Alignability™ Process Model

Alignability™

This section provides more information about Alignability™. A list of topics is presented in the table below. Click on a topic to open it.

Topics	
The Alignability™ Overview The Definition of Alignability™ The Objective of Alignability™ The History of Alignability™ The Alignability™ Product Alignability™ in Different Industries Alignability™ and HP OpenView Service Desk Alignability™ and ITIL® Alignability™ and TQM Measuring Alignability™ Improving the Alignability™ Process Model	
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[PDF] ▶ Alignability™ Product Brochure	

If the desired topic is not listed, or if you want to know more about a specific topic, send an e-mail to info@alignability.com with your question. Your e-mail will be answered within one business day.

Alignability™ - Overview

Overview	
The Alignability™ Process Model provides field-proven IT Service Management processes for HP OpenView Service Desk. The Alignability™ processes are based on a combination of the best-practice ITIL® methodology and the Total Quality Management principle of continuous improvement. Where ITIL® provides the theory and guidelines, the Alignability™ Process Model provides the processes, procedures, and detailed work instructions. It even comes with a set of configuration files that automatically configure the HP OpenView Service Desk application for the support of the Alignability™ processes. The processes and the configuration files for HP OpenView Service Desk dramatically reduce the time required for, and the risks associated with, service management implementation projects. The Alignability™ Process Model is split into two modules; the "Service Support" module and the "Service Delivery" module. The Service Support module provides the processes required for a solid service management foundation. The six service support processes are: Configuration Management	

Alarm Management

Incident Management

Problem Management

Change Management

Release Management

The Service Delivery module is targeted at mature service provider organizations. This module contains the following advanced service management processes:

Service Level Management

Availability Management

Capacity Management

Continuity Management

The implementation of the service support processes of the Alignability™ Process Model can be completed within 30 days. This represents a savings of 4 to 6 months. The reason why the Alignability™ Process Model can be implemented so quickly is that it allows organizations to eliminate the process definition phase of their service management implementation projects.

The configuration files, which automatically configure the HP OpenView Service Desk application, also help to reduce the duration of service management implementations, by saving at least 20 more days. These 20 days are normally required by an experienced technical consultant for the configuration of the application to ensure that it supports the service management processes that the organization has defined.

The 30-day implementation plan is provided with the Alignability™ Process Model to ensure that customers can reliably complete the implementation of the service support processes within 30 days. The standard implementation plan (which caters for a detailed process review and subsequent customization) is also provided for organizations that do not want to start from scratch, but do not yet feel comfortable enough to commit to a 30-day implementation.

The Alignability™ Process Model was originally developed in 1999 and is maintained by consistently incorporating the ideas from each implementation into the next version of the model. The model has already been deployed by more than 100 organizations in over 30 countries in a wide variety of industries.

The Alignability™ Process Model is an HP OpenView Authorized Product.

Alignability™ - Definition

Definition	

Alignability™ is defined as:

"The ability of a service provider organization to align the functionality of its services, and the levels at which these services are provided, with the needs of its customers."

This ability to align can (or maybe it is better to say *should*) be tracked over time to ensure that it improves. The section "Measuring Alignability™" describes how a service provider organization can measure (and therefore track) its Alignability™.

Alignability™ - Objective

Objective	

The Alignability™ Process Model has been developed for information and communication technology (ICT) service providers to enable them to deal with the fast pace of change within their industry.

Most service providers are so involved in the day-to-day operations that they have little time left to add new services or to improve existing ones.

Because of their limited ability to improve their service offering, service providers often have trouble competing with new organizations that provide similar services.

It does not matter whether the service provider is the IT department of a larger organization, or a company which core business is the provision of ICT services. Both types of organizations need to provide advanced functionality at a competitive service level and price.

By implementing and integrating the Alignability™ processes, service providers can shift their focus from keeping their current services up and running to improving their service offering.

This shift from day-to-day support towards improvement is imperative if a service provider wants to continue to meet the ever-changing requirements of its customers.

Alignability™ - History

History	

It all started in 1998 when two seasoned service management consultants incorporated Service Management Partners (SMP). They combined TQM principles with ITIL® modules to form a process model for service provider organizations. Each of the model's processes was documented in great detail. Thus, the model and the underlying process definitions became the standards that SMP offered to use to speed up service management implementations for would-be customers.

These standards were used during SMP's first engagement. The customer liked the processes, but required numerous changes. After this engagement, SMP reviewed the changes that were made, and decided to update its standard process definitions with all changes that were likely to benefit future customers.

The updated standards were used as a starting point for the next engagement. Again, the customer wanted to change the processes, but not as much as the first customer. Having completed the second implementation project, the requested changes were reviewed. A few were found to be customer-specific, but the rest was incorporated in the standards.

It went on like this, until one evening in 1999 at an airport in Spain. There the idea was born to convert the standards to the HTML format. This would provide much faster access to the detailed work instructions than the documents were able to offer.

In March 2001, version 1.0 was made available on the internet under the name Alignability™. It was published there for potential customers to review the processes and the approach before they contracted SMP.

HP OpenView Service Desk 4.0 was released towards the end of 2001. This was the first service management product that was capable of supporting the entire Alignability™ Process Model without a huge customization effort. Version 1.2 of the model was released in June 2002. This version included several minor adjustments to ensure an optimum fit between the Alignability™ Process Model and HP OpenView Service Desk. More can be read about this in the section "Alignability™ and HP OpenView Service Desk".

2002 was also the year in which the first partner organizations started to use the Alignability™ Process Model. It helped them guide their customers through their service management implementation projects. Please refer to the "Implementation" section for more information about implementing the Alignability™ Process Model.

Version 1.4 was released in February 2003. It was the first release that included a set of configuration files for HP OpenView Service Desk. These files contain thousands of system settings that are used to automatically configure the application for the support of the Alignability™ processes.

The Availability and Capacity Management processes were added in version 2.0 of the model. This version was launched on June 17, 2003 at the OpenView Forum in Chicago.

May 2004 was the month in which version 2.1 was released. In that same month, the Alignability™ Process Model became an HP OpenView Authorized Product. The Alarm Management process was added in this version and the model was split into two modules. These modules are now called the "Service Support" module and the "Service Delivery" module.

The Continuity Management process was added in version 3.0, which was released in September 2004. This version was not scheduled for release until late 2004, but the worldwide concern for terrorist attacks resulted in such strong demand for the Continuity Management process that its release was brought forward.

Immediately after the release of version 3.0, the preparations started for the presentation of the model at the annual itSMF conference in the U.S.A. As part of the preparations, an small survey was conducted among the Alignability™ partners.

They were asked whether they thought their customers would prefer a strict usage of the ITIL® terminology in the model, or whether they preferred the version 3.0 Alignability™ terminology. The response was unanimously in favor of the ITIL® terminology. This resulted in the development of version 3.1. The release of this version marked the start of a long-term commitment that links the maintenance of the Alignability™ Process Model directly to the evolution of the ITIL® methodology. This allows customers to invest in standard ITIL® education for their staff, knowing that the ITIL® teachings can be put directly into practice with the Alignability™ Process Model.

Version 3.2 was released in February 2005 and included, along with many minor improvements, a rewrite of the Service Level Management process.

The procedures of the Address Book Management process were added to the Configuration and Service Level Management processes in Version 4.0, which was released in June 2005. This marked the end of the Address Book Management process. At the same time, the Release Management process was introduced. This process was added following a very positive experience in a company that had already implemented the Alignability™ Process Model, but was struggling with a number of change requests which its run and support budget could not, and was not meant to, cover.

Over time, numerous organizations have contributed their ideas and experience to the Alignability™ Process Model. SMP would hereby like to thank them for their creativity. SMP now concentrates on the continuous improvement of the Alignability™ Process Model and assisting the Alignability™ partners with the deployment of the model all over the globe.

Alignability™ - Product

The Alignability™ Product	
Apart from the detailed process definitions, the Service Support module of the Alignability™ Process Model comes with everything to complete a successful service management implementation in a sharply reduced timeframe. Everything is included, from implementation plans and an awareness game, to a set of files to automatically configure HP OpenView Service Desk. The customization manual and the original Visio drawings are also included to ensure that the Alignability™ Process Model can evolve over time with the service provider organization.	
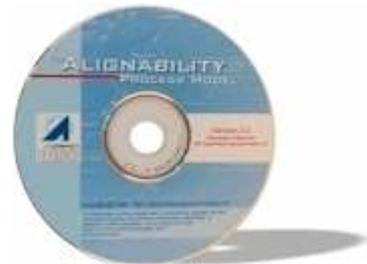
Service Support Module

Below, a list is provided of all the material that comes with a license for the Service Support module of the Alignability™ Process Model:
 	
      the intranet version of the Alignability™ Process Model with the following processes:
 	
            Configuration Management

Alarm Management

Incident Management

Problem Management

Change Management

Release Management

the Standard Alignability™ Implementation project plan

the 30-Day Alignability™ Implementation project plan

the Alignability™ Customization Manual

the original Microsoft Word process documents

the original Microsoft Visio drawings of the processes and procedures

the ITIL® Game material for delivering the awareness sessions

the Service Management Overview presentation

the Role Assignment presentation

the Configuration Item Information Collection Template

the Service Level Management Information Collection Template

the training material for delivering the role-specific training courses

the Alignability™ configuration files for HP OpenView Service Desk

the configuration documentation for HP OpenView Service Desk

Service Delivery Module

A license for the Service Delivery module of the Alignability™ Process Model provides access to the following material:

the intranet version of the Alignability™ Process Model with the following processes:

Service Level Management

Availability Management

Capacity Management

Continuity Management

the catalog item template

the service level agreement template

the continuity risk assessment scorecard

the continuity manual template

the continuity plan template

the situation assessment checklist template

Alignability™ - Industries

Support for Different Industries

The Alignability™ Process Model has already been implemented successfully in over 30 countries. It has proven its capability to support many different industries and organizational environments, including:

Aviation

Corporate Management

Finance

Government

Health Care

Higher Education

Information Technology Outsourcing

Internet and Application Service Provision

Manufacturing

Military

Publishing

Research & Development

Sales & Marketing

Transportation and Logistics

The relevance of the Alignability™ Process Model to all these industries and organizational environments is attributed to the fact that service provision can be regarded as an industry in itself. The management principles that apply to the provision of ICT services are the same regardless of who uses the services. The principles always remain the same, even though the level of service that customers require can vary widely.

Alignability™ - HP OpenView Service Desk

HP OpenView Service Desk

HP OpenView Service Desk 4.0 was the first service management application that could be configured to support the Alignability™ processes without embarking on a major customization project. HP OpenView Service Desk 4.0 was released towards the end of 2001 when Service Management Partners had just started a review of the leading service management products. The results of this review are summarized in the articles at the end of this section.

After this review, the decision was made to release each next version of the Alignability™ Process Model with a set of configuration files for HP OpenView Service Desk. These files contain thousands of system settings that can be loaded into an empty database to configure the HP OpenView Service Desk application for the support of the Alignability™ processes. This reduces the configuration effort required for the HP OpenView Service Desk application from a minimum of two weeks to less than an hour.

The work instructions within the Alignability™ Process Model have also been adapted for the HP OpenView Service Desk application. They explain in detail how the functionality of this tool is to be used when completing the different steps of the procedures.

The Alignability™ Process Model became an HP OpenView Authorized Product in May 2004.

Alignability™ - ITIL®

IT Infrastructure Library

Many service provider organizations have turned to the IT Infrastructure Library (ITIL®) for guidance to help them deliver and support their services. Although ITIL® provides useful guidelines, it does not actually provide the service management processes. Service providers are still expected to define the processes themselves. They normally do this with the help of consultants.

The service management processes alone are not enough, however. The people who are expected to follow the processes also require detailed work instructions behind the processes.

Lastly, although ITIL® does provide some guidelines for service management applications, it (rightfully) does not provide the tool settings. This means that after a service provider organization has defined its service management processes, it still needs to find an application to support these processes. Today, nearly all service management applications claim to support ITIL® and work out-of-the-box, but in reality it normally takes between 2 weeks and 4 months to configure a service management application so that it can support the processes that a service provider organization has defined.

Bridging the gap between ITIL® and a supporting application

The ITIL® guidelines, along with a healthy dose of common sense, were used to define the Alignability™ processes. The Alignability™ Process Model also provides detailed procedures and work instructions for the people who are expected to follow the processes. This eliminates the need for service provider organizations to work through the ITIL® guidelines to define their service management processes. It saves a service provider organization approximately one month per process that is to be defined.

The Alignability™ Process Model also comes with a completely configured database for HP OpenView Service Desk. These tool settings (1000s of them) ensure that the HP OpenView Service Desk application provides optimum support for the Alignability™ processes. They allow the service provider organizations to get started without first having to configure a service management application.

This is how the Alignability™ Process Model can take a service provider organization from the ITIL® theory to a fully configured service management application for the support of the service management processes.
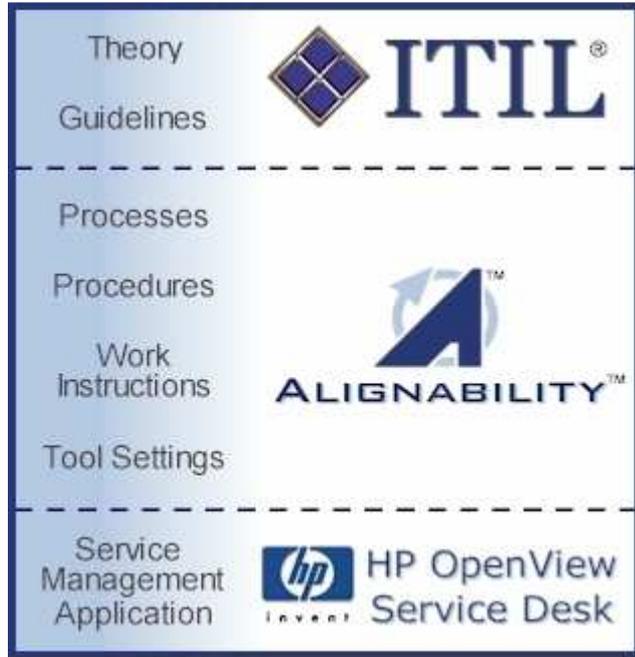
Alignability™ - TQM

Total Quality Management

Total Quality Management (TQM) was developed in the mid 1940s by Dr. W. Edward Deming. TQM makes extensive use of the Shewhart Cycle. This cycle was developed by Dr. Walter A. Shewhart as part of his work on statistical control of industrial processes at Bell Telephone Laboratories. TQM was later adapted for office processes by Deming's friend William E. Conway. Mr. Conway, who was the CEO of Nashua Corporation, also made good use of the Shewhart Cycle for continuous improvement.

The Shewhart Cycle forms the basis for the Alignability™ Process Model. This makes continuous improvement intrinsic to the Alignability™ Process Model. The way the Alignability™ Process Model helps service provider organizations to continuously improve their Alignability™ is described below.

Continuous Improvement

The first step towards achieving improved Alignability™ is to take firm control of the infrastructure by implementing the Configuration Management process. The configuration management database (CMDB) provides an accurate and complete view of the IT infrastructure.

Next, use the information that is registered within the Incident Management process about service disruptions to identify problems. This is done within the Problem Management process where structural solutions are also proposed to eliminate the identified problems.

The proposed structural solutions are, in turn, implemented by Change Management after which the CMDB is

updated.

The updated CMDB reflects the new, more stable, environment that ensures a reduced number of service disruptions.

This completes the continuous improvement cycle that is intrinsic to the Alignability™ Process Model. The result of continuously stabilizing the infrastructure (i.e. the reduced number of service disruptions) allows specialists to focus more on implementing changes that were requested by customer representatives within the Service Level Management process. These changes should deliver a service offering that is better aligned with the current requirements of the customers.

Alignability™ - Measurement

Measuring Alignability™

The Alignability™ (A) of a service provider organization can be calculated by taking the amount of time its specialists spent adding new, and improving existing, services over a given period of time (I) and dividing this number by the total amount of time that the specialists worked during that same period (T).

$$A = \frac{I}{T}$$

It is often easier, however, to determine what the amount of time was that the specialists spent on the support of the existing services (i.e. the time spent to maintain the status quo), than it is to find out what the amount was that they spent adding and improving services. Fortunately, the time that the specialists spent adding and improving services can be calculated simply by taking the difference between the total amount of time they worked and the time they spent supporting the existing services (S).

Hence, it is also possible to calculate the service provider organization's Alignability™ (A) by subtracting S from T and dividing the result by T.

$$A = \frac{T - S}{T}$$

Alignability™ - Improvement

Feedback

Suggestions for the improvement of the Alignability™ Process Model and related material are always more than welcome. If you have a suggestion, even if it is just a small spelling mistake, please let us know by e-mailing your suggestion to:

info@alignability.com

All suggestions are treated seriously and you will receive a response within one business day.

Terms

Please do not send confidential or proprietary material or information to this e-mail address. Any material or information that you send to this e-mail address will be considered non-confidential and non-proprietary.

Service Management Partners, Inc. (SMP) will have no obligations with respect to material and/or information that is sent to this e-mail address. SMP will be free to copy, disclose, distribute, incorporate, and otherwise use the material and/or information that is sent to this e-mail address for any and all commercial or non-commercial purposes.

Implementation

The Alignability™ Process Model is primarily used to reduce the time
it takes to improve the existing service management processes of an organization.
The product comes with two implementation plans. Each plan ensures the
success of the implementation. Before organizations start, they choose the plan
that best meets their needs. The two plans are presented below, along with the
specific benefits that they offer.

Standard Alignability™ Implementation

The standard implementation starts with a detailed review of the service support processes and allows for the customization of these processes as part of the implementation. The customization also includes the adjustment of the supporting HP OpenView Service Desk settings. Even though the standard implementation does not differ much from a conventional service management implementation, it still saves organizations typically between 3 and 5 months. This is because the process model and the HP OpenView Service Desk settings allow organizations to start from a complete working example.

Phase	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12
I		Process Review & Definition of Customization Requirements										
II				Preparation								
III		Approval		Software Installation - Server					Client			
IV					Customization							
V								Database Population				
VI								Awareness				
VII										Training		
VIII												Go Live

30-Day Alignability™ Implementation

A service provider organization that employs between 20 and 80 people at a single site (e.g. the IT department of a medium-sized organization) can also choose to use the Service Support module of the Alignability™ Process Model to establish a solid service management foundation in just 30 workdays. The organization will then use the processes and supporting HP OpenView Service desk configuration without customization. This eliminates the risk of not reaching consensus on the processes or not being able to customize the configuration of the application to support the processes that have been agreed on. With these two risks removed, it is possible to guarantee the success of a 30-day implementation.

Phase	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
I	Preparation					
II	Software Installation - Server			Client		
III		Database Population				
IV		Awareness				
V			Training			
VI						Go Live

After 30 days, the organization will be using the field-proven Alignability™ processes supported by a fully configured HP Open-View Service Desk application.

Benefits of Both Plans

Because the service provider does not need to re-invent the service management wheel, the focus of the implementation is on providing awareness and training to the employees and long-term contractors. This is done to prepare them for the change. It is the most important aspect of any service management implementation. It is also an aspect that organizations are often not able to spend enough time on because they have lost too much time on the definition of the processes and the configuration of the service management application.

The Alignability™ Process Model comes with everything necessary to successfully complete an implementation of the service support processes. For a description of the product, please review "The Alignability™ Product" section.

The Alignability™ Process Model is sold and implemented, along with the supporting HP OpenView Service

Desk software, by partner organizations. Go to the "Partners" section to find an Alignability™ partner near you.

Training

Two training courses are available for organizations that are still evaluating, or that have already decided to implement, the Alignability™ Process Model. These courses have been listed in the table below. Click on a course title to review its details.

Training Courses	
ITIL® Game The ITIL® Game is intended for management teams of organizations that want to gain a common understanding of the benefits that service management processes can bring to their organization. Alignability™ Implementation Training The Alignability™ Implementation Training is intended for project teams that will be responsible for the implementation of the Alignability™ Process Model within their organization.	

For more information about these courses, please contact the Alignability™ partner nearest to you, or send an e-mail to info@alignability.com. Your e-mail will be answered within one business day.

ITIL® Game

Objective	

The objective of the ITIL® Game is to allow participants to experience the benefits of the ITIL® processes for the support and delivery of IT services. The participants will be using a set of field-proven ITIL-based processes to complete the game, as well as a fully configured service management application. At the end of the day, the participants will share a common understanding of ITIL® and what it can do for their organization.

To achieve this, the following topics are covered during the ITIL® Game:

A brief history of ITIL® – what it is and what it is not

The executive overview of service management processes and the links between them

Using the Alignability™ Process Model

Using the HP OpenView Service Desk application

The outline of the case that will be used for the exercise

The game – the completion of a continuous improvement cycle using ITIL-based processes and a supporting service management application

Case Description	

During the ITIL® Game, the participants will assume a role within the IT department of an imaginary organization called "Invention, Inc". The objective of the game is to apply

the service management processes to improve the level of service, while reducing the time spent on support.

Nearly 500 employees work within the Invention, Inc. organization to produce an imaginary product called a "widget".

The Invention Inc. company occupies 3 buildings and consists of a headquarters organization, a research & development facility, a factory and an IT department.

The IT department employs a total of 29 people spread over nine groups. Together, these people are responsible for the support and delivery of more than 15 services that the business needs to produce and sell widgets. The service infrastructures are made up of roughly one thousand configuration items including a mainframe, Unix and Windows servers, workstations, wireless PDAs, databases, applications and software licenses.

Duration

The ITIL® Game takes one day to complete. The game has been designed to minimize the time that the participants need to invest to acquire a comprehensive understanding of how ITIL® can deliver tangible benefits to their organization.

Participants

The ITIL® Game is intended for management teams of organizations that are planning to implement (or upgrade their existing) service management processes. The minimum number of participants to the ITIL® Game is four people and the maximum is limited to eight people.

To ensure that the participants will be able to benefit from the ITIL® Game, they need to be familiar with the use of Windows applications.

Download

ITIL® Game Description

The detailed description of the ITIL® Game has been published in Portable Document Format so that it can be opened and printed with Acrobat Reader from Adobe. If this application has not been installed on your workstation, you can download it by clicking on the following button.

Ordering

To order an ITIL® Game session, please go to the "Partners" section to find the contact details of an Alignability™ partner near you. Alternatively, send an e-mail to info@alignability.com. Your e-mail will be answered within one business day.

Alignability™ Implementation Training

Objective

The objective of the Alignability™ Implementation Training is to ensure that the participants are capable of planning and delivering a service management implementation project based on the combination of the Alignability™ Process Model and the HP OpenView Service Desk application.

To achieve this, the following topics are covered during the training:

- The objective of Alignability™
  Using the Alignability™ Process Model
  The advantages of the Alignability™ Process Model
  Review of the Alignability™ processes
  Alignability™ implementation project planning
  Delivering service management awareness sessions
  Customizing the Alignability™ Process Model

Duration

The Alignability™ Implementation Training lasts two days. The training has been designed to minimize the duration of the training, whilst maximizing the knowledge transfer from the trainer to the participants.

Participants

The maximum number of attendees to the training is limited to twelve people, due to the large amount of information that needs to be transferred within the two training days.

To ensure that the trainees will be able to benefit from the training, they need to be familiar with the basic concepts of service management, as well as being able to configure the HP OpenView Service Desk application.

Download

Alignability™ Implementation Training Description

The detailed description of the Alignability™ Implementation Training has been published in Portable Document Format so that it can be opened and printed with Acrobat Reader from Adobe. If this application has not been installed on your workstation, you can download it by clicking on the following button.

Ordering	

To order an Alignability™ Implementation Training session, please go to the "Partners" section to find the contact details of an Alignability™ partner near you. Alternatively, send an e-mail to info@alignability.com. Your e-mail will be answered within one business day.

Partners

The Alignability™ Process Model is sold, along with the supporting HP OpenView Service Desk software, by partner organizations. Alignability™ partners are available in the countries listed below.

Click on a country to obtain the contact details of the partner(s) in that country.

Countries	

Austria	Lithuania
Belgium	Luxembourg
Canada	Netherlands
Denmark	Norway
Estonia	Russia
Germany	Sweden
India	Switzerland
Jordan	United Kingdom
Latvia	United States of America

If the desired country is not listed, choose the nearest country, or send an e-mail to info@alignability.com for assistance. Your e-mail will be answered within one business day.

Testimonials

Below, a few organizations have been listed that chose the Alignability™ Process Model to help them manage their information and communication technology services.

These organizations have all contributed ideas to the Alignability™ Process Model. Their combined experience and creativity has led to numerous improvements of the Alignability™ Process Model from which other organizations will benefit.

Organization	Testimonial	
AVAYA communication	"With the field-proven Alignability Process Model, we knew the processes we were going to get even before the service management implementation project started. This reduced the risk of project delays due to process	

	definition issues. "In addition, we knew that the processes were fully supported by HP OpenView Service Desk. This completely eliminated the risk of ending up with processes that might be good theoretically, but that cannot be fully supported by a service management application." Dr. Jean-Philippe Draye System Architect Manager IT Enterprise Architecture Group Avaya Service management was implemented at Avaya by Service Management Partners.
	"Having had the experience of implementing some of the service management processes the conventional way, we immediately recognized the benefits of the Alignability Process Model when we saw it. Rather than continuing with the definition of the remaining processes, we managed to save a lot of time by starting over again with the Alignability Process Model." Krissi Rouquie Director, Enterprise Applications ChoicePoint Service management was implemented at ChoicePoint by Service Management Partners.
	"We have successfully introduced 5 core ITSM processes (Incident, Problem, Configuration, Change and Service Level Management) in only 10 weeks. The solution from Siemens Business Services, based on HP OpenView Service Desk and the Alignability Process Model, provided us with the fastest possible implementation time and best ITIL / ITSM process experience." Geert Monserez Co-Department Manager Information Systems Department and Jan Wildemauwe Co-Department Manager Information Systems Department Daikin Europe N.V. Service management was implemented at Daikin by Siemens Business Services.
	"The Alignability Process Model, with its pre-configured Service Desk database, made all the difference. It effectively allowed us to skip the process definition phase, as well as the tool configuration phase, of our service management implementation." Sheila Krishnan Project Manager Internet & Infrastructure Platforms (IIP) Hewlett-Packard

	Service management was implemented at Hewlett-Packard IIP by Service Management Partners.
	"We know that having great people and great technology is not enough to make a great service provider. You need great processes as well. This is even more true when your business is growing as fast as ours. "So, we got our people trained in ITIL and armed with this ITIL knowledge we started to plan our service management implementation. At that point we were fortunate to be introduced to the Alignability Process Model, which did not just provide the high-quality processes we desired, it also helped to significantly reduce the duration and cost of the implementation." Mark Christie Director ioko Service management was implemented at ioko by Partners in IT.
	"Our organization wanted to standardize on ITIL-based processes globally. The Alignability Process Model provided us the missing link between the ITIL guidelines and practical, detailed, and intuitive process definitions." Diego De Coen Global Customer Support Lead Information Technology JT International The JT International service management implementation project was managed by Deloitte Consulting.
	"It was the ideal solution. Following ITIL best practice and a circle of improvement, the model provides a pro-active approach to the way we deliver our services." Neil Martin Networks Manager Data and Voice Manchester Airport Service management was implemented at Manchester Airport by Partners in IT.
	"The implementation of service management processes and tools based only on general ITIL guidelines is a very time-consuming project that often fails. MicroLink's consultants successfully implemented the combined Alignability/Service Desk solution for the MicroLink service provider organizations in Estonia, Latvia and Lithuania. The consultants were so pleased with the Alignability Process Model, that MicroLink has decided to offer this solution to its customers." Avo Raup Chief Information Officer

	MicroLink

Supporting Tools

The table below lists the software tools that are recommended for the support of the processes described in the Alignability™ Process Model. Click on the logo of the company that developed the software to access its web site.

Company	Product Description	
	HP OpenView Service Desk The Alignability™ Process Model comes with a set of files that automatically configures HP OpenView Service Desk to support the Alignability™ processes. HP OpenView Service Desk is the only IT service management application that can be configured automatically to support the Alignability™ Process Model. HP OpenView Service Desk product brochure	
	Westbury Service Request Manager For the efficient handling of repetitive requests, the Alignability™ Process Model suggests the use of web request forms in the Incident Management process. The Westbury Service Request Manager makes it simple to generate and maintain the web request forms. The use of web request forms is strongly recommended, not just because users are served more quickly, but because it represents a significant reduction in the workload of the organization's service desk(s). The Westbury Service Request Manager is fully integrated with HP OpenView Service Desk. Westbury Service Request Manager product brochure	
	Westbury Report Manager The Westbury Report Manager is an out-of-the-box solution for the generation of complex reports from the data stored in the HP OpenView Service Desk database. This Business Objects-based solution has been developed exclusively for use with HP OpenView Service Desk. Westbury maintains a special set of Business Objects universes for customers of the Alignability™ Process Model. These universes are fully aligned with the terminology used in the Alignability™ Process Model. Westbury Report Manager product brochure	

Westbury Dashboard Manager

The Westbury Dashboard Manager enables tracking of process performance using the KPIs that have been selected for each process. It presents the information in such a way that trends of one department can be compared with those of another, or against its goals or forecasts. The tool uses indexes to ensure that this information can be digested at a glance, allowing management to allocate the available resources in a way that optimizes their contribution to the organization's success.

This is the perfect starting point for organizations that want to exert tighter IT controls as part of their process improvement program or Control Objectives for IT (CobiT) implementation, or for their Sarbanes Oxley compliancy.

The KPIs proposed in the Alignability™ Process Model are included out-of-the-box, as well as the integration with the HP OpenView Service Desk application.

[Westbury Dashboard Manager product brochure](#)

Inventory Consolidation Manager

The Inventory Consolidation Manager (ICM) helps organizations import configuration management information from multiple sources into the HP OpenView Service Desk CMDB. This can substantially reduce the time needed for the initial population of an organization's CMDB. More important, the ICM can be used to maintain the CMDB information in a controlled fashion when network and system management tools have been deployed to automatically discover configuration management data.

[Inventory Consolidation Manager product brochure](#)

For more information about the supporting tools, please contact the Alignability™ partner nearest to you, or send an e-mail to info@alignability.com. Your e-mail will be answered within one business day.