

THE FUTURE OF ITSM: Covestic Streamlines ITSM Implementation with Business Process Management Integration

As a specialized technology and business consulting firm, Covestic, Inc. actively promotes and delivers IT Service Management optimization services to their clients through their Operations Engineering Practice. Their deep expertise in ITSM is complemented by other areas of practice which include Compliance, Security, Systems Integration, Project Management, and Business Process Management. Leveraging this combined expertise, Covestic is bringing about new ideas on how to improve and optimize ITSM .

While many organizations have shifted toward automating business processes through BPM, many aspects of IT Service Management continue to rely on disparate technologies and manual human-to-human interactions. By applying the concepts and tools associated with business process management to IT Service Management, IT organizations can realize the same agility, responsiveness, and accountability benefits that the business already enjoys. Further, leveraging BPM for ITSM enables much tighter integration between IT and the business, making one of the more difficult goals of ITSM (the alignment of IT with the business) achievable.

Why Automate IT Processes?

When BPM is used to automate the ITSM process workflow, complex ITSM procedures are embedded in the workflow while integrating existing point solutions. This significantly reduces the complexity of the procedures and requires that staff members be trained only on items related to how they interface with their process roles and tasks, rather than the entire body of ITIL/ITSM processes. This process automation combined with proprietary templates and tools can dramatically reduce the time, effort and total cost of ITSM implementation while providing the added benefits of built-in scorecarding, regulatory compliance and IT cost tracking.

The Future of ITSM Implementation

Because Business Process Management has proven to be a consistent and reliable solution

on the business side, it makes sense that IT processes should move toward a similar streamlined and automated model. The integration of ITIL-based processes with the business process management framework provides powerful capabilities that result in cost, implementation, training, compliance and management benefits for IT organizations.

Covestic and ITSM

To complement a strategic focus on continued improvement in all aspects of IT Service Management, Covestic recently became an itSMF platinum sponsor, adding to the list of prestigious companies that support the itSMF organization at the highest level. Covestic's president, John Schaffer, is also a member of the itSMF US Advisory Board, and has provided experts to speak at many industry events on topics related to ITSM optimization.

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