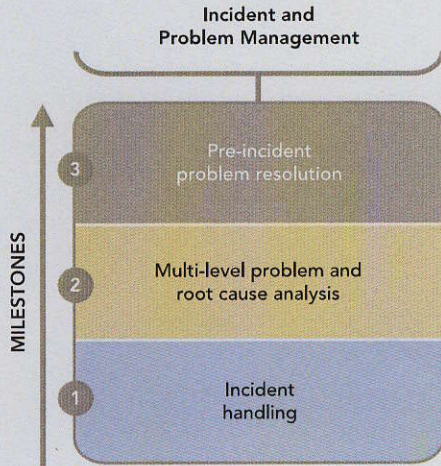


Incident and Problem Management



Incident and Problem Management milestones provide measurable benefits and value as you move from simple incident handling to multi-level problem and root cause analysis and on to pre-incident problem resolution. BMC Software is the right choice for helping you achieve best-practice incident and problem management because we:

- > Enable you to establish an automated workflow-based approach to managing incidents and problems
- > Help you implement an intelligent, enterprise-wide trouble-ticketing system with a searchable knowledge base and an escalation system that prioritizes incidents according to service levels
- > Leverage your existing investments through tight integration with third-party inventory discovery tools, network and systems management products, ERP and CRM applications, Web Services and industry-standard interfaces
- > Increase ROI through improved service desk productivity: solve problems faster, reduce on-site help visits and lower service desk call volume

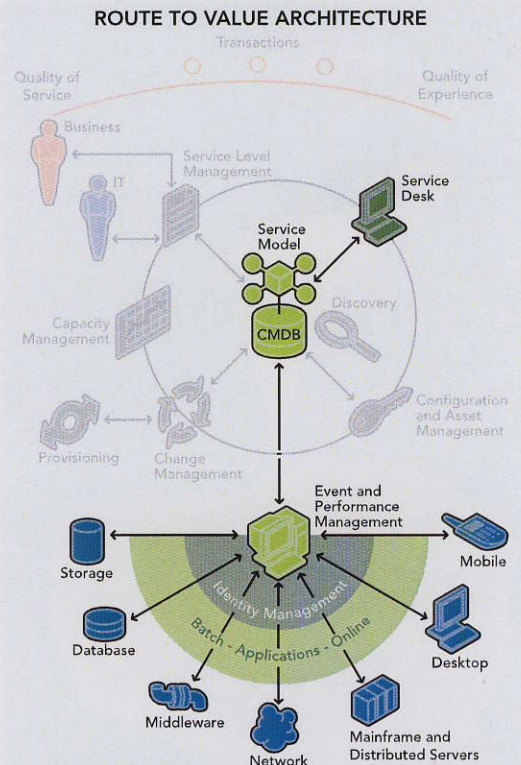
Link service desk and event management to prioritize and align service support with business operations to minimize the adverse impact of disruptions.

All too often, the service desk lacks the information it needs to restore normal service operation to the business quickly. With the increasing dependency of critical business services on IT, it is more important than ever to proactively identify, prioritize and resolve threats to service.

Incident and Problem Management enables you to quickly restore full IT operations by:

- > Tying incidents, problems and service level agreements to critical business services
- > Accurately identifying assets and linking them with the business services they support
- > Consolidating disparate help desks into one service desk function
- > Seamlessly integrating your service desk with network and system management functions

Incident and Problem Management provides a direct path to Business Service Management by linking service desk and event management, aligning service support with business operations to reduce disruptions. When disruptions occur, you can restore normal service operation quickly and reduce the adverse impact on the business.



Highlighted elements indicate key technologies and relationships for Incident and Problem Management.