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**Improving IT
Operations with
ANM IT Ops Platform
& Support Services**

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01 Introduction

As ITIL (Information Technology Infrastructure Library) has achieved global adoption and recognition, this standardization has enabled managed service providers to collaborate with clients and other organizations, as they share a common understanding of best practices and terminology.

Additionally, the ITIL framework promotes efficiency, reliability, and continuous improvement in the delivery of IT services, serving as a guiding force for organizations to navigate the complexities of modern IT environments.

Having a framework to help guide an IT organization is truly beneficial, but implementing and maintaining these best practices is quite an endeavor, let alone integrating and automating these practices into the operational toolset and mindset of the IT team utilizing them.

Buying tools is easy, defining process is hard, integrating and automating these processes into the tools and garnering adoption by the IT team is even harder. It's akin to performing an ERP overhaul but for the IT organization.

To that end, and in alignment with the ITIL framework, ANM began a journey years ago to solve this puzzle to benefit the clients we serve with a goal to make their IT organizations better and has proven these to be one of the biggest differentiators we have.

The challenges we were seeing from our clients were (to name a few):

- Finding, retaining, and managing IT talent and 24x7 coverage

- Filling all the diverse skills needed with a limited staff

- Implementing and improving IT processes, tools integration, process automation and analytics

77% of organizations that implemented ITIL reported that it improved the quality of their IT services.

- Pink Elephant

- Managing the sea of IT assets and maintaining them over their lifecycle

- Identifying and reducing risk within the IT environment Change Management

With these challenges in mind, ANM invested into formal ITIL training, process improvement and automation engineering to build ANM IT Ops – a powerful, AI-enabled IT services platform that minimizes the time and resources needed for IT management.

Built with input from our support teams and clients, ANM IT Ops consolidates all the information you need into one centralized platform that helps you visualize your entire IT infrastructure and allows you to customize the level of support to optimize the human resources needed with your budget.

We meet you where you are in your journey and provide the on-site and remote support needed, all leveraging ANM IT Ops as the underpinning technology stack to enable ANM and your IT team to be more efficient together.
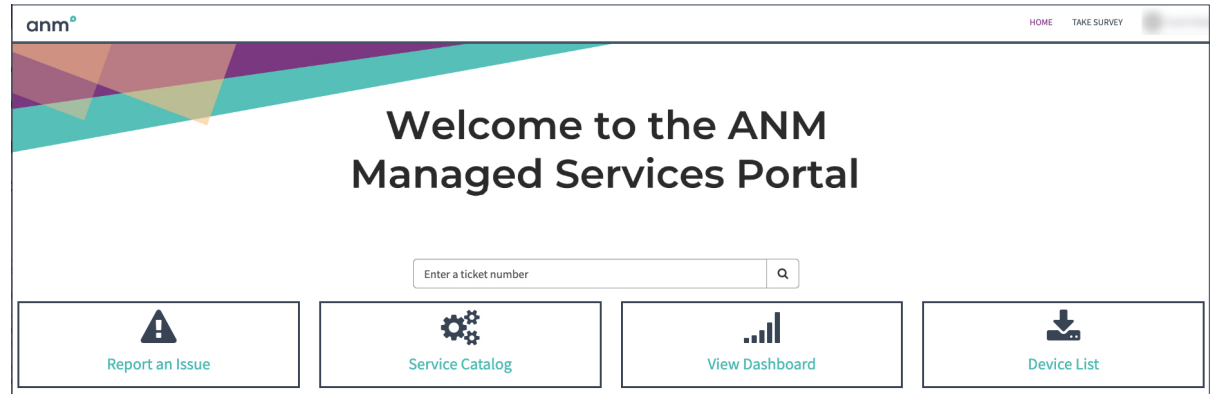
Key services available in ANM IT Ops and covered in this eBook are:

- Incident Management

- Change Management

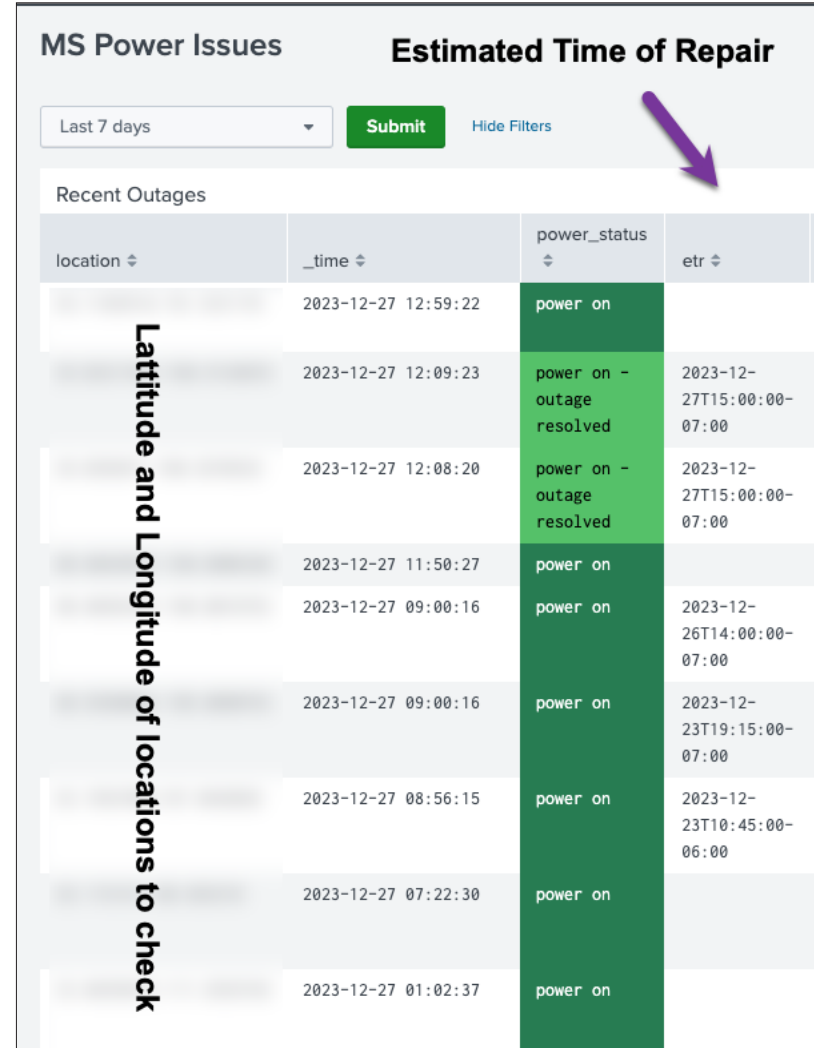- Problem Management

- Asset Management

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Incident Management

Our structured approach to incident management with ANM IT Ops allows us to promptly and effectively respond to and resolve disruptions or incidents in our client's IT services, restoring normal service operation as quickly as possible and minimizing any adverse impact on business processes. This involves identifying, recording, categorizing, prioritizing, and resolving incidents in a systematic and efficient manner.

Our team of dedicated engineers goes beyond the technical nuances of issue resolution. We prioritize transparent communication with stakeholders, ensuring they are consistently informed about progress and expected resolution times. It's not just about fixing technical glitches; it's about keeping our clients in the loop, fostering trust and confidence in our capabilities.

By adhering to established processes and incorporating ITIL best practices, disruptions are managed in a controlled and timely fashion. Our commitment is to maintain the overall stability and performance of IT systems, ensuring that our clients can rely on uninterrupted business operations.

We have added hundreds of additional features to the platform every year in two-week releases with no additional charge to our clients. As we improve the platform, all our clients benefit from the changes. The example shown here is a custom power-outage detection and correlation component we built to enhance event correlation.

USE CASE: With ANM IT Ops, we can automatically detect if there is a local power outage that could correlate with down devices in a particular location.
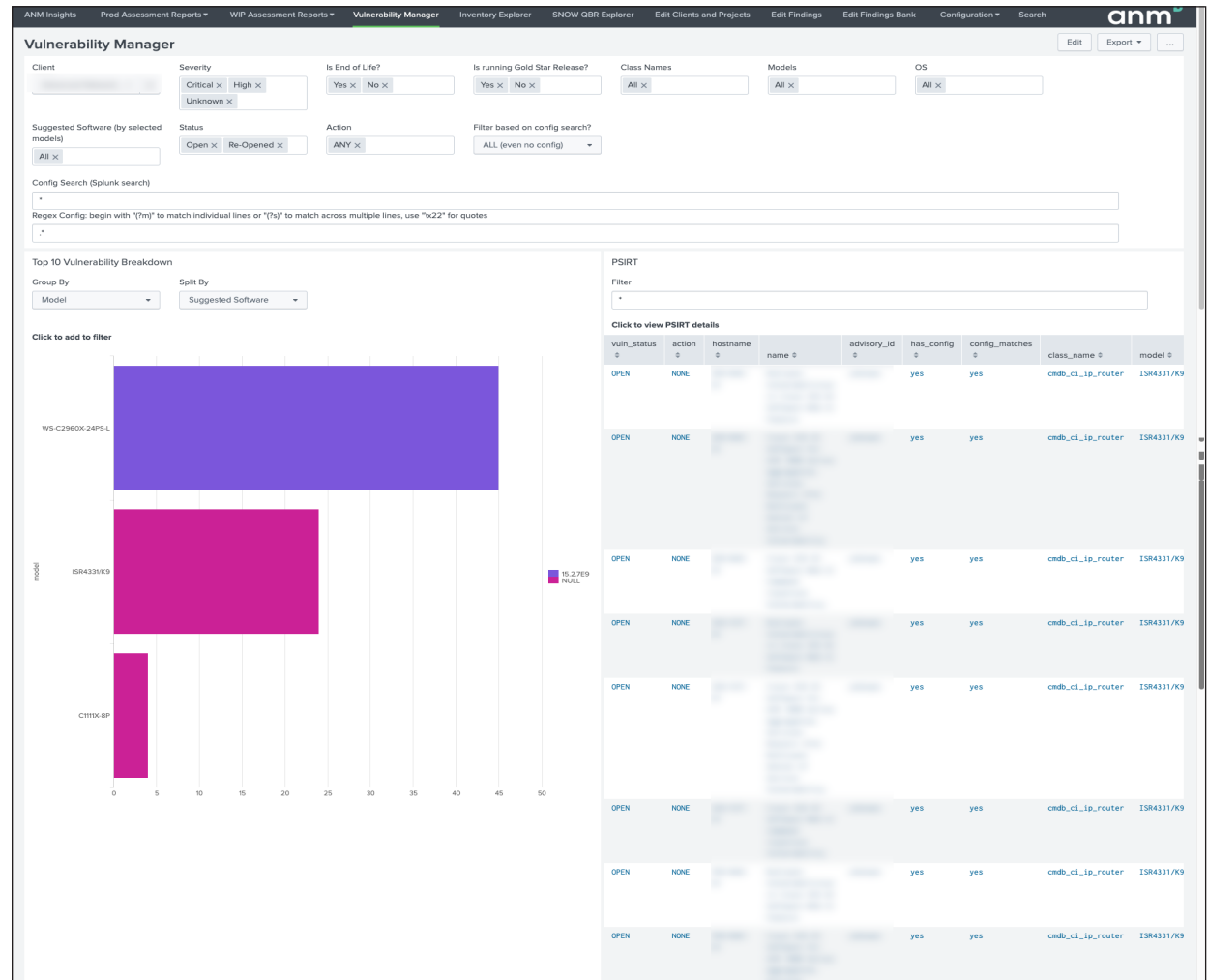
Change Management

ANM IT Ops helps our engineers follow a systematic process that involves assessing, authorizing, and managing risks associated with implementing modifications in our customer's environment, maximizing the number of successful changes while minimizing the risk of disruptions or negative impacts on the business.

This includes evaluating proposed changes, determining their potential effects, and obtaining appropriate authorization before implementation.

By following established change management practices using ANM IT Ops, we're helping our customers adapt to evolving requirements, improve service delivery, and mitigate potential risks associated with changes in their IT environment or business processes.

The example here is one aspect of managing change and reducing risk through automatically discovering assets and the risks associated with them so we can classify the risks for further mitigation and search configurations to determine if a potential risk is vulnerable or not based on feature enablement.

USE CASE: ANM's in-house vulnerability management tool is leveraged to support changes that may be required in the environment to remediate security vulnerabilities.

By utilizing ANM IT Ops, our engineers take a proactive approach to problem management, reducing the likelihood and impact of incidents by identifying both actual and potential root causes.

Rather than simply responding to individual incidents, we address recurring issues or underlying problems that may lead to incidents.

This involves analyzing incident data, conducting thorough investigations, and identifying trends or patterns that point to common causes. The pie chart example is statistically analyzing all alerts by signature to determine changes in alert frequency over time to detect anomalies.

Alarms by Signature for

Click for details
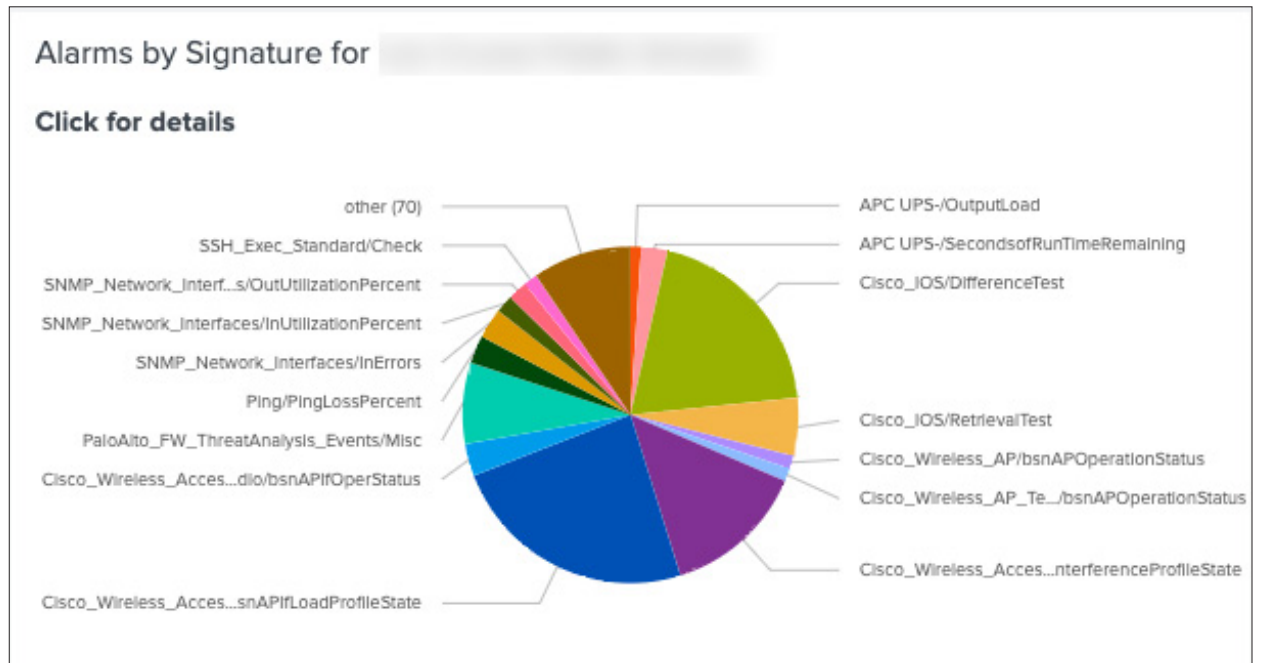
USE CASE: Humans struggle with sifting through hundreds of thousands of alerts to correlate and then track changes over time. We let the robots do that.

Problem Management

The ultimate goal is to implement permanent solutions, preventive measures, or workarounds to eliminate or mitigate the root causes of problems, preventing the recurrence of incidents.

By identifying and resolving underlying issues, we contribute to the overall stability and reliability of IT services, enhancing the efficiency and effectiveness of the organization's operations.
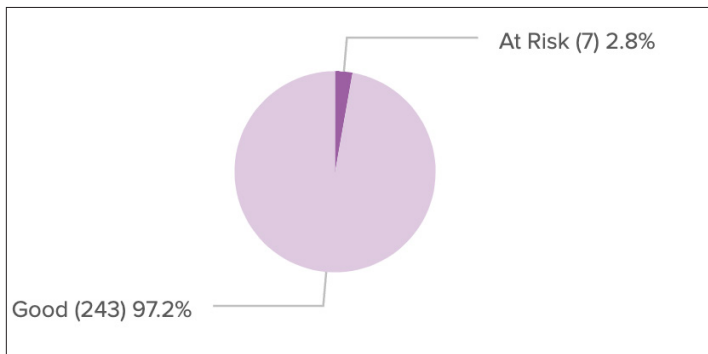

USE CASE: With ANM IT Ops, we predictively determine the root cause of potential incidents that haven't yet occurred such as certificate expiration.

Asset Management

Utilizing ANM IT Ops, we assist with the strategic planning and management of the entire life cycle of IT assets to optimize their value, control costs, facilitate decision-making, and ensure compliance with regulatory and contractual requirements.

This comprehensive process encompasses the planning, procurement, deployment, utilization, maintenance, and eventual disposal or replacement of IT assets. The pie-chart example shows the coverage of devices in the client environment.

The goal is to maximize the value derived from each asset while minimizing unnecessary costs and ensuring that your organization remains compliant with relevant regulations and contracts.

Asset management in ANM IT Ops provides a structured framework for tracking and managing assets, including hardware, software, and other technology resources, contributing to efficient operations, informed decision-making, and the overall financial health of the organization.

USE CASE: In ANM IT Ops, we monitor and track asset information to aid in our client's lifecycle journey for their IT equipment.
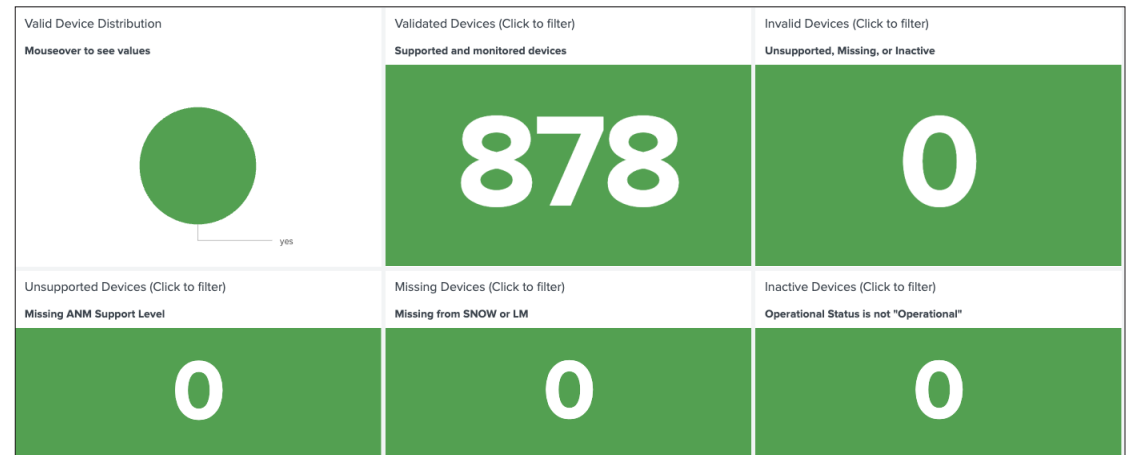
USE CASE: This custom validator cross references the devices in our CMDB with our event management system to ensure our systems integrations are in alignment.

Unleash the Future of IT Operations Management

It is crucial to address the persistent challenges faced by organizations today: a scarcity of resources, a lack of strategic direction, integration gaps, insufficient automation, data without actionable insights, and the absence of key performance indicators (KPIs). These challenges, though formidable, serve as the impetus for transformative solutions.
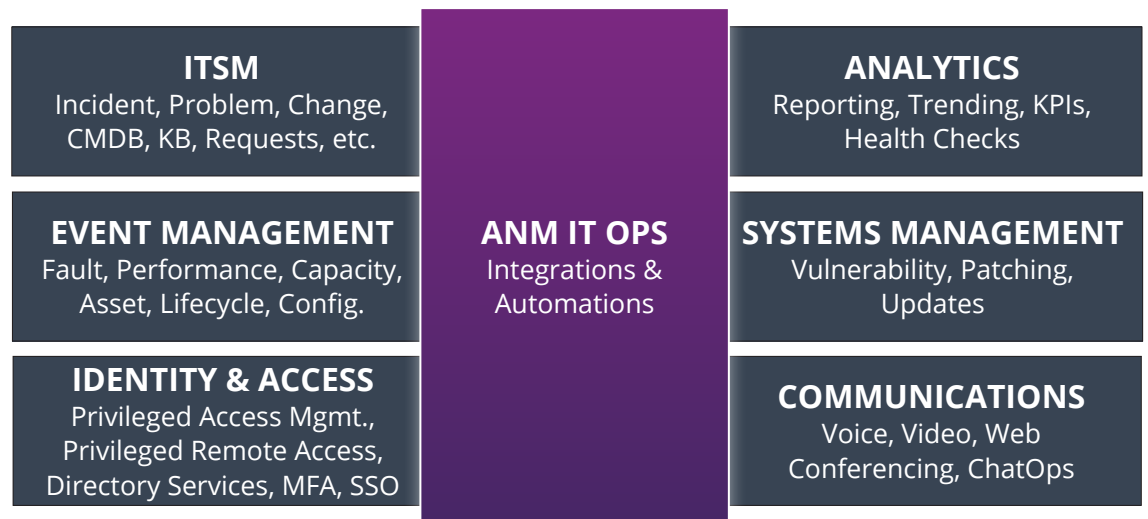
The ANM IT Ops platform addresses these challenges with an all-encompassing solution that redefines IT Operations Management by seamlessly integrating IT Service Management (ITSM), Event Management, Systems Management, Identity and Access, Analytics, and Communications.

The benefits of the ANM IT Ops platform are far-reaching, addressing pain points with precision and unlocking opportunities for growth and efficiency:
Reduced Noise: By filtering out extraneous information, our support teams can react swiftly to critical issues, enhancing overall responsiveness.

- **Improved Incident Data Quality:** The platform elevates the quality of incident data and correlation, providing a solid foundation for precise issue resolution.

- **Enhanced Visibility:** Troubleshooting becomes more effective with heightened visibility, allowing IT teams to navigate complexities with ease.

- **Proactive Management:** With the burden of manual tasks lifted, IT gains more time for proactive management, addressing potential issues before they escalate.

- **Advanced Reporting:** Detailed reporting on past performance empowers organizations to make informed decisions, fostering continuous improvement.

- **Security and Compliance:** The platform fortifies security and compliance measures, ensuring a robust defense against evolving cyber threats.

- **Flexibility and Expertise:** ANM's IT Ops platform is not just a tool; it is a flexible platform that complements the intelligence and expertise of ANM's skilled professionals.

Embrace the future of ITOM with ANM IT Ops, where challenges become catalysts for excellence, and innovation is the guiding light towards a robust and efficient IT landscape.

ITSM	ANM IT OPS	ANALYTICS
Incident, Problem, Change, CMDB, KB, Requests, etc.	Integrations & Automations	Reporting, Trending, KPIs, Health Checks
EVENT MANAGEMENT		SYSTEMS MANAGEMENT
Fault, Performance, Capacity, Asset, Lifecycle, Config.		Vulnerability, Patching, Updates
IDENTITY & ACCESS		COMMUNICATIONS
Privileged Access Mgmt., Privileged Remote Access, Directory Services, MFA, SSO		Voice, Video, Web Conferencing, ChatOps

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