



VMware® Service Manager

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BROCHURE

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VMware Service Manager is a comprehensive ITIL based solution for IT organizations seeking to deliver service excellence as they transition from physical to virtual.

The VMware Service Manager Advantage

Reducing the cost of physical infrastructure, improved operational efficiency and customer responsiveness are all benefits that come with properly managed virtualization adoption. However, the rapid adoption of virtualization has also seen the emergence of new management challenges as organisations struggle to control the complexity and abstraction that virtualization technology introduces. As a result, an increasing number of IT organizations are looking to the much needed transition from a technology-centric model to a service-delivery focused approach to provide the visibility and control required to manage their operation as they adopt virtualization.

Leveraging an open and configurable platform and intelligent automation, the VMware Service Manager solution enables IT organizations to deliver service excellence in this dynamic new environment with predictive Problem resolution, real-time collaborative Knowledge Management, easy-to-use workflows, seamless integration with existing infrastructure and a powerful federated CMDB.

The key advantages to VMware Service Manager solution include:

- **Rapid ITIL Deployment**

Using pre-integrated processes in a unified single product, VMware Service Manager central web architecture ensures rapid and centralized installation to allow you to successfully deploy your ITIL solution in weeks not months.

- **Flexibility and Configurability**

VMware Service Manager's easy to use, graphical workflow Modeller and flexible screen designer ensure users can easily map the most complex of business processes to ensure richness of functionality without compromising ease-of-configuration.

- **End-to-end Automation**

From an Incident and Problem creation to proactive analysis, provisioning, credentialing updates, finance system updates and an easy to create and maintain CMDB, VMware Service Manager allows users to take advantage of intelligent automation, from business users to underlying infrastructure management.

- **A Global Team of Experts**

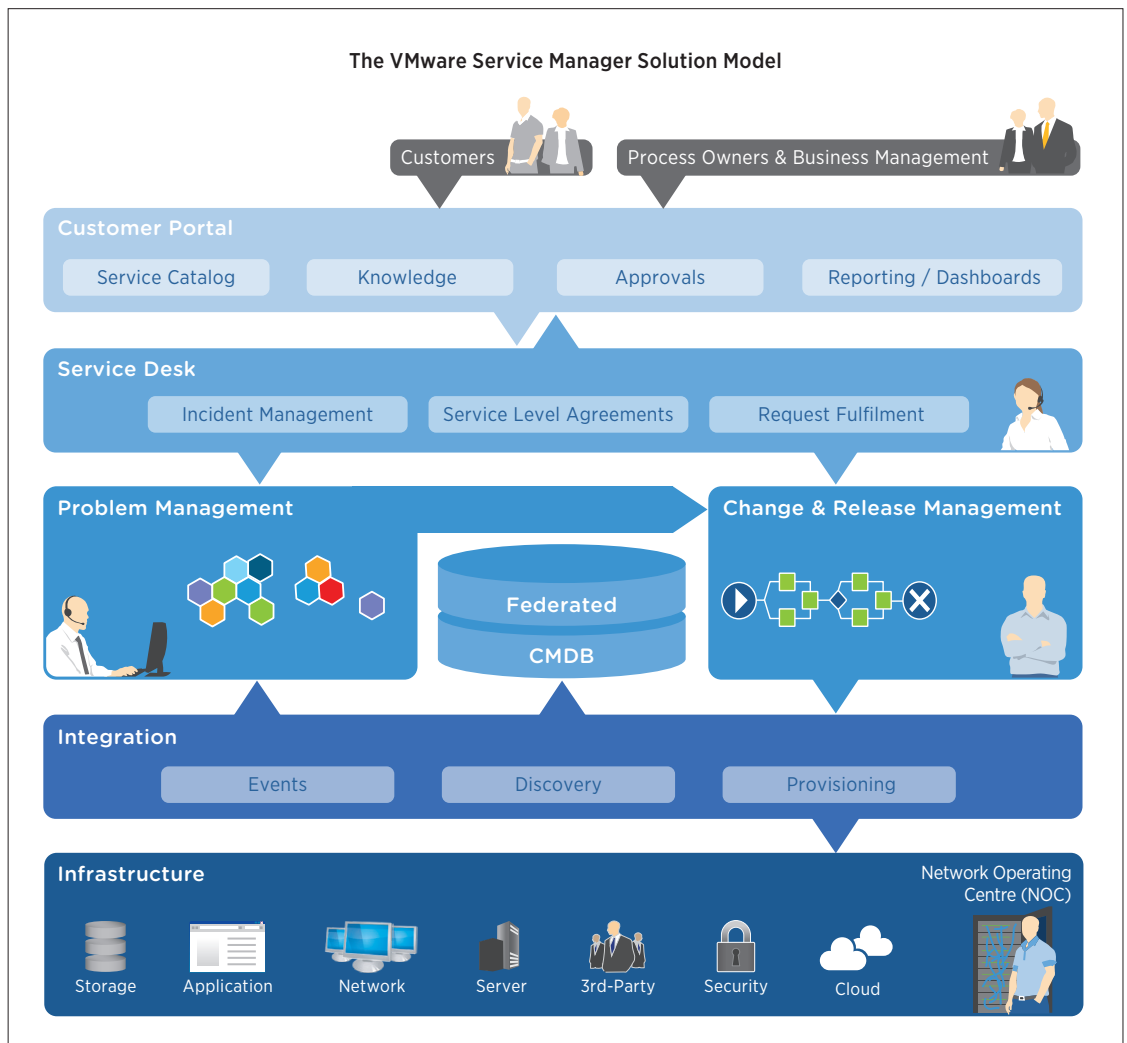
Service Manager has over 20 years experience providing successful IT Service Management solutions in global enterprises across an international client base and is supported by a highly skilled global network of expert ITSM consultants and 24x7 premier support.

Rapid ITIL Deployment

VMware's Service Manager solution delivers comprehensive functionality (as verified by PINKVERIFY) for all major ITIL processes including: Incident, Request Fulfilment, Problem, Service Level, Knowledge, Change, Release, Deployment, Service Configuration & Asset and Availability Management. VMware Service Manager further supports an ITIL best practice approach through the support of an integrated Service Catalog and a powerful federated CMDB.

All ITIL processes supported by VMware Service Manager interact with each other out-of-the-box, removing the integration burden that can too often accompany IT Service automation solutions, allowing you to quickly get started, or rapidly expand and mature your IT Service Management practice as your needs evolve.

To further support the rapid deployment of your solution, VMware Service Manager is a web-based solution, architected to deliver high-performance over Wide Area Networks (WAN). This allows you to centrally deploy the foundational software, workflow processes and screens, to ensure they are immediately available to employees across your organisation and use a single instance of the application to support operations spanning each continent.



Flexibility and Configurability

VMware recognises that while ITIL provides a framework for a best practice approach to IT Service Management (ITSM) each organisation has its own unique business processes and subsequently unique requirements. To address this, the VMware Service Manager solution has a number of key capabilities including:

Workflow Modeller

The Workflow Modeller allows you to visually describe your ITSM processes through an easy-to-use, drag and drop based interface.

A key feature of the workflow modeller is the workflow task palette, which includes icons for common ITSM specific tasks, such as CMDB maintenance, stake holder approvals and notifications and Service Level Management. The task palette also includes integration tasks, making it possible to automatically communicate with finance systems, provision releases, and update credentialing systems.

Screen Designer

The Screen Designer allows you to easily extend almost any object in a schema, including: Incidents, Requests, Configuration Items, Knowledge Articles, Contracts, People etc, with additional extension fields to meet your organizations exact needs. It then allows you to place these extension fields almost anywhere, including on portal submission forms, on Incident and Service Request screens, in email templates and in reports.

Process Richness

All of the core ITIL processes supported in the VMware Service Manager solution provide substantial functionality and provide a high degree of configurability. For example, there are separate concepts for Service Level Agreements (SLAs), Operational Level Agreements (OLAs), and Underpinning Contracts (UCs), and the agreements themselves have literally dozens of configuration options.

Partitioning

Larger organizations may have multiple service desks or may be supporting multiple customer bases with fundamentally different requirements. VMware Service Manager supports these scenarios through a unique partitioning model, allowing aspects of the configuration to be global, while other aspects are managed per partition.

This built in configurability helps you avoid costly customizations, simplifies future upgrades, and ensures that your IT Service Management solution can grow and evolve with your organization as your IT Service Management practices mature.

End-to-end Automation

While many of today's organisations have gained some experience with formalising their IT Service Management processes and ITIL or best practice approaches, in many cases current tools have been stretched to their functional capacity or beyond, as these processes mature. When coupled with increased cost and efficiency pressures many IT organisations are restricted in their ability to further deploy ITIL in their environment and experience difficulty in justifying the necessary replacement of their existing tools.

VMware Service Manager allows you to overcome this common situation, helping you to deliver the level of end-to-end automation that will ultimately drive down costs, while ensuring you mature best practices. VMware Service Manager supports these efficiencies through the automation of several key ITSM functions including:

CMDB Population

Having a good understanding of the infrastructure that supports your services (i.e. a well populated CMDB) is fundamental to the success of almost all ITIL processes, including classifying Incidents and Problems, managing Change, delivering effective Knowledge, and servicing requests. VMware Service Manager supports the automatic population of its federated CMDB, through a series of out-of-the-box connectors for both VMware and third party asset discovery and IT management tools.

Incident Creation

Monitor your IT infrastructure and process events to automatically create Incidents or Problems when components fail. Automatically create outages on Configuration Items as a result of these events, and propagate this outage to business services, automating availability tracking and providing immediate visibility to the Service Desk and to end customers.

Problem Creation

Set up rules to periodically analyse the past history of Incidents and automatically create Problems when recurring issues are detected.

For example, if you have more than 3 failures of a particular brand of server in a quarter requiring reboot, you may decide to investigate and/or replace some hardware before the issue becomes more serious. The associated Incidents are linked to the generated Problem, easing investigation and supporting cascading closure.

Provisioning

Include provisioning tasks in your Release Deployment or Asset Management workflows, making it possible to automate the deployment of not only Data Center changes but also desktop changes.

Credentialing Updates

Automate the update of credentialing systems, one of the most commonly performed manual tasks in IT.

Finance System Updates

Initiate purchase orders, or track cost allocations, based on fulfilled Service Requests.

A Global Team of Experts

VMware Service Manager is supported by a global network of specialist consulting, training and support services, each bringing a wealth of experience to every project.

Using a flexible, modular, full lifecycle approach driven by a rigorous and well-documented methodology, VMware Advanced Services representatives leverage competency skills and industry knowledge in proven IT management methodologies to further support customer success. Consisting of experts certified in CoBit, ISO, SOX, ValTT as well as ITIL masters, the VMware team work with you to deliver an integrated set of Service Management design initiatives to create an improved management architecture delivering high-quality services with a focus on execution and quick time to value.

Our representatives provide a full spectrum of services, including:

- Assessing the current state of processes and determining the preferred future state.
- Identifying the gaps and recommending a roadmap to achieve process improvements and opportunities for automation and integration with VMware products as well as those you already own.
- Recommending a governance model specific to your organization, a reporting strategy with KPIs and metrics, communication and training strategies and methods for control, management and Continuous Service Improvement.
- Implementation of the appropriate VMware solutions to support agreed processes.

An Integrated ITIL Service Management Solution

ITIL is an internationally recognized best practice framework for the delivery of quality IT Service Management. It focuses attention on continuous process improvement to optimize service quality, with a reasonable and justifiable cost. ITIL has become the most comprehensive and widely accepted IT Service Management framework in the world.

VMware Service Manager has been independently verified for ITIL V3 service support by Pink Elephant—a guarantee that the application will fully support ITIL within an IT service environment.

Comprehensive IT Service Management processes (including Incident, Problem, Change, Configuration, Release, Service Level and Availability Management) are fully integrated in the single VMware Service Manager application, ensuring seamless workflow between processes. This ensures the implementation of the VMware Service Manager solution provides an enterprise-wide, cost-effective ITIL solution for your business.

VMware Service Manager supports several key ITIL processes and functions. Key capabilities include:

Self-service & Request Fulfilment

- Service Portfolio Management Customer Self-Service Portal
- Service Catalog Management
- Request Fulfilment

Next Generation IT Asset Management

- Asset Management

Configuration, Change & Release Management

- Configuration Management
- Federated CMDB and Automated Discovery
- Change Management
- Release and Deployment Management
- Availability Management

Integrated Service Desk

- Incident Management
- Problem Management
- Knowledge Management
- Service Level Management
- Event Management

Self-service and Request Fulfilment

Service Portfolio Management

The delivery of IT Service Management all starts with a clear definition of the portfolio of services that IT manages, both to support the business as well as those that are internal to IT.

Each of these services goes through a lifecycle, with most going through many iterations of continuous improvement as the business evolves and IT matures.

VMware Service Manager provides:

- Modelling of services across the entire service lifecycle (i.e. Service Pipeline, Service Catalog, and Retired Services).

Key Business Benefits

- Organization-wide understanding of available services
- Accurately determine the cost of delivering services

Customer Self-Service Portal

Providing online access to the Service Desk is a fundamental requirement of an enterprise support system.

Customers expect to be able to log and track Incidents and Requests for change online. The more effective the online support process, the more likely it will be used as the customers preferred method of contact with the Service Desk.

VMware Service Manager provides a complete web self-service package—the Customer Portal—which provides a single point of access for all customer support problems, inquiries and requests.

The portal allows internal and external customer groups to:

- Access their Service Management resources 24 hours a day, 7 days a week.
- Log and track Incidents from virtually any web-enabled device.
- Find answers to simple inquiries or complex Problems using the Knowledge Bank and self-help scripts.
- Receive notification of events such as planned outages, pre-empting calls to the Service Desk.
- Provide feedback on the effectiveness of support services and channels to continually improve service.

Key Business Benefits

- Cost reduction through automation of Service Request and Fulfilment
- Increased customer visibility and satisfaction of IT Operations
- Increased customer satisfaction

Service Catalog Management

The Service Catalog provides a communication and translation mechanism enabling IT to articulate the value that their activities provide to the business through the medium of IT Services.

IT and the business must work together to identify the set of offerings published to the Service Catalog, ensuring they are aligned to business objectives. This is achieved by explaining the characteristics of these offerings in language that both the business and IT can understand, including but not limited to: Service Level Agreements, Support Arrangements and Availability, Costing and Provisioning Details.

VMware Service Manager provides:

- Clear visibility of the cost of each service.
- A hierarchical Service Catalog that users can browse or search to locate services of interest, and order them using a familiar shopping cart function.
- Service bundles (e.g. New Employee) that may initiate multiple requests in parallel.
- Configurable forms to enable the collection of relevant information for each type of request.

Key Business Benefits

- Reduce Service Desk load through self-service
- Provide cost transparency

The screenshot displays the VMware Service Manager Service Catalog interface. On the left, a user profile for Frederick Millano is shown with details like Organization (Unspecified), Telephone (9654 1098), and Last Login (2/02/2010 4:58 PM). Below this are sections for Home, Self Help (Search Knowledge Bank), and Service Catalog (Browse The Service Catalog, Review Past/Current Service Orders). The main content area is titled 'Service Catalog' and features a 'Browse by Category' section with a dropdown menu set to 'Procurement & Licensing' and a sub-menu for 'Software'. A 'Search' bar is also present. Below the category navigation, three service items are listed: 'Adobe Acrobat' (Workflow to order IT software), 'Microsoft Project' (Software Purchase workflow), and 'Green Book' (Software License Purchase workflow). Each item has a 'View' link, a quantity input field (set to 1), and an 'Add To Cart' button. On the right side, a 'Your Order' cart is displayed, showing 'Adobe Acrobat' with a quantity of 1 and 'Microsoft Project' with a quantity of 2. The cart includes an 'Update Cart' button and a 'Proceed to Checkout' button. A note at the bottom of the cart states: '* To update the quantity of items, you must enter a value in the input field, then click the Update Cart button.'

The VMware Service Manager Service Catalog allows users to order services through a familiar shopping cart function

Request Fulfilment

A large number of Service Requests to IT can be categorized into a relatively small number of unique request types that follow a consistent, pre-defined process.

By focusing automation efforts on these types of requests, organizations can improve customer satisfaction, drive efficiencies, enforce best practices, and achieve governance through process auditing.

VMware Service Manager provides:

- A Request Submission Designer that allows Service Request forms to be easily created and published to the Customer Portal.
- An easy-to use Graphical Workflow Designer that allows VMware Service Manager administrators to easily model and automate their site specific processes.
- The capability for Service Requests to be based upon service actions that are linked to the Service Catalog and published through the VMware Service Manager self-service Customer Portal.
- The ability to inherit Service Level Agreements (SLAs) by request type and through granular selection rules.

Key Business Benefits

- Increased efficiency
- Enforced best practice
- Reduction of errors
- Governance

Next Generation IT Asset Management

Asset Management

IT Asset Management (ITAM) is the discipline of managing the lifecycle of IT assets (hardware and software) from acquisition through to disposal, with a particular focus on tracking the financial costs and legal aspects of these assets. ITAM was historically seen as a stand-alone discipline, but is more accurately viewed as a subset of the ITIL Service Asset and Configuration Management process, as all IT assets only exist to support the delivery of services.

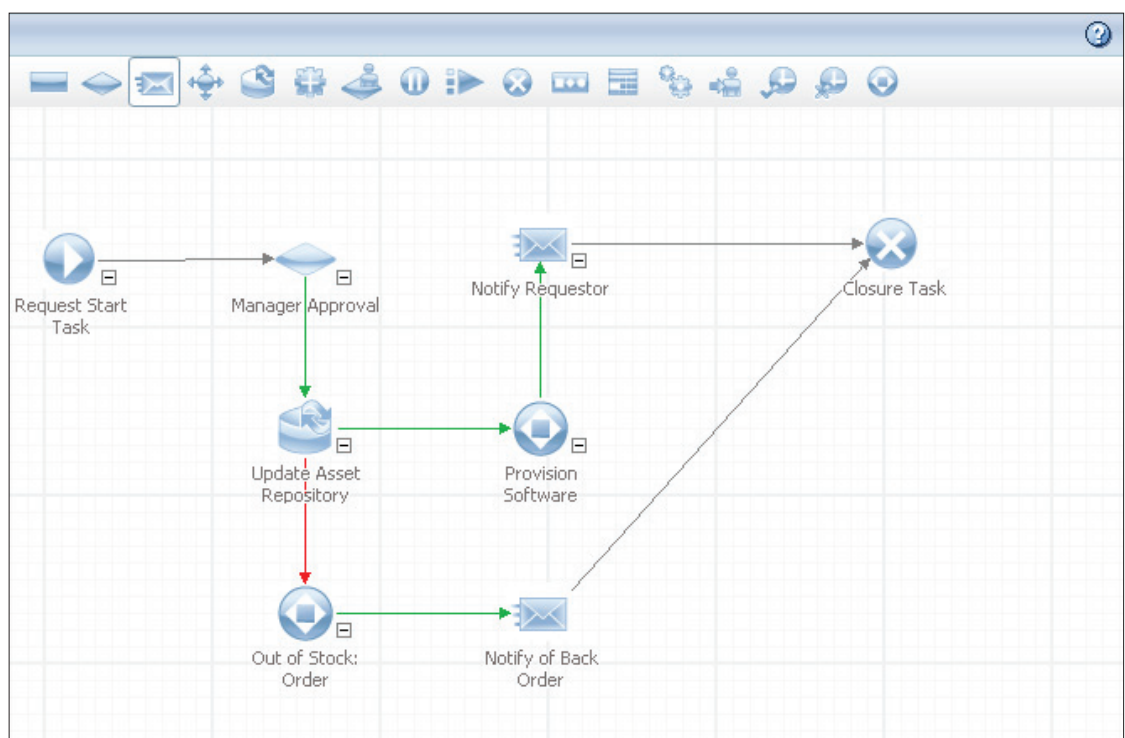
Effective Asset Management can optimize an organizations long term expenditure on assets, reduce the legal and financial risk associated with supplier audits, and proportionally allocate the costs of assets to those organizational units that benefit from their use.

VMware Service Manager provides:

- Management of all classes of IT assets including high value IT assets such as servers, storage arrays, software licenses, low value hardware items and spare parts.
- Tracking the lifecycle status of software licenses and hardware inventory (e.g. on order, available, allocated, retired)
- Self-service access to asset requests through the Service Catalog.
- Automation of software license request fulfilment and deployment.
- Discovery of deployed software licenses through Federated CMDB connectors.

Key Business Benefits

- Avoid over-spending on software licenses
- Avoid the risk of supplier audits
- Harvest and redeploy under-utilized software licenses
- Increase the efficiency of fulfilling software license requests



VMware Service Manager allows users to manage the lifecycle of all IT assets

Configuration, Change and Release Management

Configuration Management

All IT processes feed into and out of Configuration Management. Careful management of the configuration environment is required to ensure cost and resource efficiency. The Configuration Management process within VMware Service Manager maintains real-time information about each Configuration Item (CI) and its relationship with other CIs and services within the Configuration Management Database (CMDB).

VMware Service Manager provides:

- A graphical representation of relationships and dependencies between IT services and assets within an enterprise.
- Quick identification of the potential cause of issues through comprehensive impact analysis.
- The ability to simulate outage scenarios to identify single points of failure as well as the assets and stakeholders that will be impacted by an outage.
- Control of CMDB updates through the Change and Release Management processes.
- The ability to specify who can view and update CMDB items and change periods when updates are allowed
- The ability to create a baseline or snapshot of a particular configuration at a point in time.
- Versioning of a CI throughout its lifecycle and the ability to roll-back to a prior version if necessary
- The ability to define and track the availability of CIs and services over given periods of time.

Key Business Benefits

- Assists in financial planning through clear identification of all assets
- Visibility of software changes supports and enhances Release Management
- Ensures compliance with legal and contractual obligations

Federated CMDB and Automated Discovery

A Federated CMDB leverages the information held in existing asset discovery and management tools, and consolidates this information to provide a comprehensive view of all infrastructure components, (including applications, servers, networks, and storage), and the dependencies between them. This consolidated view is critical to effectively planning changes, measuring service Availability, and categorizing Incidents and Problems.

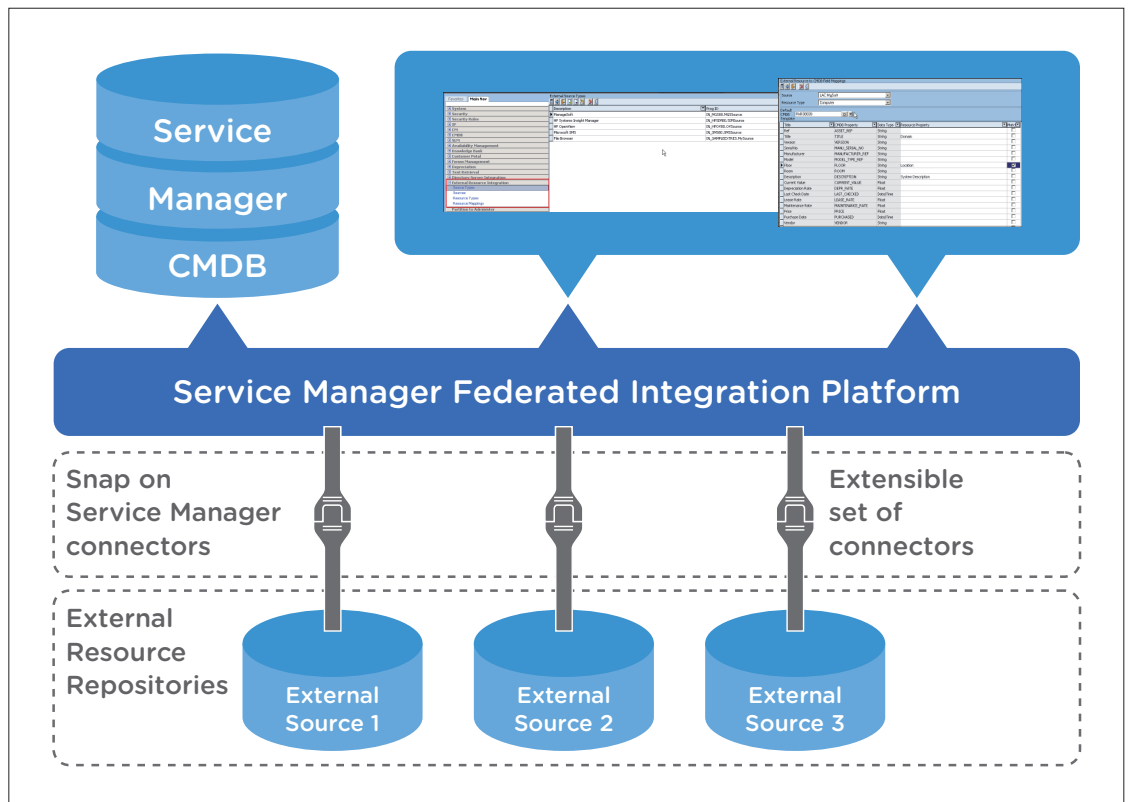
In order to ensure Service Asset & Configuration Management is a cost-effective reality, many IT organizations are moving towards implementing a service-centric Federated Configuration Management Database (CMDB) and ensuring its real-time maintenance by populating this through automated discovery.

VMware Service Manager provides:

- Federation of resources and linkages from existing data stores, without the need to replicate all data.
- Reconciliation of resources (i.e. matching and removal of duplicates) discovered from multiple sources.
- A snap-in connector architecture with out-of-the-box connectors for both VMware and 3rd party technologies.
- Automated and regulated application of updates.

Key Business Benefits

- Assists in financial planning through clear identification of all assets
- Visibility of software changes supports and enhances Release Management
- Ensures compliance with legal and contractual obligations



The VMware Service Manager Federated CMDB provides a single source of federated data that is managed through a front-end GUI

Change Management

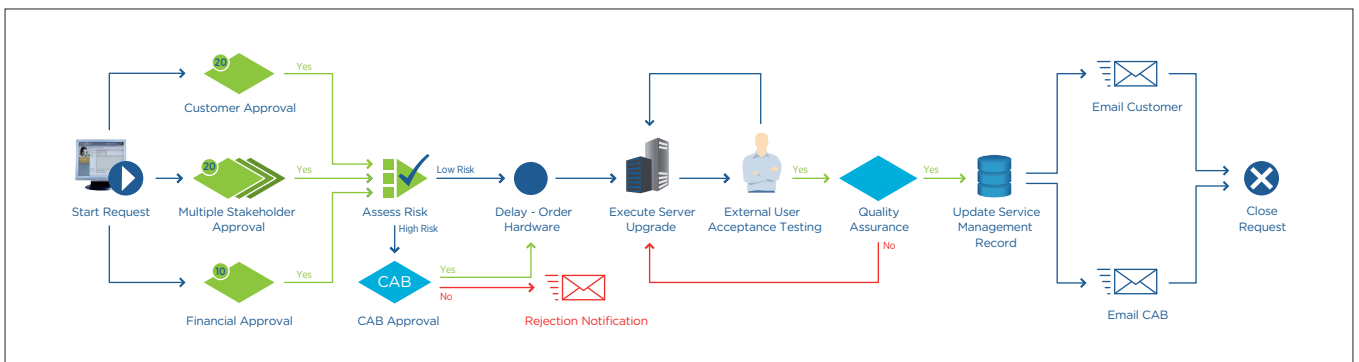
Change Management ensures that standardized methods and procedures are used for all Changes. This reduces the impact of Changes on service quality and business operations.

VMware Service Manager provides:

- Advanced workflow capabilities for clear definition of complex processes.
- Visual representation of the various tasks required to complete a Request.
- Flexibility to map any ITIL process with advanced workflow features.
- Automated tasks that allow a Request to progress without requiring user input.
- The ability to schedule regular, recurring Requests.
- Visibility of a Forward Schedule of Change via the Customer Portal.
- Specialized approval tasks that can be actioned by a customer via the Customer Portal.
- Specialized tasks that can be completed by an external supplier via the External Supplier Portal.
- Automatic notification regarding the progress of a request to stakeholders and other interested parties.
- Management of Service Request commitments through Service Level Agreements.
- Application of Operational Level Agreements and Underpinning Contracts to tasks and approvals.
- Full integration between Change, Configuration and Problem Management processes.

Key Business Benefits

- Manages risk to stabilize and protect the IT environment
- Improves reliability and responsiveness of IT services and processes
- Higher turnaround of Changes and reduction of rework and duplicated effort



Managing Change workflow with VMware Service Manager

Release and Deployment Management

Release Management facilitates the introduction of software and hardware releases into managed IT environments. It ensures minimal disruption to the business when Changes are introduced.

VMware Service Manager provides:

- Predefined workflow processes to fast-track the implementation of Release Management.
- Sophisticated workflow functionality for a high level of control over Changes made to the CMDB.
- Integration with leading industry tools to cover all processes associated with Release Management.
- Smooth coordination of a major release of hardware, software and associated documentation.

Key Business Benefits

- Improved productivity and service quality
- Fewer and better planned releases

Availability Management

Availability Management can have a significant impact on the success and reputation of an enterprise. Defining, monitoring and reporting on the availability of IT Services and their supporting processes will enable an IT organisation to consistently meet its business objectives in a cost-effective manner.

VMware Service Manager provides:

- An option to set Availability targets for critical items that need to be tracked and reported.
- The ability to schedule outages through Incident and Change Management.
- Comparison of actual Availability performance against expected or contracted Availability.
- The ability to maintain Availability data through easy-to-use screens that are accessed directly from the CMDB.
- Automatic notification when Availability targets are under threat.
- Integration of Availability Change periods with Change and Release Management.
- Graphical representation of CMDB outages to identify possible causes of Incidents.
- Automatic outage creation based on integration with network monitoring tools.

Key Business Benefits

- Reliable Availability of IT services and processes
- Cost-effective provision of services to meet business objectives
- Reduced frequency, duration and impact of outages

An Integrated Service Desk

Incident Management

The goal of Incident Management is to restore normal service as quickly as possible and therefore minimize disruption to the business. The Service Desk plays a key role in the Incident Management process.

VMware Service Manager provides:

- The ability to define rules to ensure that calls are routed to the right person every time.
- Automatic notification of Incident details to stakeholders and forums that have the experience required to solve the issue.
- Real-time visibility of progress against Service Level Agreements.
- The ability to log and track the progress of Incidents via the Customer and External Supplier portals.
- Instant identification of potentially related Incidents, Problems and/or Known Errors.
- Clearly defined treatment of Incidents, Major Incidents, Problems, Known Errors, Service Requests and Requests for Changes.
- Access for external suppliers to action Incidents via a designated portal.

Key Business Benefits

- Reduced impact of Incidents on business operations
- Efficient cost and resource management
- Improved customer satisfaction
- An efficient and customer-focused Service Desk

Incident 76

Links

Service Window

SLA: [Close FCB](#) [Close Resp](#)

Title	Remaining	Due Date	Due Time
Resolve	9 days	22/01/2003	16:18
FCB	9 days	18/01/2008	16:30

[Service Resumed](#)

Alert	I	P	KE
<input type="checkbox"/> CI	4	0	0
<input type="checkbox"/> CI Type	12	0	0
<input type="checkbox"/> Location	3	0	0
<input type="checkbox"/> Organization	3	0	0
<input type="checkbox"/> Type	2	0	0
<input type="checkbox"/> Service	9	2	0
<input checked="" type="checkbox"/> Customer	1	0	0

Info Panel

Call Responsibilities

Call Information

Template	
Physical Status	Pending Your Action
Call State	Open
Call Status	Undefined
Call Screen Set	Incident
IPK Stream	Standard
IPK Status	Incident
Report Grouping	Incident Management
Log Date	18/01/2008 9:18 AM
Times Forwarded	1
Downtime	254362 Minutes
Time Spent	3 Minutes
Total Expenses	\$0.00

Customer: VIP Neil Singh (Tel: 9088 7676)

Organization: Greenville Shire Council (Location: Greenville Shire Council)

Service: Dell Desktop PC (Configuration Item: Dell Desktop PC)

Service Description: Access and functionality to email services using Outlook.

Configuration Item Description: D660 Latitude

Service Type: Email (Configuration Type: PC Desktop, Serial No.:)

Type: Fault/Equipment (Ref:)

Impact: Individual (Urgency: Medium, Priority: Priority 4)

Description: Computer monitor is intermittently turning a greenish hue. I suspect it's on its way out. Can we get this looked into?

Times & Expenses

Buttons: Internal, External, Defer, Save, Close, Close New, Cancel

VMware Service Manager ensures instant identification of potentially related Incidents, Problems and/or Known Errors

Problem Management

Recurring issues caused by errors within the IT infrastructure have a negative impact on businesses. Problem Management minimizes this impact by proactively identifying the root cause of Incidents and taking action to resolve the situation to prevent a recurrence.

Over time, effective Problem Management will significantly reduce both the number of Incidents reported to the Service Desk and the impact of Incidents and Problems on your business.

VMware Service Manager provides:

- Real-time trend analysis of Incident data for proactive Problem Management.
- One-click functionality to promote an Incident to a Problem.
- Automatic population of associated Incidents with details of a workaround.
- Automatic resolution of related Incidents when a Problem has been fixed.
- Problem prioritization based on business impact and urgency, available resources and potential risk.
- Single-click creation of Problems and Known Errors.
- Real-time access to potential solutions via the Knowledge Bank.
- Seamless integration with Known Error and Change Management processes.

Key Business Benefits

- Reduction in the volume and severity of Problems and Known Errors
- Stable IT infrastructure
- Improved business productivity
- Knowledge base that continually grows with lessons learnt from past experience

Knowledge Management

Knowledge Management refers to the set of processes surrounding the capture, storage and reuse of staff skills and experience. Effective Knowledge Management enables staff members to share in the pool of skills and experience of the entire organization, resulting in faster resolution times and an increase in the percentage of calls that can be resolved at first point of contact. In addition, the capture of staff knowledge mitigates the loss of skills and experience that is all too often associated with staff turnover.

VMware Service Manager provides:

- Industry best practice Knowledge Centered Support (KCS) verification.
- Seamless integration with other Service Management processes.
- Automatic alerts to relevant articles to assist with call resolution.
- Self-service via the Customer Portal.
- Support for semantic searching.
- Automated keyword mining from linked articles.

Key Business Benefits

- Decreased time to resolution for Incidents
- Increased percentage of Incidents resolved at first line
- Increased levels of service to customers
- Provides a repository of corporate Knowledge
- Proactively prompts officers about related Knowledge entries

Service Level Management

Service Level Management supports and improves the quality of services through the creation and management of formalized IT service commitments. Levels of service are agreed upon by the provider (internal or external) and the receiver of the service.

Automating service agreements improves service by ensuring full integration of agreements with Incident and Problem logging in a common event-driven system.

VMware Service Manager provides:

- A comprehensive Service Catalog listing all of the services currently being provided.
- The application of Service Level Agreements (SLA's), Operational Level Agreements (OLA's) and Underpinning Contracts (UC's) across the full range of ITIL service support and service delivery processes.
- Service targets that can be customized to meet your unique business needs.
- Integrated notification support for internal escalation and breach of service alarms.
- Automated agreement identification when an Incident is logged or details are updated.
- Real-time monitoring to track the progress of calls and requests against Service Level Agreements.

Key Business Benefits

- Ability to track and report against service commitments
- Budget and resource efficiencies
- Continuous improvement of service levels
- Increased customer satisfaction

Event Management

Event Management allows organizations to monitor the IT infrastructure for operational failures, with an aim of alerting the Service Desk of potential issues before users report Incidents. Once detected, events can be configured to automatically create Incidents or Problems, which are then routed to the appropriate teams to investigate.

Features:

- Create Incidents or Problems in response to operational events.
- Filter events based on any available attributes.
- Map attributes.
- Automatically create outages on impacted Configuration Items and Services.

Key Business Benefits

- Reduce manual processing
- Proactively notify users of problems
- Reduce Service Desk load
- Informed first call responses
- Reduce resolution time

About VMware

VMware (NYSE:VMW), delivers solutions for business infrastructure virtualization that enable IT organizations to energize businesses of all sizes. With the industry leading virtualization platform—VMware vSphere™—customers rely on VMware to reduce capital and operating expenses, improve agility, ensure business continuity, strengthen security and go green. With 2009 revenues of \$2 billion, more than 170,000 customers and 25,000 partners, VMware is the leader in virtualization which consistently ranks as a top priority among CIOs. VMware is headquartered in Silicon Valley with offices through the world and can be found online at www.vmware.com

