

## IT Service Management Reference Model

### Leading Organizations using iGrafx:

- EDS
- Morgan Stanley
- UBS

### Best Practices for IT Service Management

*ITIL® (IT Infrastructure Library) has been successfully used by hundreds of organizations around the world to help them provide high quality IT service management. With the ITIL publications as a foundation, CIOs and IT professionals are creating an approach to the management and delivery of IT services that help them control the costs and management of their IT investments and deliver added benefit to the organization as a whole. iGrafx helps organizations meet the requirements of the IT specifications in a cost effective environment.*

### Gaining Strategic Business Value with IT

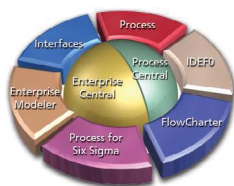
Many executives struggle with ways to gain the maximum return on investment from their significant IT investments. In an effort to deliver quality service in the absence of a structured framework, these organizations often experience ballooning costs, increasing number of supported applications and decreasing customer satisfaction.

ITIL is a comprehensive set of best practice publications for IT Service Management that was developed based on the realization that organizations are becoming increasingly dependent on IT to meet their strategic objectives and to date there had not been a framework to ensure consistent, quality service. iGrafx has implemented the IT Service Management Reference Model as a set of best practices based on the ITIL framework into its leading process excellence product family to help guide companies in the establishment of an effective IT Service Management strategy.

iGrafx enables companies to create a foundation for IT Service Management. By defining corporate and IT strategic objectives, and the mapping between them, companies can develop the guide from which they define, track and measure IT performance metrics.

iGrafx offers a complete solution that moves beyond text and data and enables complete visualization of how IT operates today and how it should operate in the future to meet its service objectives. By visualizing critical IT processes, organizations can readily see the relationship of IT and business to create awareness of their mutual dependence and identify potential problem areas for rapid resolution.

iGrafx also helps companies integrate their requirements with their other process improvement initiatives such as Six Sigma, Lean and Enterprise Architecture. By providing a single process excellence platform, iGrafx helps companies leverage their efforts to document, improve and manage business processes to deliver superior return on investment.



*iGrafx is an integrated suite of software and services for process excellence.*

iGrafx ITIL Solutions helps companies:

- Define business requirements for IT and IT objectives to meet service needs
- Align best practices, tasks and performance metrics with IT objectives
- Identify unused technology components which still consume resources
- Ensure accuracy and consistency of models with a metadata repository
- Complete visualizations and linking of all business and IT processes
- Continuously improve business processes through discrete-event simulation and analysis.

## A Pillar of Process Excellence

iGrafx is uniquely designed to enable organizations to implement systems that support, simplify, enable and automate the way a business operates. The iGrafx product set enables specific capabilities to be deployed where needed. The process management capabilities of iGrafx provide a central control point for ensuring accurate process tracking, management as well as knowledge sharing.

## Leverage Expertise for a Higher ROI

iGrafx solutions are used by leading consultants and system integrators throughout the world. These organizations use iGrafx to help companies realize the benefits of being a process-centric organization. For more information on our extensive list of partners, please visit [www.igrafx.com/affiliates](http://www.igrafx.com/affiliates).

Looking for that jumpstart with iGrafx? Take advantage of our training and consulting services that can help you apply the power of iGrafx even faster. For more information on upcoming courses, please visit [www.igrafx.com/services](http://www.igrafx.com/services).

### How can we help you succeed?

To learn how you can get started with iGrafx, contact our experts at 503.404.6050 or email us at [info@iGrafx.com](mailto:info@iGrafx.com).

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