

MKS INTEGRITY

Linking Development to the Data Center

MKS Integrity links

application development to your data center. Our industry certified solution provides support for change, configuration and release processes and directly links them to processes found in the development phase of the application management lifecycle. MKS is the only vendor to provide a single platform that spans the process needs of IT operations and application development, giving you a way to improve process control, traceability and visibility from system inception to delivery, and across custom and packaged software environments.

CHALLENGES

Today's IT service management vendors provide much needed support for the Service Desk, for a Configuration Management Database (CMDB) and for Performance and Availability Monitoring, but do not extend back to address the process needs of Application Development. MKS is the only vendor today to harmonize the disciplines of

application lifecycle management and IT Service Management (ITSM) within a single enterprise software platform and architecture, while providing the capability to leverage existing investments in ITSM technologies.

THE SOLUTION

You are seeking a way to extend ITIL processes, provide vital links to development, and improve IT governance. You are seeking a solution that serves your business entirely, providing unified process control across IT operations and application development. And, you want to eliminate barriers to communication and collaboration that inhibit speed of delivery.

You are looking for an integrated platform with the following capabilities:

Incident lifecycle ownership. Provides visibility and traceability around incident status/state.

Request for change. Connect RFCs to software defects and "bill of materials" as well as to impacted configuration items.

Communication of planned change to customers. Provide customers with visibility into status and progress against RFCs within the development lifecycle.

Impact assessment on proposed change. Associate all affected artifacts from business requirements, to source code, to configuration files, test cases, design and business process data to RFCs

to understand the full impact of change upon your systems and environment.

Leverage configuration data for release and deployment management.

When software change is released back to production, automatically close the ticket, attach deployed information and relay status back to development.

MKS Integrity for Application Service Management is an industry certified solution, built on MKS's powerful platform providing seamless transition of an application from the application development teams responsible for introducing change, to the IT operations teams responsible for managing and deploying it.

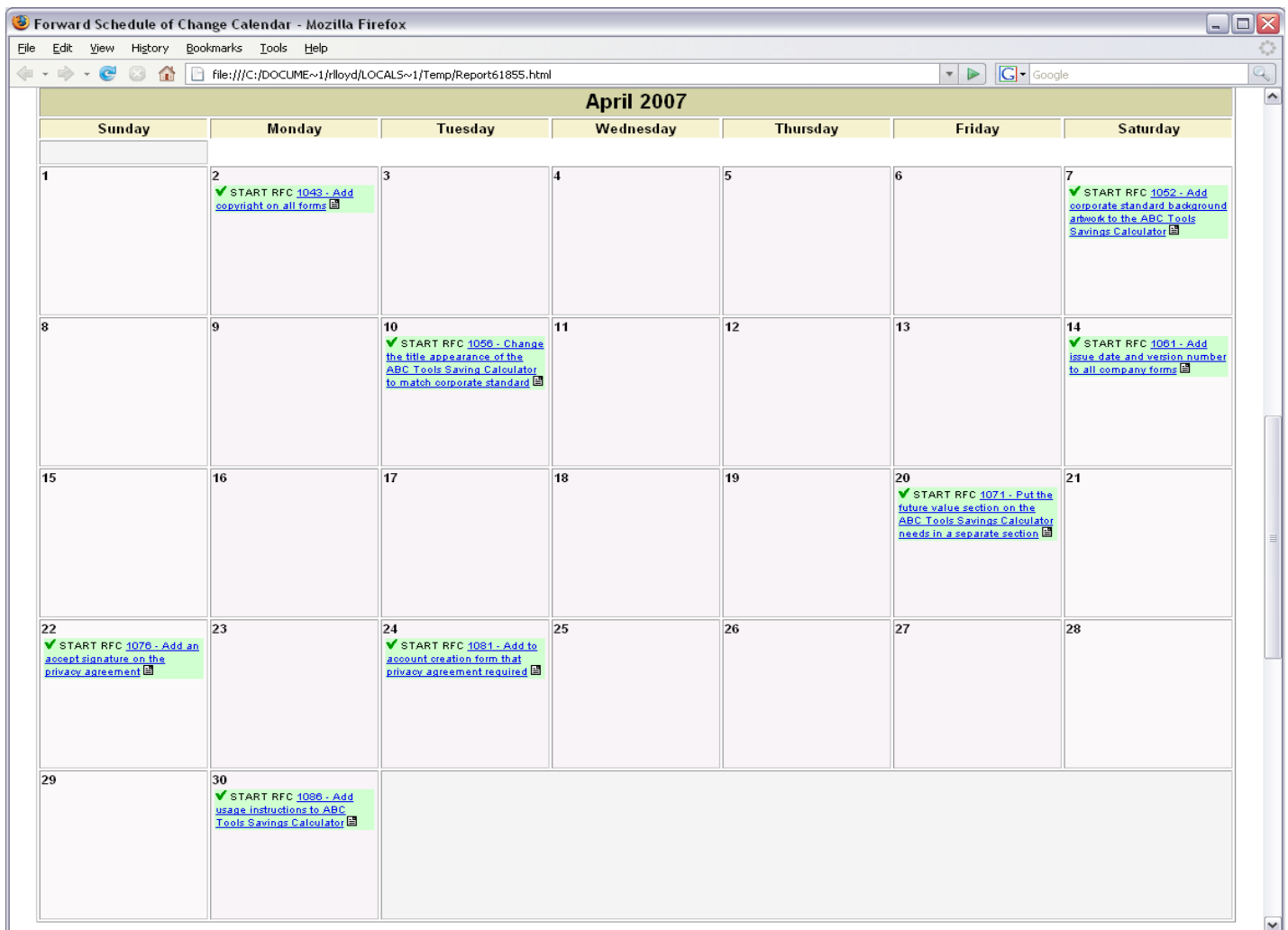
MKS Integrity automates and streamlines Change, Configuration and Release Management processes that play a huge role in transitioning an application from 'In Development' to 'In Service.'

Change Advisory Boards can eliminate manual tracking of RFCs and gain end to end traceability and visibility into the status of change at every process stage.

- **CIOs** gain assurance and confidence that service level agreements will be reliably met and that IT governance is enhanced. IT executives also benefit from transparency over the complete change management process from application inception to retirement.

- **DEVELOPMENT and IT OPERATIONS TEAMS** are connected via unified process and better communication between groups streamlines the hand off of applications from development to production environments minimizing the risk of downtime, or interruptions in service.

- **CHANGE ADVISORY BOARDS (CABS)** can eliminate manual tracking of change requests, and benefit from a more automated and controlled change, configuration and release management process, with end to end traceability and visibility into the status of change at every process stage.



Accurately identify conflicts or impacts of scheduled changes to your critical applications

FEATURES AND BENEFITS

Out of the box workflows support for key ITIL change, configuration, incident and problem management processes

Enforceable Process and Workflow

MKS Integrity provides the ability to enforce process and workflow with out of the box support for key ITIL processes including change management, configuration management, release management, incident management and problem management -- functions typically handled by Service Desk products. MKS Integrity 'items' are routed through an enforced process with appropriate notifications and escalations taking place throughout. A complete and thorough history of each item is also captured ensuring your processes meet stringent audit requirements.

Configurable Relationship Model

The configurable relationship model in MKS Integrity allows you to define the way in which processes relate to one another. Traceability can be established to application development processes

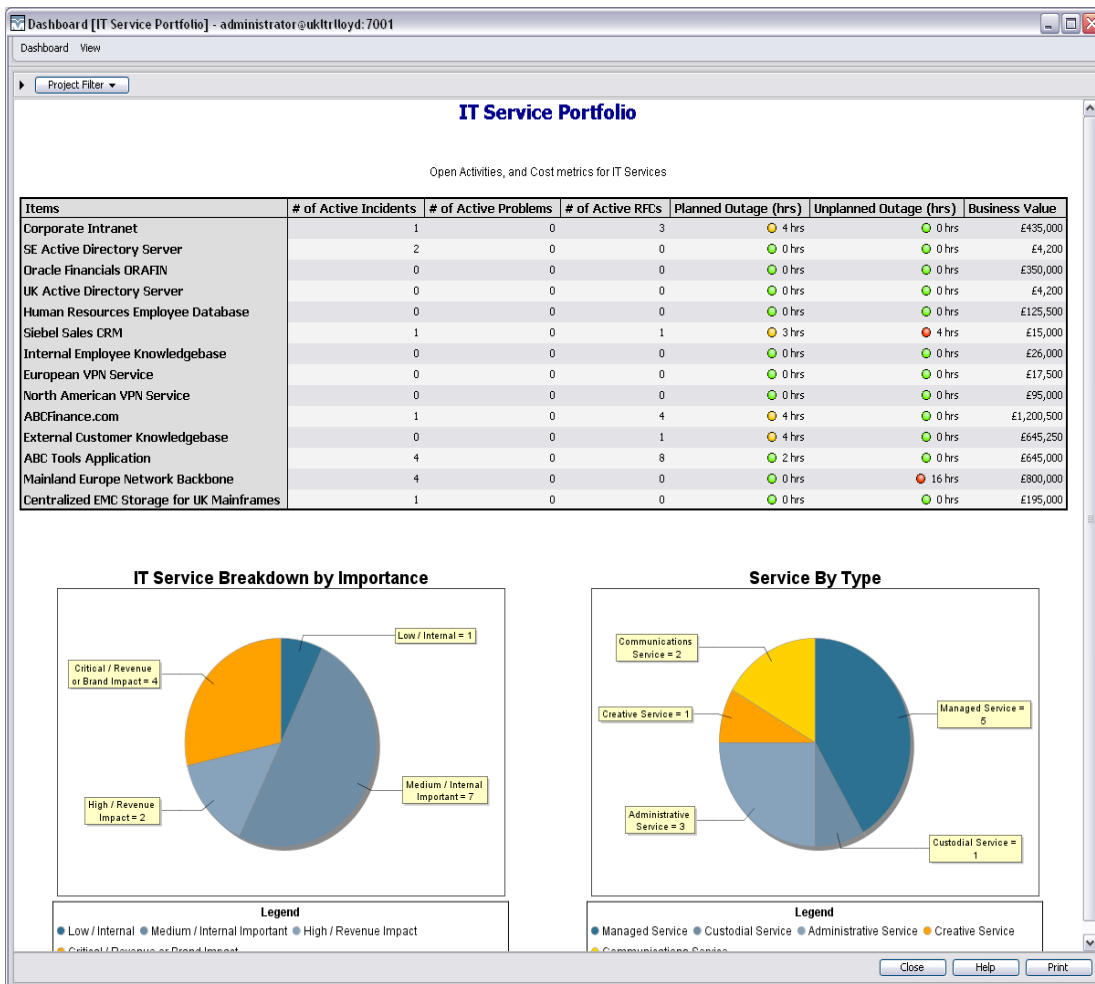
implemented in MKS Integrity such as requirements management and test management to ensure major RFCs are adequately described and tested.

Forward Schedule of Change Calendar

The Forward Schedule of Change Calendar can be leveraged by the CAB to identify any conflicting changes or release implementations.

Automated Collection of Key Performance Indicators (KPIs) and Metrics

MKS Integrity's lifecycle data mining capabilities allows you to automatically collect key metrics, cycle times and KPIs that are relevant to your organization. These metrics can be aggregated across related items to measure cost of change, impact of outages and overall process efficiency. MKS Integrity's real time dashboards give you a summary



Visualize key performance indicators and metrics relevant to the applications underpinning your IT services

MKS Integrity also offers:

MKS Integrity for Portfolio Management

MKS Integrity for Process and Workflow Management

MKS Integrity for Requirements Management

MKS Integrity for Software Configuration Management

MKS Integrity for Test Management

MKS Integrity for Release Management

MKS Integrity for Oracle/ PeopleSoft Change Management

MKS Integrity for SAP Change Management

Implementer for System i Software Configuration Management

view of metrics and trends with drill-down capabilities directly into lifecycle activities.

Electronic Signatures

Electronic signatures can be instituted to enforce re-authentication of users at key approval steps such as when an RFC is signed off for implementation. A historical record of the electronic signature is captured in the history of the item.

IT Service Management Integrations

MKS Integrity is an open platform, completely adaptable into existing technology environments. Key integrations into various Service Desk, Asset Tracking and Discovery applications are available as part of the solution.

MKS Integrity can be implemented for application service management in conjunction with your existing IT operational technologies including, but not limited to:

- HP OpenView Service Desk
- HP Service Center
- BMC Remedy Service Desk
- BMC Service Desk Express
- Ecora Audit Professional

If you are upgrading from a previous release of MKS Integrity your current system requirements have not changed.

If you are installing MKS Integrity for the first time, you should consult MKS Global Customer Care (800-219-4842 or support@mks.com) to help determine what your particular system requirements are. Many factors, such as number of users, datasets and usage profiles need to be assessed in configuring the optimal system.

MKS

Call us:

North America: 1 800 613 7535
UK & Northern Europe: 44(0)1483 733900
Central and Southern Europe: 49(0) 711 3517750
Singapore: 65 6732 8768
Japan: 03-5789-5544
Rest of the World: 519 884 2251

Visit us:
www.mks.com

Email us:
sales@mks.com