

IT Service Management for the Real World - Numara Software Launches Numara FootPrints 9

Abstract

Numara® Software, Inc. is a leading provider of practical IT service management software for mid-size and larger organizations. This Enterprise Management Associates® (EMA™) Impact Brief discusses the latest version of its Numara® FootPrints® service desk management solution which adds new and expanded support for IT Infrastructure Library (ITIL) version 3, an integrated Service Catalog and a new mobility solution.

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Released to market in November of 2008, Numara FootPrints 9 was designed and developed for IT organizations dealing with real-world problems. These include meeting the complex and growing needs of the business and its users, as well as working within constrained IT budgets. New and enhanced capabilities include:

- **Service Catalog:** The new Numara FootPrints Service Catalog provides a single view of all the services provided by the service desk along with a “one-stop-shop” for requesting those services through any Web browser.
- **Change Management:** Numara FootPrints Change Management extends the capabilities of the change management and approval processes by adding automated customer and supervisor approvers.
- **CMDB:** The Numara FootPrints Configuration Management Database (CMDB) includes asset relationship and visualization enhancements, expanded roles and permissions, and new Web services to manage the CMDB externally.
- **Knowledge Management:** Includes improved workflow, auto-searches, reports, and new Knowledge Centered Support (KCS) verification.
- **Service Desk On the Go™:** The new Numara FootPrints Mobile allows agents to access the service desk using the Web browser on their Microsoft® Windows Mobile, RIM® Blackberry®, and Apple® iPhone® devices.
- **Proactive Service Management:** The new Preventive Maintenance Module enables service desks to generate automatic schedules and notifications to track recurring service requests on assets, configuration items and processes.

Background

IT organizations have traditionally followed a technology-oriented approach to IT management. This involved an emphasis on infrastructure components such as servers, networks and storage as well as databases and applications. Yet while ensuring availability and access to these components remains essential, IT management methodologies have advanced.

IT service management (ITSM) is an IT management approach that focuses on the *IT service* instead of the IT infrastructure. It places greater emphasis on the needs of the

business and the users of the IT services. Research conducted by EMA has shown that the majority of IT organizations have started down the path to ITSM. Additionally, for those organizations leveraging a best-practices framework to guide their ITSM adoption, the leading framework is ITIL.

However, not all organizations are pursuing ITSM or ITIL in the same ways or at the same rate. For example, EMA research has shown that organizations with more than 20,000 employees or more than \$10B in annual revenue had dramatically higher adoption rates of ITSM-oriented tools. Unfortunately, smaller organizations have not had as many options when it comes to ITSM solutions designed for their unique needs as well as their budgets.

Another related group of IT organizations noted by EMA is better described by its philosophical approach to IT management or ITSM rather than the size of the organization it supports. These are the pragmatic IT groups that are driven by specific business demands or the need to resolve critical IT delivery issues. They do not adopt a CMDB or a Service Catalog simply because it is part of ITIL. They tend to use ITIL as a roadmap and select the tools needed to solve today's problems.

Key Ramifications

With the release of Numara FootPrints 9, pragmatic IT organizations have greater choice and capabilities for meeting the demands of the business. For those getting started with ITSM or ITIL, the Numara FootPrints Service Catalog provides a foundation for moving into a service-oriented IT model. End users gain an experience that hides the complexities of the technology and at the same time exposes the true value of IT through a complete list of the services offered. Numara Software's integrated approach to its ITSM portfolio means consistent interfaces and common technology components, including workflow and CMDB, across products. The result is lower training costs and greater ease of use.

With Numara FootPrints Mobile, service desk personnel can maintain control of critical support functions from any location. This means they can create and edit incidents, view assignments, perform keyword searches and look up contacts – all from a mobile device. Service desk staff can also synchronize tasks, appointments and contact data.

The new Preventive Maintenance Module assists service desk personnel by keeping track of recurring activities and issuing notifications for action. This helps prevent downtime and improve business continuity. And the improved Knowledge Management module enables users to take immediate action without involving the service desk.

Overall, Numara FootPrints 9 is designed with a tightly integrated approach to the CMDB and with ITIL v3 service lifecycle best practices in mind. The CMDB, as a common data repository and integration point throughout Numara FootPrints 9, enables access to critical information across ITIL processes including incident, problem, asset and change management.

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EMA Perspective

Numara FootPrints 9 helps pragmatic IT organizations keep up with the latest in ITSM processes and methodologies, especially those in ITIL v3. But rather than forcing them to become ITIL experts, integrate a variety of products or commit several years of budget, Numara Software is building in the right functionality, making it easy to use and selling it at an affordable price.

Too many IT organizations have been over-served by ITSM software vendors. In some cases, vendor solutions require high levels of customization and integration with other products – along with high prices. Numara Software avoids this, in part, by providing tightly integrated products across Numara FootPrints 9. Of course some of that advantage would be lost if a customer decides they want to mix and match components from other vendors. However, Numara Software has made the pre-integrated Numara FootPrints 9 solution even more enticing by building in ease of use, flexibility, rapid implementation, and ITIL processes – all at affordable prices.

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At the same time, too many IT organizations have been under-served by purchasing stripped-down ITSM solutions that don't meet their requirements. Some IT management vendors have missed the boat by removing important capabilities, eliminating flexibility or reducing scalability. The Numara Software approach is to deliver affordable solutions while maintaining enterprise class value. Numara Software simply eliminated the requirements for programming, deep technical expertise, and long consulting engagements. Numara FootPrints 9 even offers a hosted solution for those organizations that wish to further reduce overhead and capital costs.

IT organizations at all stages of ITSM or ITIL adoption can benefit from Numara FootPrints 9. Whether they have just started formalizing their IT processes, have adopted ITIL v2 processes or are ready to embrace ITIL v3, pragmatic IT organizations will appreciate the Numara Software approach to ITSM.