

**KEY BENEFITS**

BMC Dashboards for BSM provides a graphical storyboard view of IT metrics and performance indicators that helps IT management:

- > Gain at-a-glance insight to business KPIs to ensure alignment with service goals
- > Consolidate single silo data into service-centric business intelligence in a single pane of glass
- > Visualize, in real-time, IT effectiveness in support of critical business applications and services
- > Share and communicate common business metrics and goals to stakeholders at all levels
- > Customize a workspace to measure trends occurring across IT processes such as SLAs, ticket closure rates, asset costs and much more.
- > Align IT service support and IT operations with ITIL best practices framework

**BMC Dashboards for BSM (BMC Dashboards) provides highly interactive, right-time access to key service support metrics to help IT management optimize decisions and accelerate the alignment of IT with business goals.**

**BUSINESS CHALLENGE**

Providing proper management visibility into key IT performance indicators is imperative to running and maintaining an effective IT organization that consistently meets the demands and needs of the business. Unfortunately, these indicators and metrics are often scattered across various IT management tools and applications, making it difficult to gain management-level visibility into overall performance within an IT organization. How does IT management get visibility into the performance of their organization, including where it needs work and where it excels? To answer this question, management typically needs to consult their direct reports for answers, and then attempt to analyze data from multiple groups to generate required metrics. This manual process is not only time consuming, but also results in lack of real-time metrics. As a result, IT organizations struggle with manual processes for collecting and trying to analyze various data points — instead of spending time on improving service level commitments to their customers and the business.

**THE BMC SOLUTION**

BMC Dashboards enables the linking of critical IT process into a dashboard view that provides aggregated performance indicators within a single pane of glass. By providing a consolidated, graphical interface of best-practice IT metrics for incident, problem, change, configuration, asset, service impact/performance, service level, and service request management, BMC Dashboards delivers highly interactive access to key metrics, thus enabling IT managers who require the right data at the right time to optimize decisions and improve the success of their IT support functions. By combining cross-process metrics from the BMC Atrium Configuration Management Database (CMDB), BMC Service Impact Manager, BMC Remedy IT Service Management Suite, Service Level Management and Service Request Management, BMC Dashboards puts a true face on Business Service Management (BSM) — and allows IT managers to align their organizations with business priorities.

**BMC Dashboards for BSM:**

- > Includes best-practice metrics and key performance indicators aligned with IT Infrastructure Library® (ITIL®) best practices
- > Leverages highly intuitive, rich, interactive web interface with right-time metrics aggregated across IT processes
- > Enables cross-functional view of IT through the BMC Atrium Data Integration Layer
- > Includes custom “POD” building to integrate and correlate other data sources with BMC BSM data
- > Provides “just enough” drill-down, as well as trending capabilities across business services
- > Supports fully customizable, personalized, and role-based views for key performance indicators (KPIs)

**Managing IT through Best-Practice Metrics and KPIs**

Many organizations are now looking to best practices, such as ITIL, to determine the most effective way to organize and run IT. ITIL V3 has put emphasis on continual service improvement, ensuring operational and efficiency gains in IT service management. As part of this, they are looking for best-practice metrics that align with the goals of ITIL, so that performance can be tracked at both the process level and the aggregated business level to ensure effective and consistent support of business services. BMC Dashboards is closely aligned with ITIL best practices and the required metrics needed to align IT to the demands of service quality coming from the lines of business.



This product integrates with BMC Atrium technologies.

## BEST-PRACTICE, METRICS-DRIVEN VIEWS PROVIDE REAL-TIME INSIGHT INTO I.T. PERFORMANCE

- > Monitor incidents, problems, and changes correlated by business services
- > Understand the overall health of a service, including impact, performance and availability
- > View average elapsed time to achieve incident resolution or circumvention, split by priority and service type
- > Monitor the percentage of incidents handled within agreed-upon service level response time
- > Manage and evaluate the total number of changes implemented over a period in time by their associated business reason
- > Track the total number of changes for the selected service, broken down by priority or status

## TECHNICAL SPECIFICATIONS

BMC Dashboards for BSM integrates with:

- > BMC AR System 7.x
- > BMC Atrium CMDB 2.1
- > BMC Service Impact Manager
- > BMC Remedy ITSM 7.x,  
(Including one or more applications such as)
  - o Asset Management
  - o Change Management
  - o Service Desk
  - o Service Level Management
  - o Service Request Management

## ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the mid-sized business. Founded in 1980, BMC has offices worldwide and fiscal 2008 revenues of \$1.73 billion. Activate your business with the power of IT. [www.bmc.com](http://www.bmc.com).



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## Rich, Interactive Web Interface

BMC Dashboards provides a customizable, extensible collection of ITIL-based metrics that are displayed as a collection of visual “pods” that make up a single, consolidated dashboards view. BMC Dashboard Pods are flexible enough to display information across more than one dimension of metric data, such as being able to analyze and visualize data by status, priority, or region with extended, predefined, or customized points of time. This multidimensional analysis allows you to see your business data from many different angles. For example, you can view the total number of changes by region further categorized by status and priority over week, month, and quarter.

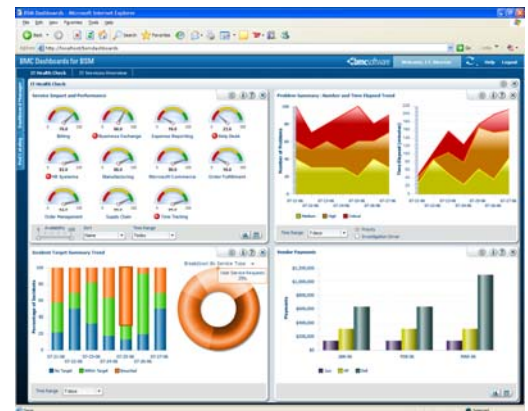
To support the varying range of user roles and profiles in most organizations, BMC Dashboards provides a completely customizable environment that allows you to define dashboard interfaces based on roles. In addition, BMC Dashboards also provides personalization capabilities, so individual users can define the information to which they want access. The ability to customize views, combined with a right-time, highly intuitive Web-based interface, allows management users across IT to gain access to the information they need quickly. In addition, BMC Dashboards provides users with interactive, drill-down functionality that allows metric data to be analyzed and sliced to provide new levels of business intelligence insight.

## Cross-functional, Custom data through Data Integration Layer (DIL) and Pod Builder

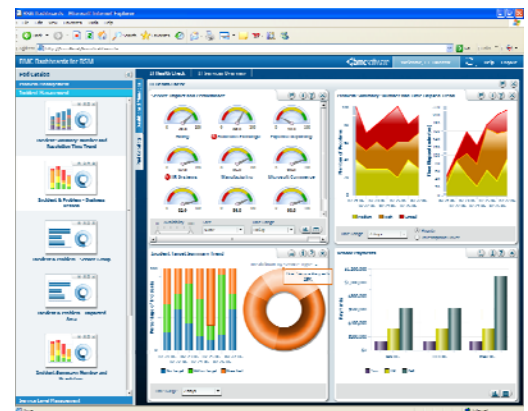
To enable cross-IT metrics through a single view, BMC Dashboards relies on a number of different applications and data sources. To ensure a scalable and maintainable approach for these metrics, BMC Dashboards relies on the BMC Atrium Data Integration Layer. This layer is responsible for aggregating metrics across disparate sources in real time, as well as for normalizing the data and presenting it to end users in a highly intuitive view. The Pod Builder is a built-in, wizard-driven tool to enable quick and easy custom pod development that leverages the visual widgets and workflows inherent in BMC Dashboards. Together, the Pod Builder and DIL, allows creation of custom dashboards using non-BMC data sources, allowing you to leverage investments in existing technologies to display relevant business and IT metrics. This approach will eliminate the need for you to rip and replace existing IT process tools and technologies.

## TIE-IN TO BSM

BSM is the most effective approach for managing IT from the perspective of the business. BMC Dashboards helps you to align business objectives with IT by tracking and communicating key business and IT metrics to IT management. By leveraging the catalog of business services held within the BMC Atrium CMDB, BMC Dashboards provides metrics based on ITIL service support processes with data coming from BMC Remedy ITSM and BMC Service Impact Manager. This single BMC Dashboards view enables IT management to understand service availability, impact metrics, and process data, such as associated incidents and problems, as well as recent changes to configurations that could affect business services availability. This ensures that any decisions made about IT assets and their associated details are in context of the business services they are supporting, so IT remains connected and focused on business goals.



Right-time Dashboards view with four pods of IT metric data



Drag-n-Drop customization of BMC Dashboards with any pod

