

"ITSM Metrics Webinar Series: Best Practices and enablers in use of ITIL Metrics and KPIs" Webinar
August 13, 2009, 9am PST

Questions:	Responses:
Q: Do you capture indicators around Known Error DB usage and Proactive Problem Management to show the effectiveness of the Problem Management Process?	Yes. This is related to improving the effectiveness of both the incident and problem management process implementations.
Q: For the MTBF metric, don't we want to increase that?	Yes. That is correct.
Q: Are Metricus and Pro Clarity commercial packages?	Metricus is a commercial package that can be purchased as a service or as a traditional enterprise licensed solution. Pro Clarity is one of the architectural component within Metricus.
Q: What ticketing system do you use?	BMC Remedy.
Q: Did you develop a service catalog. if so, how did it fit in your strategy/roadmap?	Yes. The definition of services helped identify the KPI and key attributes that had to be designed into our service improvement process and systems.
Q: what tool do you use for your dashboard?	A combination of tools including Remedy and Business Objects.
Q: what ticketing system is used?	BMC Remedy.
Q: how much data collection is done manually?	All operational systems have been designed to manually capture the required data by having the user ask and enter the information, aided by the system. The analytical systems for dashboards and scorecards are fed automatically from the operational systems.
Q: do you have a CMDB to support the metrics?	Yes. Our CMDB captures and maintains the key CI attributes needed for our support processes. We also consider our metrics and KPI data to be a part of our CMS.
Q: how many staff members work on the KPI reporting?	1 full time and a number of part time process owners and managers, equivalent to 3 FTEs.
Q: My organization is currently using HP OpenView Service Desk and is migrating to HP Service Manager in 2010 - do you have a metric solution that can interface, extract the data from the background tables for the HP Service Desk apps?	Yes. Metricus provides for interface and integration with a number of Service Desk solutions including the HP OVSD and Service Manager.
Q: you keep referring to ITIL Ver2 - ITIL Ver 3 has restructured thought/approval of ITIL - are there ITIL Ver 3 solutions?	The Metricus solution supports both ITIL v2 and v3 metrics and KPIs, and interfaces with a number of Service Desk solutions that are based on ITIL v3.