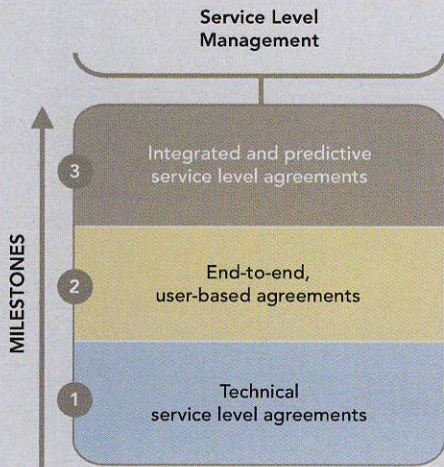


Service Level Management



Service Level Management implementation milestones provide measurable benefits and value as you progress from technical service level agreements to end-to-end, user-based agreements and on to integrated and predictive service level agreements. BMC Software is the right choice for helping you achieve best-practice service level management because we:

- > Provide the foundation for enabling IT and business agreement to service levels that meet business priorities from the end-user perspective
- > Integrate your service delivery objectives with a business service model that helps you meet current service levels and plan for future business needs
- > Enable you to effectively monitor, measure and deliver the service levels customers expect from end to end
- > Boost ROI by reducing service level agreement violations; accelerate diagnosis of defect detection and problem resolution and increase end-user productivity

Strengthen IT's ability to meet business demands by managing the relationships between IT resources and the customer experience.

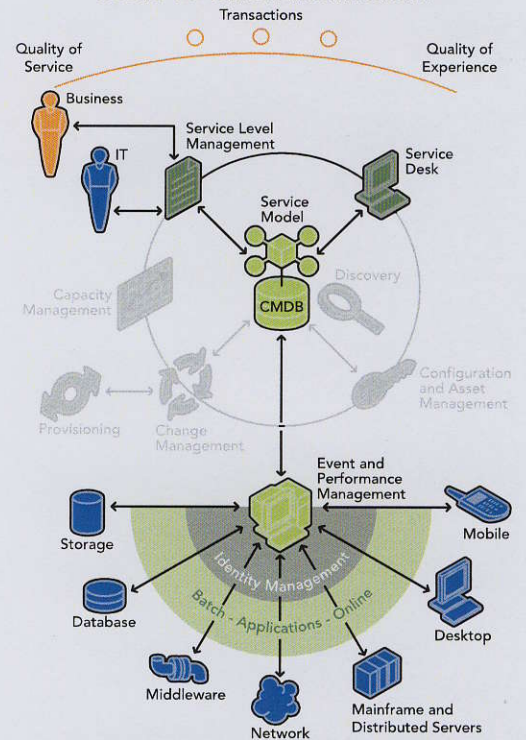
Most service level agreements are written by IT organizations in terms that IT understands. Unfortunately, the technical performance of individual components often has little to do with whether the business is getting what it needs.

Service Level Management enables you to provide the highest quality IT service possible by:

- > Helping you understand the relationships between IT components and how they support the user experience so you can identify and resolve problems immediately
- > Optimizing performance for each business constituent by ensuring complete, transparent visibility between IT and the customer
- > Automating support functions by mapping service level agreements to technology services such as service desk and event monitoring, end-to-end transaction management and reporting
- > Ensuring the highest quality of service and quality of experience from the end-user perspective

Service Level Management provides a direct path to Business Service Management by managing at the business process level so you can improve the relationships between IT resources and the customer experience, as well as strengthen your ability to meet business-user demands.

ROUTE TO VALUE ARCHITECTURE



Highlighted elements indicate key technologies and relationships for Service Level Management.