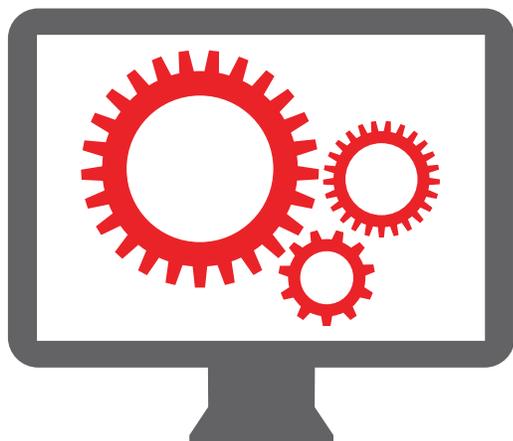


# IT and Operations; Foundations for Efficiency

How intelligent service automation can bring IT and Operations into closer alignment to deliver real value to the business.



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“To enable the IT organisation to transform into a true broker of services, it is essential for them to look at automating those tasks that have typically required manual intervention such as provision, managing and issue remediation”

Enterprise Management Associated White Paper, Best Practices:  
Maximising Efficiency through Service Automation

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Organisations are under pressure to respond to the accelerating rate of disruptive technology innovation and business change. But to improve business operations they must also be able to capture and analyse what is happening. Otherwise it is impossible to improve or scale up as the business grows.

Infrastructure and operations are the engines of a technology-driven business. They make things work. But cloud services, alongside new technology and devices which are not supported, challenge this paradigm. They suggest that Operations can be by-passed when in fact the need is greater than ever. In large organisations you have business operations and IT systems. They are working together but maybe not be working as closely as they could or should be; and certainly less so in a smaller organisation. This has to be addressed so that business process and technology work as one.

This is critical given the pace of change. Trending technology, the cloud, and mobile enable new business processes. They all add power and complexity to the infrastructure. Managing the two firmly is vital. If one or the other gets out of control it can do as much harm as good!

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“IT service management is increasingly viewed as a dynamic centre for expanding IT value, and effectiveness in support of broader business requirements – in combination with operations, development and business stakeholders”

Enterprise Management Associated White Paper,  
What is the future of IT Service Management

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This paper approaches IT service management via a triangle of vectors that recognises the importance of technology and organisation, plus progress (including dialogue and communication). The executive suite or Operations is identified as most likely to drive this service management.



So how do you drive it? The main requirement is having a mature and flexible service management system in place to manage the IT infrastructure. The service management system is what holds everything down. It provides operational and financial insight and control of what is going on. Even more importantly it enables the business to institute processes and automate them. So gradually everything is automated, leaving hands and minds free to develop new business processes; processes built on even newer technology and trends where people want to do very different things.

But this is not an immediate process. Making the transition to a truly business service-centric IT strategy takes time. And along the way, there a number of major challenges that need to be addressed to maximise operational efficiency. In so doing IT and Operations must work together to:

- Bridge the traditional cultural divide between the two organisations. The introduction of automation assists by creating standardised processes and simplified practices.
- Efficiently provision access, resources and applications for mobile users in a way that it is pre-packaged and centrally delivered in a secure and automated way.
- Offer automation workflows that support the individual activities that make up a business process.
- Enable end-user empowerment and self-service with automation workflows that ensure compliance, consistency and efficiency.
- Enforce central governance across private and public cloud resources, all the while balancing demand for choice and flexibility with standardisation to enforce security and compliance.

The Operations team focuses on business practices that enable an organisation to make money. Today, business practices that make money need to have technology. In which case you have to make sure that the business operations and the business technology work seamlessly together!

For example, in a logistics-orientated organisation that manages a fleet of five vehicles it might be relatively easy to track compliance, allocation and costs via spreadsheets. However, rapidly scale this up to ten, twenty or fifty vehicles and it can become exponentially more difficult to identify problems and devise solutions. More and more time is spent capturing the necessary information, leaving less time to analyse it and implement improvements.

The best way to combat this is with a service management solution. A good one comes with standard processes and will provide the tools to put in place robust, bespoke business processes and refine and mature them over time. And it will enable the team to monitor what's going on over time.

In short, the operations team will be able to work out what's worth doing, what's not worth doing, what's worked well and what hasn't. It all comes down to control. Operations is all about control and efficiency in the service of the business. And this is what a service management solution delivers.

The benefits are considerable. Customers and employees can enjoy simplified access to IT and other business services. And these meet requirements around security, compliance and user convenience. Underpinning this is a comprehensive and integrated automation of the service delivery.

In the process, many old barriers and silos will be broken down. There is better communication and integration across different department cultures and IT systems. And complex demands around mobility, workflows and business processes, end-user self-service and governance can be met.

In a world of disruptive technology innovation and business change, Operations must work with IT to implement and leverage a powerful service management system that will enable greater automation and from this more effective use of technology to meet the needs of the business.

## About HEAT Software...

HEAT Software is a truly powerful combination of industry leaders: FrontRange, the industry's sole provider of Hybrid Service Management (HSM) and Endpoint Management; and Lumension, the industry's leading Endpoint Security provider. Only HEAT Software commands the intersection of HSM and Unified Endpoint Management (UEM), empowering IT, HR, Facilities, Customer Service and other enterprise functions to simplify and automate their business processes, manage and secure endpoints and proactively detect and protect against threats to business continuity. HEAT is the only company in the world that manages services and endpoints securely across the same platform, on premise or in the cloud, via desktop or mobile applications. HEAT's customers consistently achieve increased operational efficiency and greater system sustainability through optimised business processes, and efficiently managed and secured endpoints.

Tap into the world's most powerful fusion of truly flexible, scalable, secure HSM and UEM solutions.

Forged by HEAT.

## Integral Consulting Services

Headquartered in Gaithersburg, Maryland, with offices in Charlottesville, Virginia, and Aberdeen, Maryland, Integral is a SBA-certified economically disadvantaged woman-owned small business, providing HEAT Service Management solutions that meet and exceed expectations as a Services and Innovation partner to HEAT Software.

Integral provides a variety of IT and identity intelligence solutions to help make the world safer and more secure by defending against terrorism and protecting against cyberattacks with more than 12 years of experience with delivery of real-time solutions and support in enterprise service management, identity intelligence, multimodal biometrics, information assurance and cybersecurity, human and open-source intelligence analysis, application development, and program management.

Integral has institutionalized its processes to apply proven experience and lessons learned to successfully implement projects on schedule and budget and with the highest quality, regularly exceeding customer expectations and is an ISO 9001:2008, an ISO 20000, and a CMMI Level 3 certified company.

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