

## OpTier BTM™

### A key enabler of ITIL service delivery

ITIL represents a collection of best-practice guidelines for IT service management. The implementation of ITIL has a direct impact on business success because it helps align IT thinking and execution with business needs.

OpTier BTM enables implementation of many of the best practices found in the IT service delivery handbook, and is especially valuable for:

- Mapping actual business services to IT resources
- Exposing total resource consumption broken down by business service type
- Monitoring, measuring and collecting data, including aggregation and reporting on exceptions.

#### ITIL service management v3

In ITIL v3, OpTier supports all four stages following the definition of service strategy:

- **Service design:** OpTier BTM provides key data to assist with service level management, availability management, capacity management and service catalog management.
- **Service transition:** OpTier BTM is central to identifying service assets and reporting business activity so that change and configuration management processes can be streamlined to minimize business impact and disruption during service transition.
- **Service operation:** OpTier BTM can pro-actively alert on service outages and breaches to automate incident and problem management processes. It also provides a profile of business transaction latency, resource consumption and flow so that problems can be isolated and auctioned in seconds rather than hours, days or weeks.
- **Continual service improvement:** OpTier BTM provides unique intelligence to optimize services as well as compare service level and performance over time. Comprehensive reporting allows all changes to be quantified so that service improvement can be benchmarked and tracked continuously.

#### ITIL service management v2

OpTier BTM is a key part of Service Delivery and Support in ITIL v2.

#### Service delivery:

- **Service level management:** Manage SLA for every business transaction, application, user and tier within your portfolio of business services and infrastructure.
- **IT financial management:** Understand and analyze the cost of your business transactions, applications, and users relative to the resources they consume from their IT infrastructure.
- **Capacity management:** Gain definitive visibility into the true resource consumption and trending of your business transactions, applications and users over time.

### Highlights

OpTier BTM enables ITIL service delivery by:

- Mapping actual business services to IT resources
- Exposing total resource consumption broken down by business service type
- Monitoring, measuring and collecting data, including aggregation and reporting on exceptions

- **Continuity management:** Discover where your most critical business transactions flow and create contingency plans around their IT dependencies to ensure you maintain business continuity.
- **Availability management:** Understand and report on whether your users can successfully complete their business transactions or whether they experience errors that can impact your business.

#### **Service support:**

- **Incident and problem management:** OpTier BTM can pro-actively alert on service outages and breaches to automate incident and problem management processes. It also provides a profile of business transaction latency, resource consumption and flow so that problems can be isolated and auctioned in seconds.
- **Release management:** OpTier BTM is central to reporting business activity so that release management processes can be streamlined to minimize business impact and disruption during service transition.
- **Configuration management:** OpTier BTM is central to discovering CIs and reporting business activity so that configuration management processes can be streamlined to identify and minimize business impact and disruption.

#### **About OpTier**

Of the billions of business transactions conducted every second, more are assured by OpTier than by any other IT management software company.

OpTier's Business Transaction Management solution (OpTier BTM™) enables business application owners to take control over service performance and availability. OpTier BTM assures the quick and successful execution of all business transactions, by managing every step of every transaction. It delivers unparalleled visibility of all business transactions in order to eliminate outages, effectively manage change and improve end-user experience. OpTier, with a fast-growing list of Global 2000 customers, pioneered the concept that transactions are where IT and business meet.

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