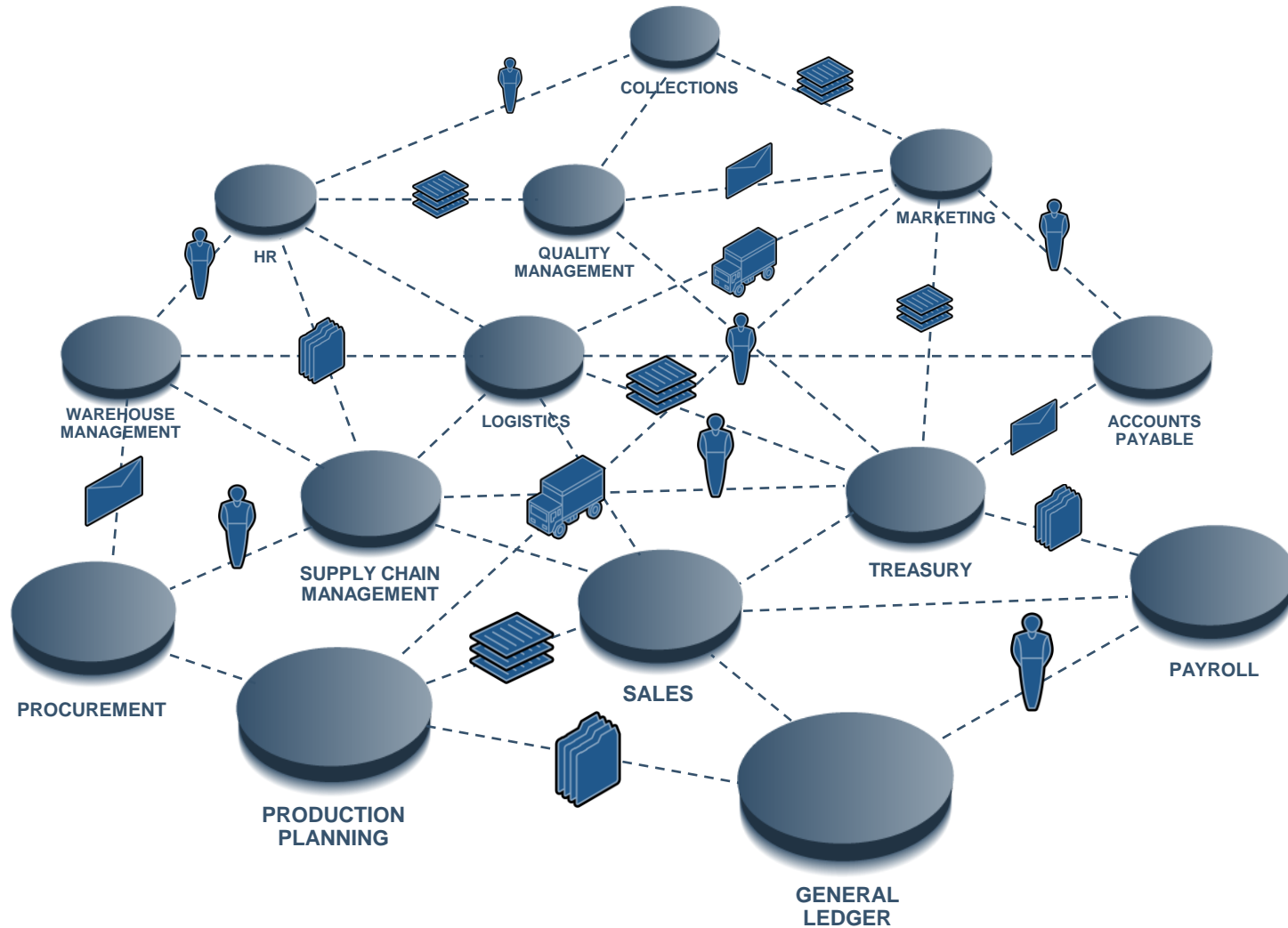
- ▶ Efforts are costly \$\$\$
- ▶ Ad-hoc, inconsistent processes
- ▶ High risk due to manual processes
- ▶ Activities are prone to human error
- ▶ Lack of visibility into environment
- ▶ Lack of integration between processes and systems
- ▶ Increase of virtualization
- ▶ Difficult to respond to audit requests in a timely manner



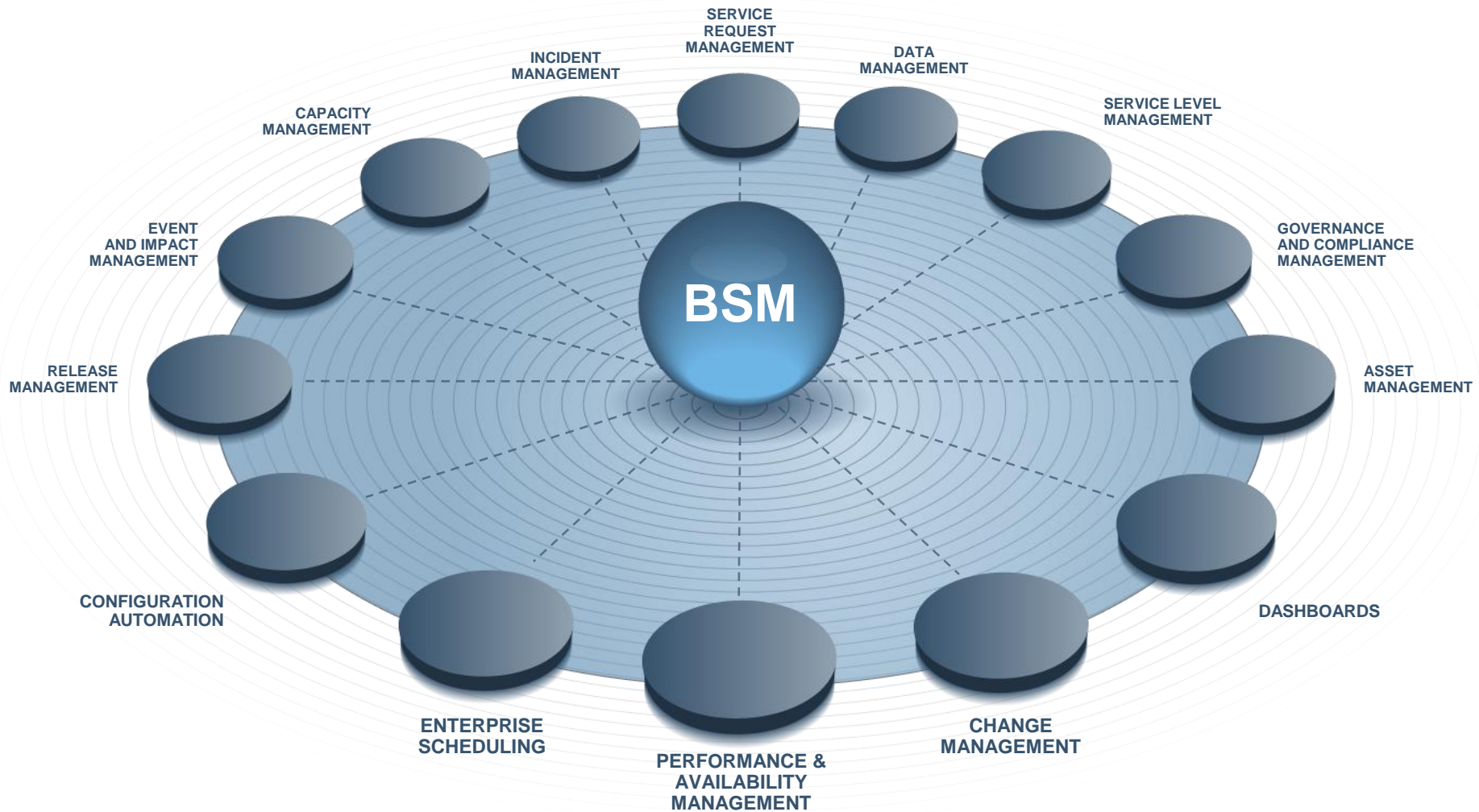
The Current State of IT

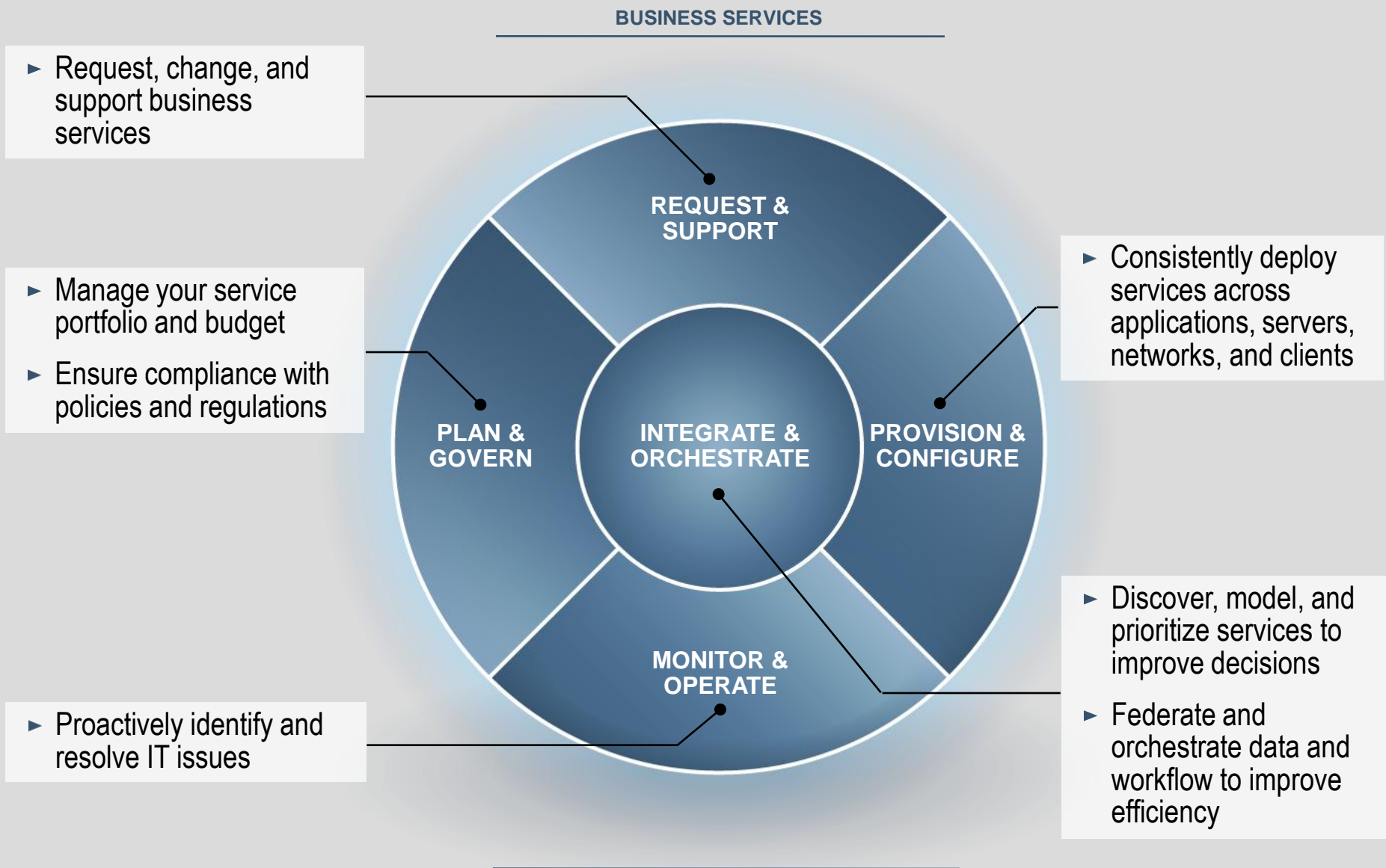


Business Before ERP

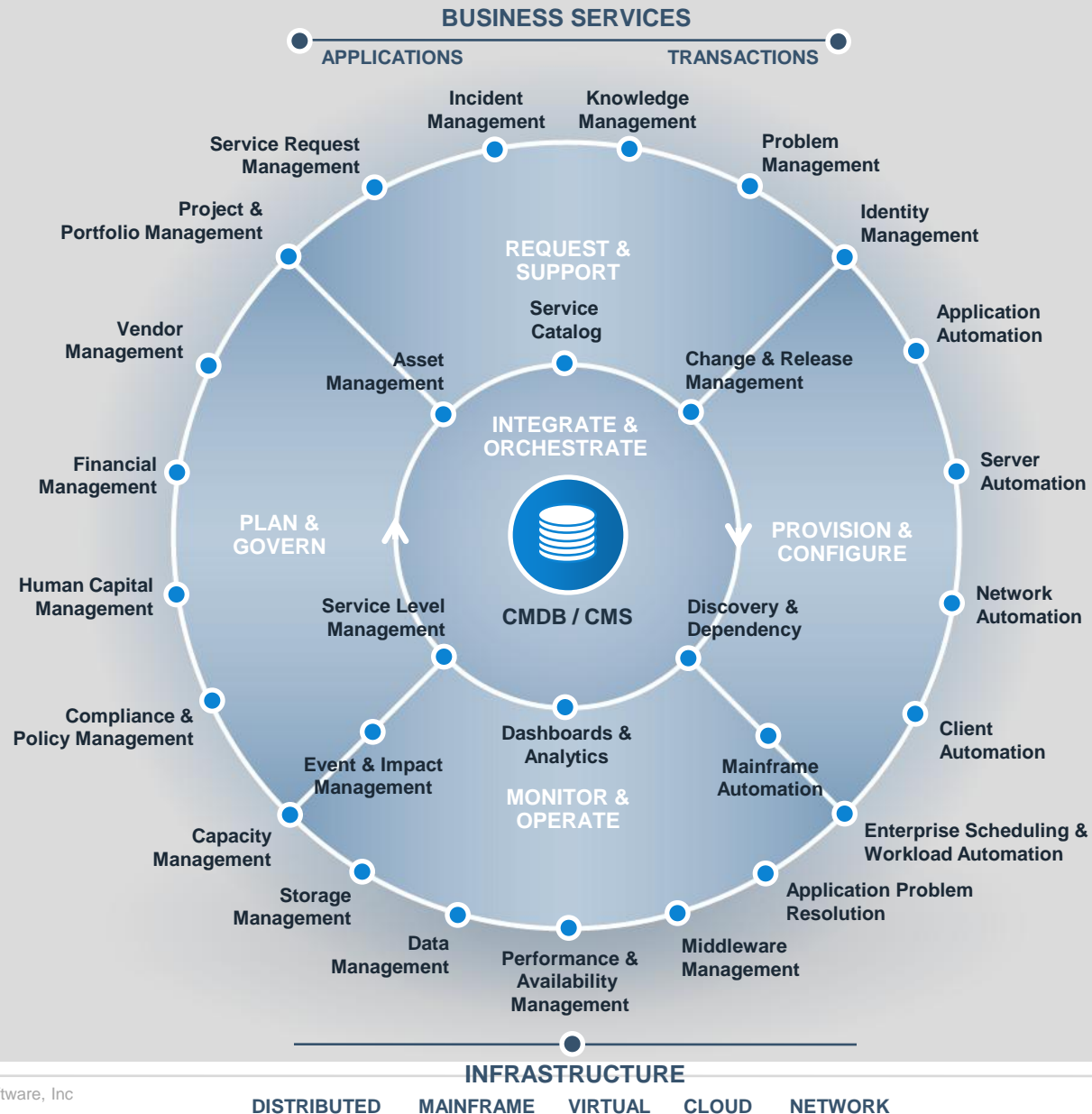








BSM: A Unified Platform for Managing IT



BSM helps you address critical initiatives

BSM INITIATIVES

Virtualization and Cloud Computing

Unify management of physical and virtual environments to gain control of your infrastructure

- ▶ Virtual Lifecycle Management
- ▶ Virtual Performance Management
- ▶ Virtual Compliance Management
- ▶ Private Cloud Computing



No new hardware required for 24 months
\$7 million in HW and license savings



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BSM INITIATIVES

ITIL

Adopt ITIL best practices

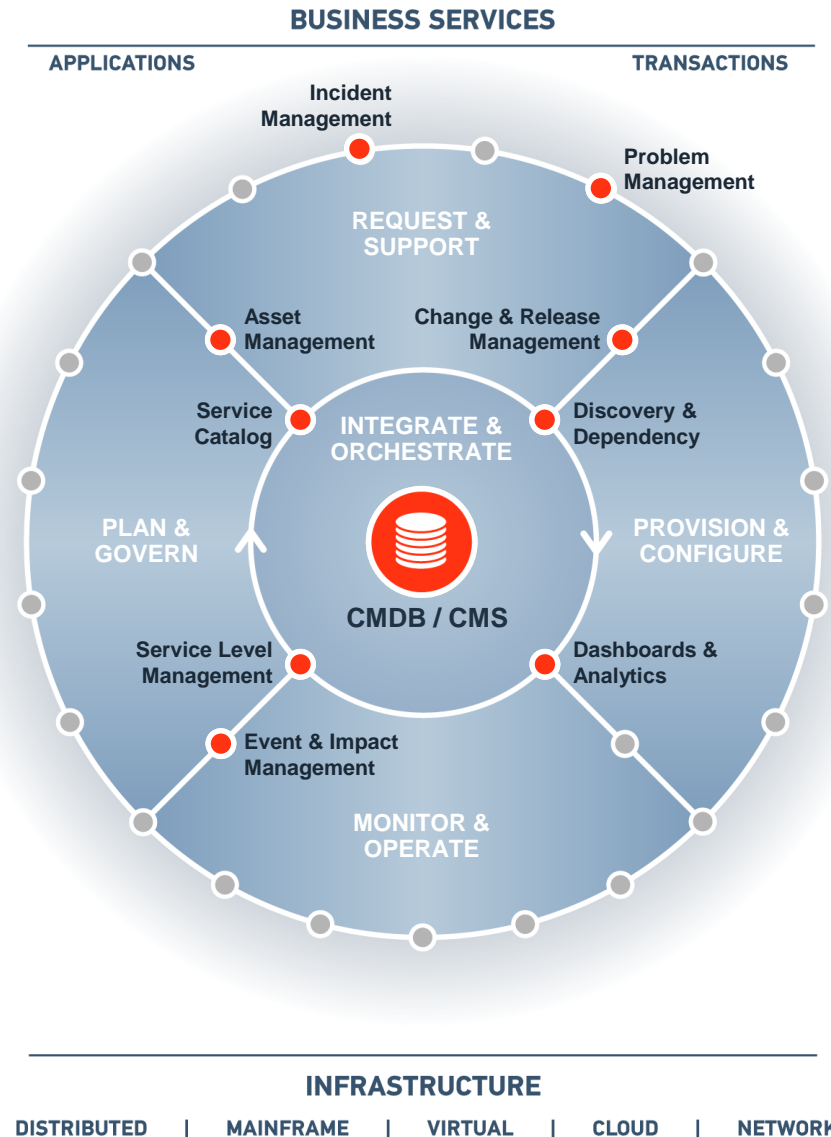
- ▶ Incident and Problem Management
- ▶ Change Management
- ▶ Service Asset & Configuration Management
- ▶ Event Management
- ▶ Service Lifecycle Adoption



Increased first-call resolution rate from 15% to 76%

TELVENT

Reduced outages by 25%



BSM helps you address critical initiatives

BSM INITIATIVES

Change and Release Management

Automate change controls and ensure consistent release execution

- ▶ Change Management
 - ▶ Planning
 - ▶ Approval
- ▶ Release Management
 - ▶ Implementation
 - ▶ Validation



60% reduction in unplanned outages



40,000 weekly changes
Fully compliant with SOX 404



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BSM INITIATIVES

Asset & Software License Management

Manage the entire lifecycle of IT assets

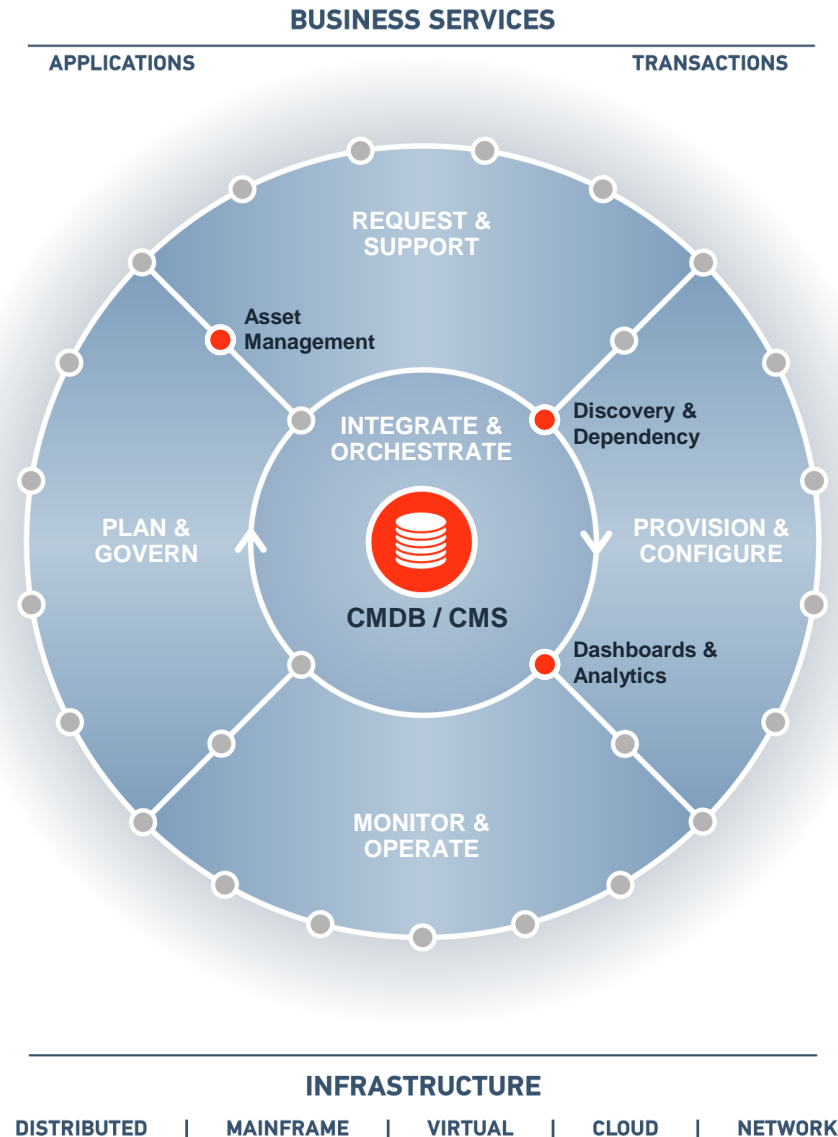
- ▶ Asset Inventory
- ▶ Asset Acquisition and Retirement
- ▶ Contract and Financial Management
- ▶ Software License Usage and Harvesting



50% increase in help desk agent productivity; manages more assets without adding staff



Supplier relationship management calls dropped by 80%



BSM helps you address critical initiatives

BSM INITIATIVES

Compliance

Ensure continuous compliance by simplifying, standardizing, and automating IT processes and controls

- ▶ Change and Configuration Management
- ▶ Software License Management
- ▶ Access Management
- ▶ Best Practice Adoption



\$500,000 monthly software license savings



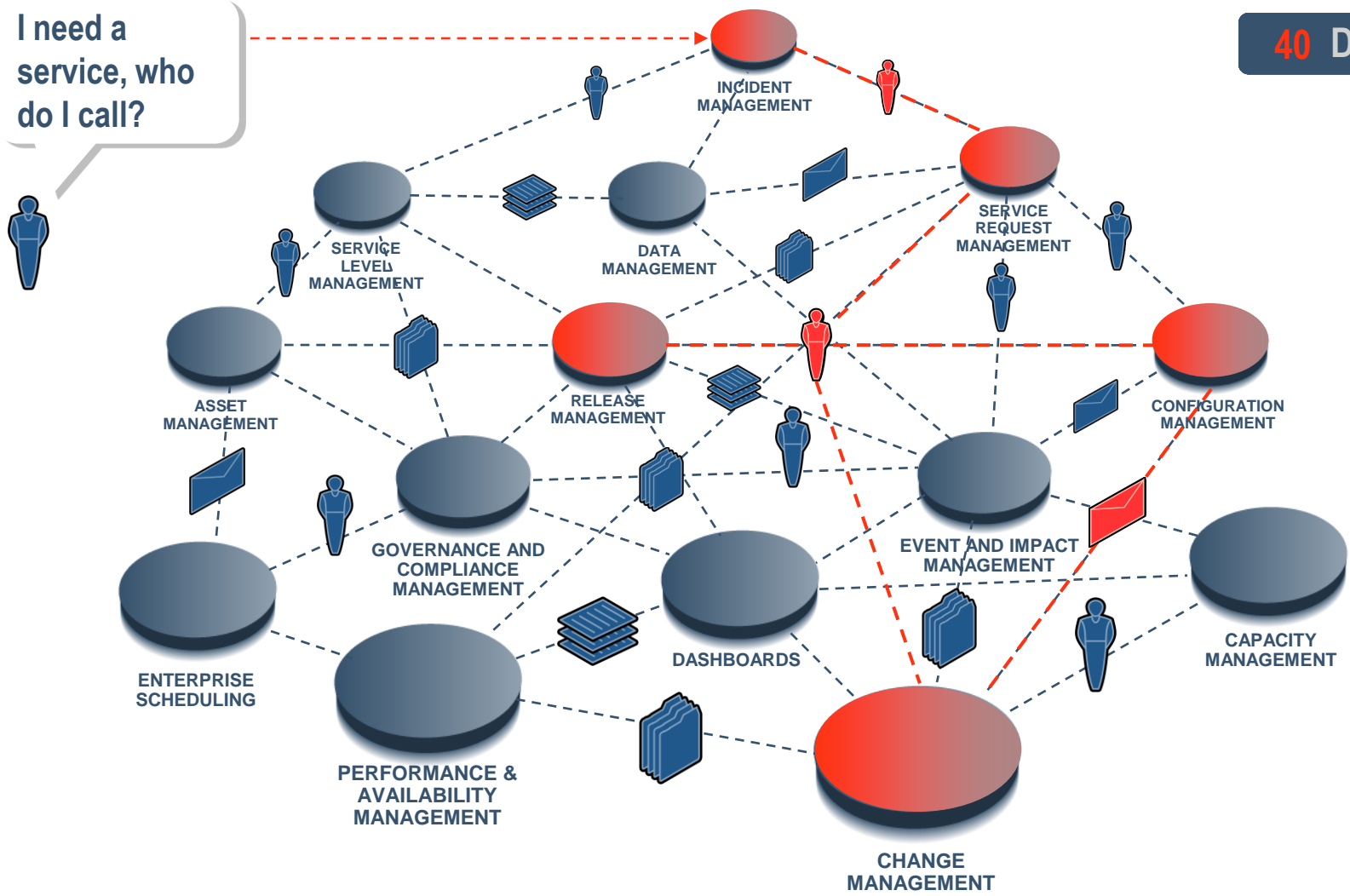
Weekly SOX policy audit from 8 hours to 4 minutes



Request, Provision & Configure *Before* BSM

I need a service, who do I call?

40 Days



Closed-Loop Change Management

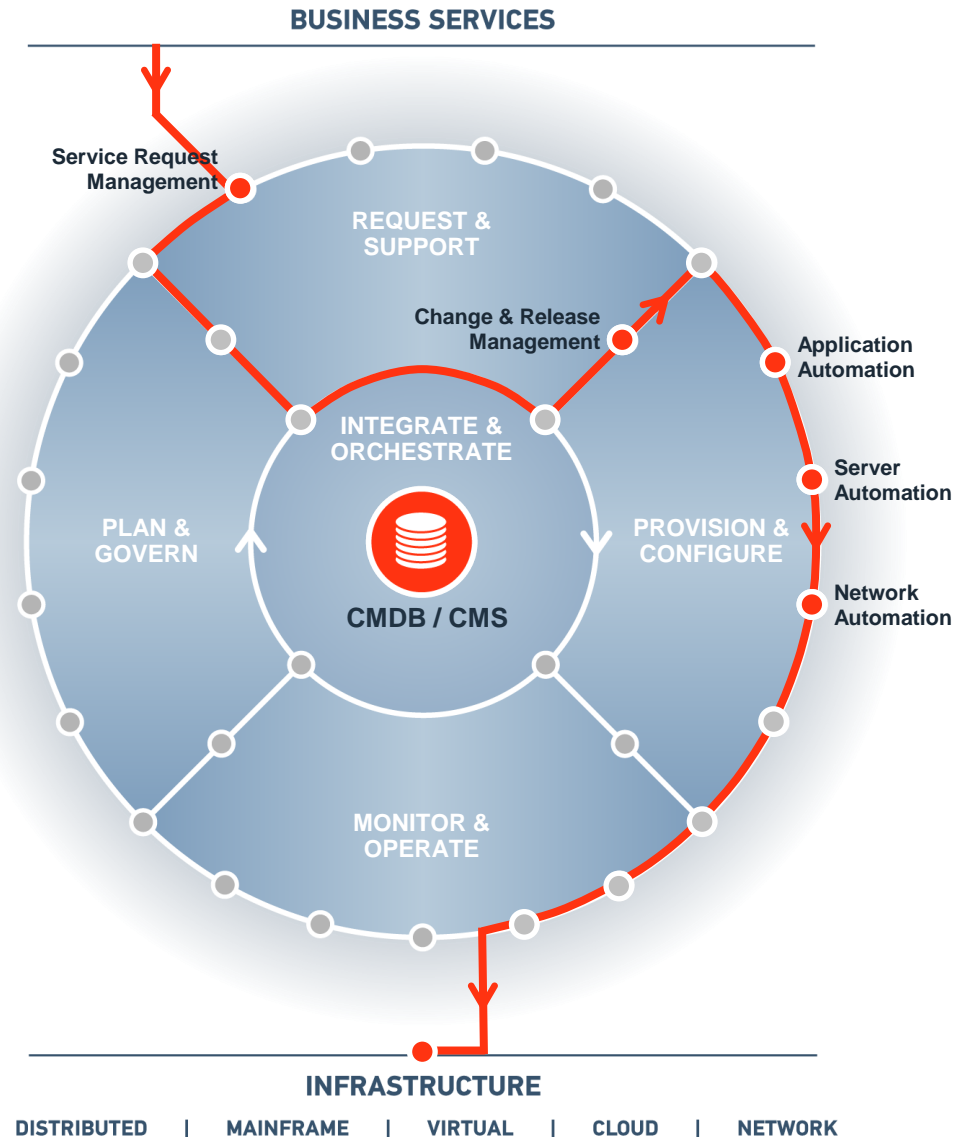
Service-Driven Provisioning

Rapid provisioning of services

- ▶ From months or weeks to hours or minutes
- ▶ Simplified and standardized interface for common requests
- ▶ Automated configuration based on policies
- ▶ Repeatable, auditable process

Grupo **BBVA**

Time to deploy new services improved by more than 50%



Customer Proof Points



- ▶ Reduced time to audit 350 device configurations from **3 weeks** → **2 hours**
- ▶ Reduced time to patch 350 device from **6 Admins@5 weeks** → **1 Admin@6 hours**



- ▶ Reduced time to audit 400 device from **3 weeks** → **3 hours**



- ▶ Reduced time to audit 400 server configurations from **4 weeks** → **4 minutes**
- ▶ Reduced time to remediate mis-configured servers from **Weeks** → **15 minutes**



- ▶ Configured 420 Solaris & 700 Windows servers in accordance with FDA compliance scorecard (120 regulations)
- ▶ Completed **20 regulations** in **< ½ day**

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I.T. RUNS ON BMC™**