Accelerated Service Mapping

Expertise

ConfigureTek is a full-service technology provider empowering IT Operations organizations with the efficiency, stability, and top performance in the delivery of business services in **weeks** instead of years.

CMDB Population　　**Service Mapping**　　**Asset Management**　　**Event Management**　**Service Management**

Implementations, QuickStarts, Assessments, Staffing

# Accelerated Service Mapping using our Factory Approach

ITOM QuickStart™

✓ SERVICE MAPPING FACTORY™
✓ AUTO DISCOVERY
✓ CONFIGURATION MANAGEMENT
✓ EVENT MANAGEMENT
✓ DATA INTEGRATION
✓ REPORTING & DASHBOARDS
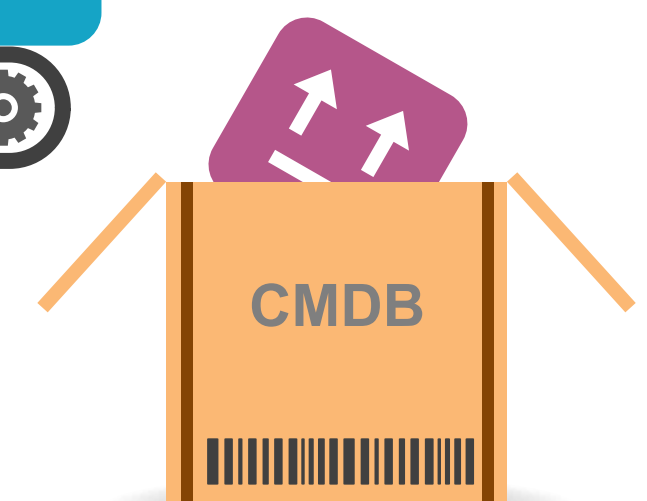
FOUNDATION

Service Mapping Factory™

- Document & map technology services
- Inventory infrastructure and applications
- Quickly triage and remediate events
- Report and track change history across environments
- Compliance tracking and reporting
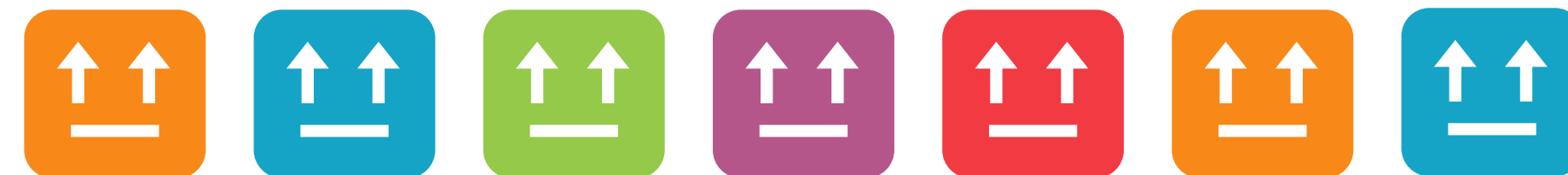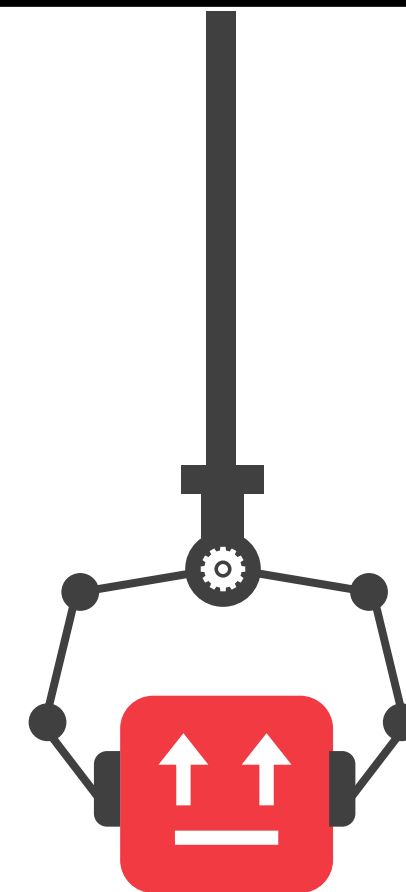
A repeatable proven process developed by ConfigureTek based on hundreds of successful implementations.

CMDB

Service Mapping Lifecycle

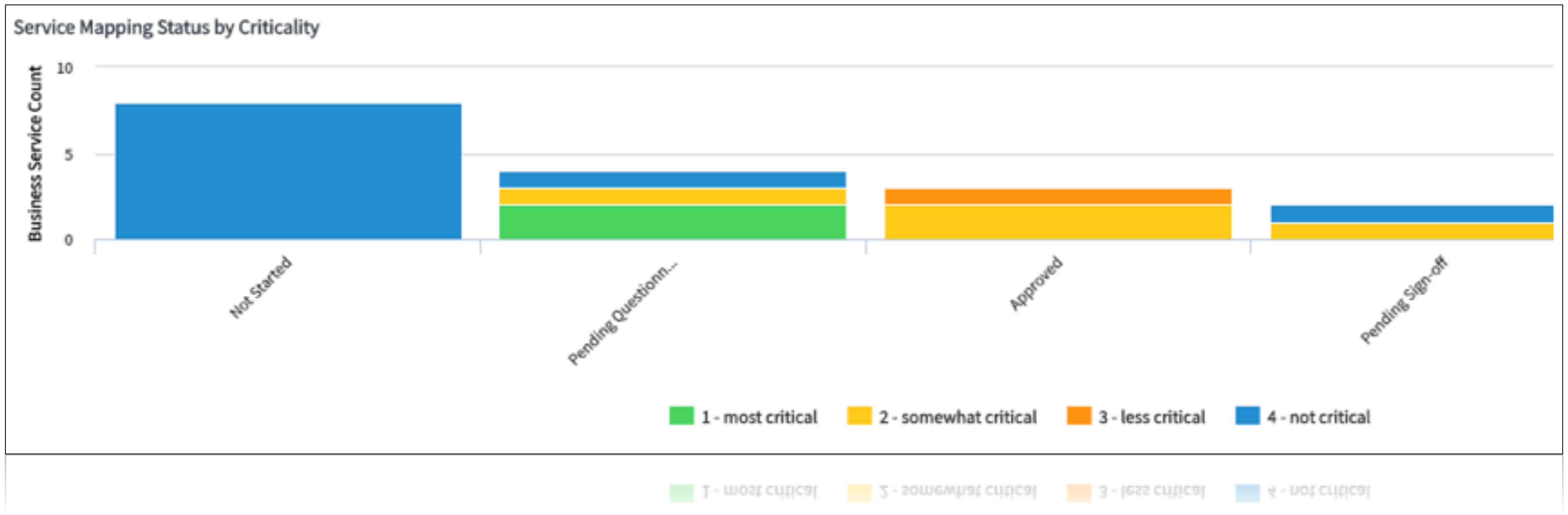| Pending Questionnaire | Questionnaire Received | Mapping in Progress | Pending Sign-off | Approved | Not Approved | Retired |

Workflow Automation
Task automation to progress through the lifecycle

Bottleneck Resolution
Automated bottleneck resolution and escalation algorithm

Task Assignment
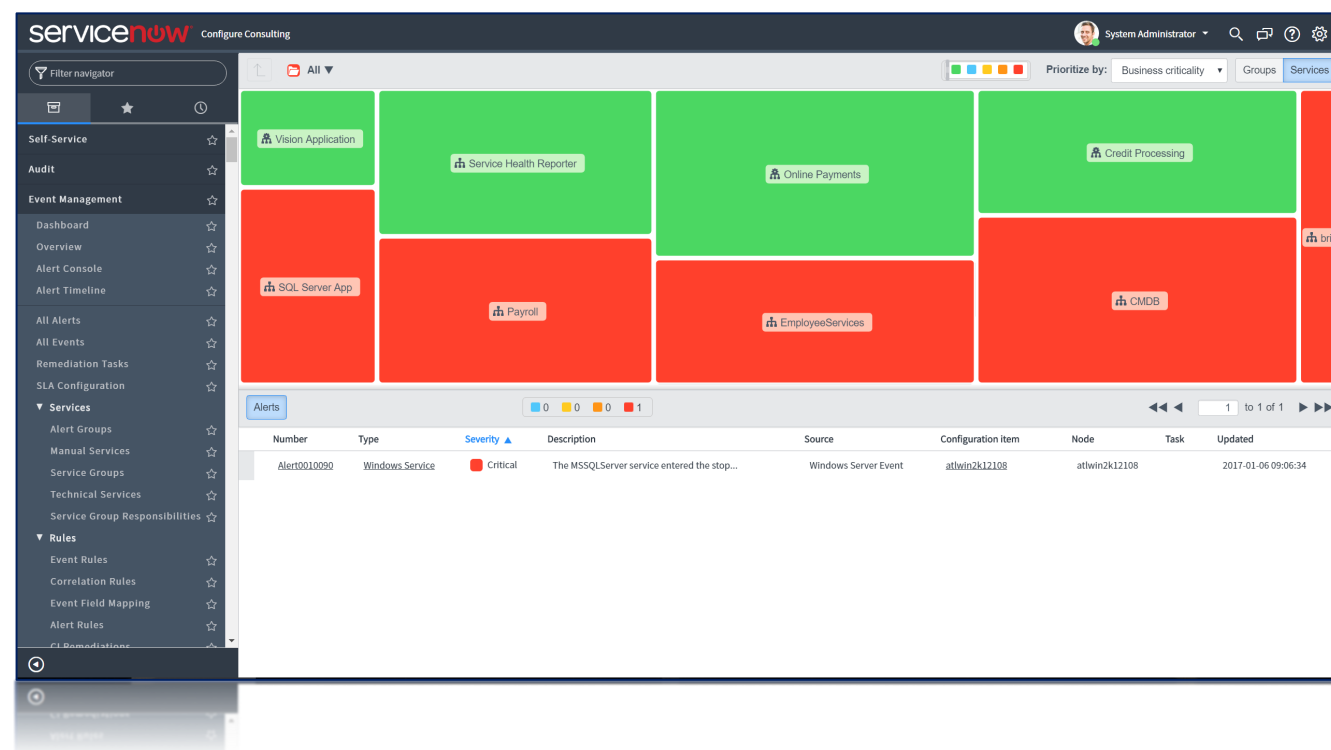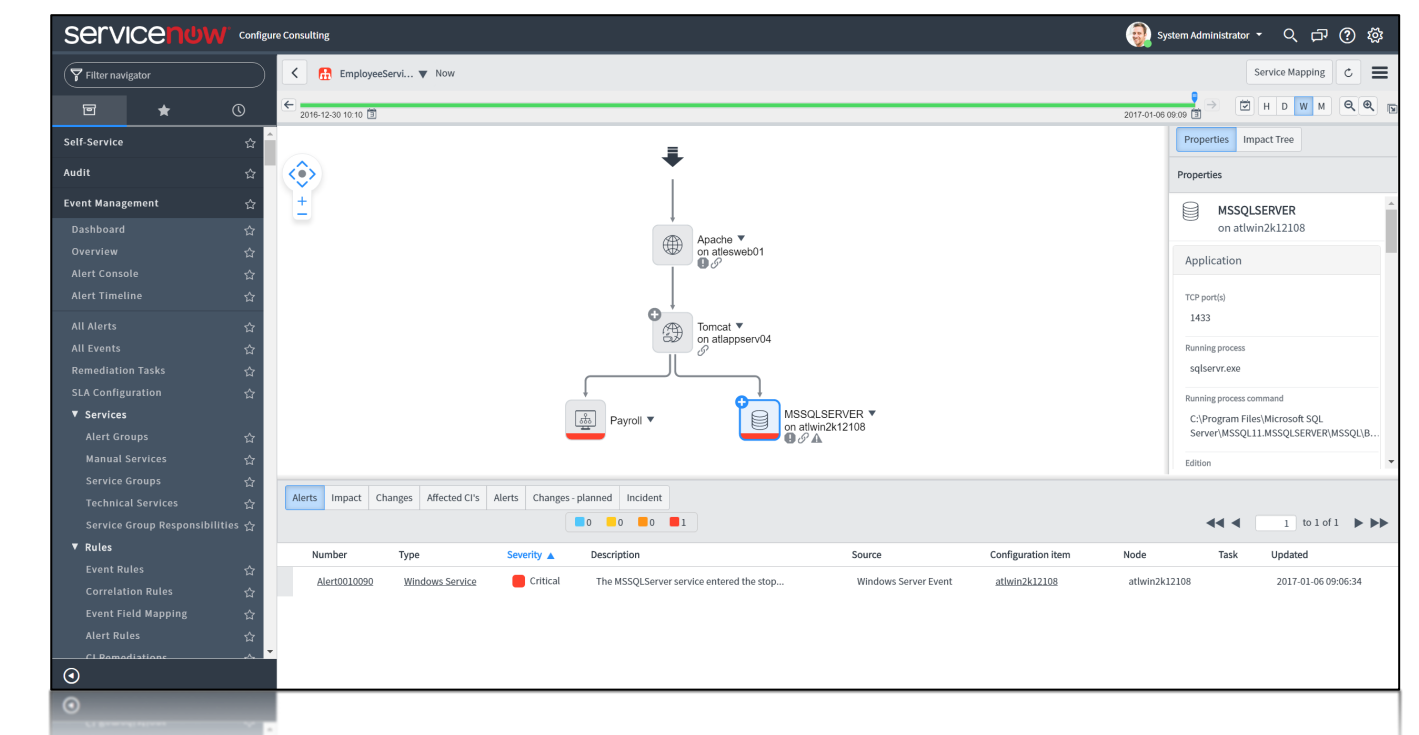Automatic task assignment to SMEs and app owners

Service Mapping Status by Criticality

Business Service Count

10

5

0

Not Started · Pending Questionn... · Approved · Pending Sign-off

■ 1 - most critical ■ 2 - somewhat critical ■ 3 - less critical ■ 4 - not critical

Service Mapping Foundation

01 ❯ REACTIVE

- ✓ Consolidated events dashboard
- ✓ Event sources integrated
- ✓ Automatic alert & incident creation
- ✓ Rapid triage
- ✓ Remediation

02 ❯ FOUNDATION

- ✓ Service Mapping targeted discovery
- ✓ Auto Discovery ▬ infrastructure & apps
- ✓ Automatic inventory & Asset Management
- ✓ Infrastructure reporting
- ✓ Business & technology services reporting

03 ❯ PROACTIVE

- ✓ Change Planning
- ✓ Predictive Impact Analysis
- ✓ Unplanned change tracking
- ✓ Change in context of Service Maps
- ✓ Post-Implementation Analysis

Implementation Accelerators

Lifecycle

Service Mapping lifecycle tracking, a proven and repeatable methodology for tracking your organization's service mapping lifecycle.

Questionnaire

Automated SME questionnaire distribution, pre-created in-tool questionnaires enabling your service and app mapping project.
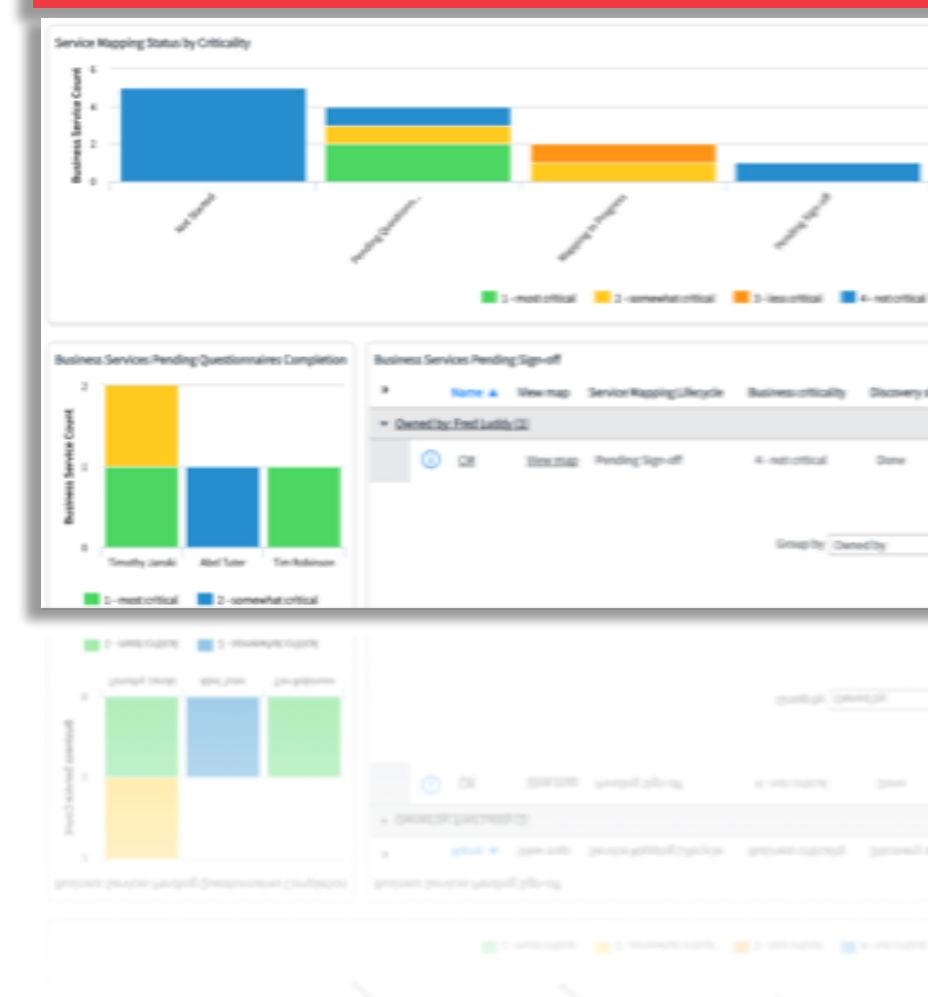
Attestation

Attestation execution, pre-configured SME validation and verification workflow for service mapping projects.

Dashboard

Premium dashboards, track and visualize your organization's service mapping progress.

Reporting

Real-time reports, track and visualize completed and pending attestation to accelerate service mapping.
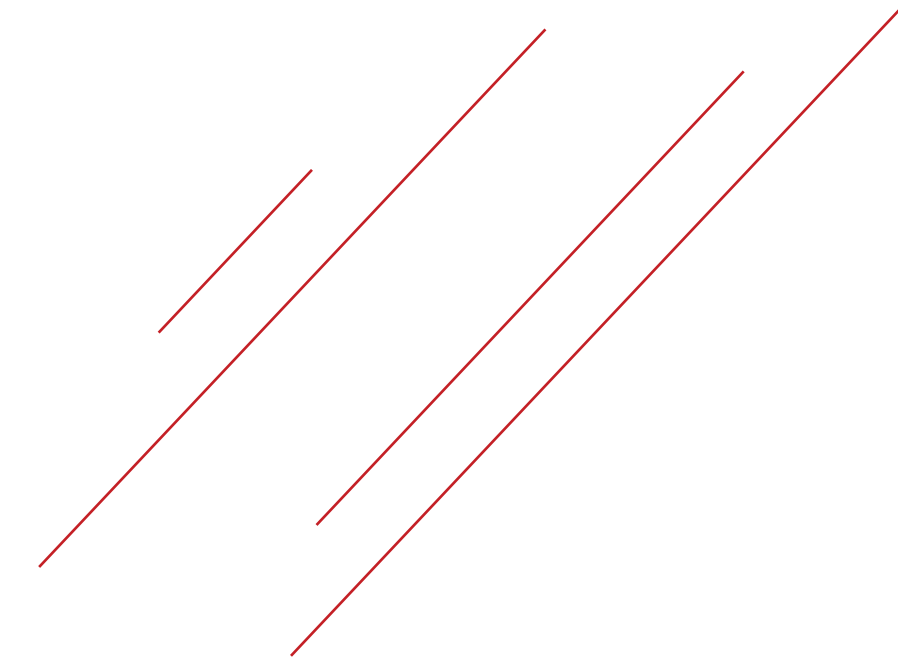
Pre-Configured Collateral

Pre-engagement checklists, questionnaires, best practices docs, dashboards, pre-packaged modules, reports, and more.

AWARD WINNER
Solution Growth Partner

Questions?

Contact Us Today

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Schedule a Demo
www.configuretek.com/demo-request