# Optimize your operations with ITOM insights

ITOM (IT Operations Management) is the process of managing the operations of an IT infrastructure and involves the monitoring, troubleshooting and maintenance of IT systems, applications and services.

| Key Areas of ITOM | |
|---|---|
| Monitoring & Visibilty | Provides monitoring capabilities for all IT infrastructure components, including servers, applications, networks, and storage. Additionally, gain real-time visibility into system performance and availability. |
| ITSM | Service management capabilities that enable IT to manage and optimize service delivery across your organization. This includes service catalogue management, service level agreement (SLA) monitoring, and service performance reporting. |
| Configuration Management | ITOM provides configuration management capabilities that enable IT teams to automate the management of IT infrastructure components, including updates, patching, and compliance monitoring. |
| Automation & Orchestration | ITOM enables IT teams to automate routine tasks and workflows, such as provisioning resources, scaling applications, and patching systems, as well as providing orchestration capabilities to coordinate and automate complex tasks across multiple systems and teams. |
| Analytics & Reporting | ITOM should provide advanced analytics and reporting capabilities that enable IT teams to gain insights into system performance, identify trends, and proactively address issues. This includes predictive analytics, machine learning, and anomaly detection. |

ITOM covers a wide range of activities, from managing the physical hardware to managing the software and applications that run on it. It also involves ensuring the security and availability of IT systems.

The ultimate goals of ITOM are to **optimize the performance and efficiency of IT systems and to ensure they meet the needs of the organization.** ITOM also ensures that IT systems comply with industry standards and best practices.

## Key benefits of ITOM

### Increased efficiency:

By utilizing the right technologies, ITOM streamlines and automates various operational processes, such as incident management, problem resolution, and change management, leading to faster response times and improved productivity.

### Enhanced visibility:

ITOM provides real-time monitoring and analytics capabilities, allowing companies to gain insights into their IT infrastructure, identify bottlenecks, and make informed decisions for optimizing performance and resource allocation.

### Proactive issue detection:

By leveraging ITOM tools, companies can proactively detect and resolve IT issues before they impact end-users, minimizing downtime, enhancing service quality and maintaining (or improving) customer satisfaction.

### Cost savings:

ITOM helps optimize resource utilization, reduce unnecessary expenditures, and avoid potential disruptions, leading to cost savings for the company in terms of IT operations and maintenance.

## How does ITOM help streamline IT operations?

ITOM involves a powerful set of tools that can help organizations streamline their operations and gain greater visibility into their IT infrastructure. Through automation, ITOM eliminates the need for manual tasks, allowing organizations to quickly respond to customer needs while reducing operational costs over time.

Additionally, it provides improved visibility into an organization's services and activities, helping teams identify issues more quickly and share information more effectively.

## What are the security benefits of ITOM?

ITOM can provide your organization with multiple security benefits:

- Improved visibility into your IT environment.
- Automated processes for reducing manual work and errors.
- Secure backups and disaster recovery plans.
- Encryption capabilities.
- Improved policy enforcement across all devices.
- Compliance with industry or regulatory standards.

By taking advantage of the features of an advanced ITOM solution, organizations can better protect their data and assets while ensuring their operations run smoothly.

**ivanti**

## What kinds of IT services can be managed with ITOM?

ITOM offers a comprehensive suite of services for organizations to better manage their IT infrastructure. From monitoring network performance and automating patching and security protocols to tracking application usage and resource consumption, ITOM provides visibility into system health and performance. This enables teams to quickly identify any issues that arise and take corrective action.

## Why choose Ivanti for ITOM?

Rather than being a single strategy or product, ITOM is composed of multiple separate disciplines. Addressing them holistically requires a **comprehensive, mature, integrated solutions suite.**

Ivanti offers just such a market-leading range of products, enabling you to implement ITOM effectively and comprehensively. Thanks to our broad yet deep expertise in ITSM, automation and analytics, Ivanti solutions are uniquely capable of helping you make your ITOM initiative a success.

**Learn more about how Ivanti can help you supercharge your ITOM project:** visit ivanti.com

ivanti

ivanti.com
1 800 982 2130
sales@ivanti.com