



PANOPTICS

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ITIL practices & IT Services - Panoptics

ITIL Functions

Panoptics incorporates the best practices of ITIL, the recognised industry standard of methodology for IT environment management, in combination with real world experience and practicality to optimise our entire service delivery. Used in conjunction with the Service Desk and System Management teams, ITIL provides the framework that allows us to perform calm, timely delivery of service with predictable outcomes for applications and systems in turn avoiding a constant firefighting approach to maintaining your IT environment.

" V e r y h a p p y w i t h t h e s e r v i c e ,
a t t e n d e d t o p r o m p t l y . "

Matthew Lewin, The Brewery

Applicable Services

Service Line	Change Management	Problem Management	Capacity and Availability Management	Service Level Management	Major Incident Management
Service Desk	NR	M	NR	M	O
Systems Management	M	O	M	M	M
Onsite Resource	NR	NR	NR	O	NR
Remote Monitoring	NR	O	O	O	O
3rd Party Support/ Management	M	O	O	M	O
NR Not Relevant M Mandatory O Optional					

Problem Management

The goal of Problem Management is to minimise the adverse impact of Incidents and Problems on the business that are caused by errors within the IT Infrastructure, in conjunction with preventing recurrence of Incidents related to the identified errors. In order to achieve this goal, Problem Management gets to the root cause of Incidents before developing agreed actions to improve or correct the situation.

While Incident Management focuses on “fixing it fast” Problem Management focuses on “restoring service”.

In this context an incident is an event that disrupts normal operation. A problem is an underlying issue that could lead to an incident.

Change Management

Panoptics Change Management service is based on ITIL best practice and has the primary objective of protecting your production services from outage and disruption resulting from change. The Panoptics Change Management function acts as the primary interface for the customer to control changes to IT Infrastructure.

The process is applied and governed to ensure that changes are recorded, evaluated, prioritised, planned, tested, authorised, implemented, documented and reviewed in a controlled manner with minimal or no disruption to the service.

Goals and objectives are as follows:

- To **minimise the impact** of change upon service quality, thus improving the day-to-day operation of the organisation.
- To respond to the customer's changing business requirements whilst **maximising value** and reducing incidents, disruption and re-work.
- To respond to the business and IT requests for change that will **integrate services** with the business needs;
- To ensure that changes are recorded and evaluated, and that authorisation, prioritisation, planning, testing, and implementation are conducted **in a controlled manner**.
- To **manage key aspects** of the process: Assess and evaluate the change, change authorisation, communications, co-ordination of change implementation, closure and post-implementation review / lessons learnt.

Capacity and Availability Management

Capacity Management aims to ensure that the capacity of the IT infrastructure is able to deliver the agreed service level targets in a cost effective and timely manner. Capacity Management considers all resources required to deliver the IT service and requires input from the customer in terms of future requirements to be effective. The benefit is to be able to optimise performance and efficiency as well as plan for and justify financial investments.

It relies on Availability Management to collect performance metrics and counters from servers and depending delivers performance reporting, trending, forecasts and analysis of the underlying infrastructure. It also makes use of regular monitoring of specified thresholds by linking alerts to the Incident Management system and data to assist the Problem Management system.

Major Incident Management

The Major Incident Management service addresses critical incidents that require a response above and beyond that provided by the normal incident process.

Such incidents may have a major impact on the ability to sustain operations or effectively run the your business. Although these incidents still follow the normal incident life cycle, the Major Incident procedure provides the increased coordination, escalation, communication and resources that these high priority events require.

The objective of Major Incident Management is to restore normal service operation as quickly as possible and minimise the adverse impact on business operations and end users. However Major Incident Management, as the name implies, focuses on only the most critical of incidents that have the potential to severely impact or bring to a standstill, the Customers business operation.

Major Incident Management service components:

- A **single point of contact** throughout the life of the Major Incident.
- **Facilitate communications** with the you, technical resources and 3rd parties.
- Issue live incident reports (**Status updates**)
- Perform management escalations (**Governance**)
- Produce the Major Incident Report (**MIR**)
- Perform Root Cause Analysis (**RCA**) which is a document created after the Major Incident.

Service Level Management

The provision of a detailed report (as part of the monthly, quarterly and annual report) indicating the performance of the Service against the SLA's – supplied via a method that best suits your organisation, including face to face, digital documentation or via our portal.

Furthermore, the function ensures that all open tickets are monitored during their entire life and the relevant resources are applied to hit the Service Levels agreed. Finally the function is concerned with the creation, promotion and relegation of Service Levels for contractual (Key Performance Indicators – KPI's), desired Service Levels (Performance indicators – PI's) to suit the ongoing requirements of the service.

3rd Party Support

Panoptics recognise that to deliver proper Managed Services all parts of a client's infrastructure must be encompassed. As such Panoptics provide reliable, effective management of all 3rd party support contracts, ensuring a consistent overall approach to your entire IT infrastructure by taking ownership of the contracts which in turn harmonises Service Levels achieved.

Utilising a tried and tested methodology, Panoptics can either procure or novate an existing contract in place, ensuring dependable service levels are realised across your entire IT environment.

Through consultation and a complete understanding of both the specific business as well as the requirement, Panoptics will measure 3rd party performance before negotiating a new agreement owned by us but delivering optimised service levels to you.

This enables your business to retain only the most appropriate strategic suppliers, in turn rationalising your supply chain as Panoptics will be sure that the underpinning support requirements are consistently managed. In many cases a tri-party relationship is formed whereby Panoptics manages support but you retain direct access to all 3rd parties for development requests or any activities outside the sphere of support – providing complete flexibility as well as an optimised level of service.

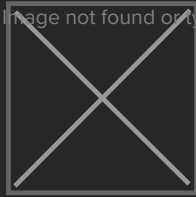
3rd Party Management

Panoptics understands that to deliver effective Managed Services it is essential to encompass all parts of the infrastructure, including a number of 3rd party support contracts ranging from line of business applications to telephony platforms. As such, our service provides the complete, reliable management of all 3rd parties to the specific service levels of each contract providing your business with the peace of mind that a consistent, high quality service is provided throughout your entire IT environment.

The Panoptics Managed Service includes the complete management of all 3rd Party tasks required – as part of either Incident Management, a Request or a Project. With full measurement of service levels delivered within your contract along with compliance reporting and recommendations on how to optimise the contractual framework and /or assist with the selection of new 3rd parties to ensure that the service is as you require. Our 3rd Party Management services ensure a consistent approach to providing support services is adhered to, whilst the ultimate ownership of the relationship is retained by you.

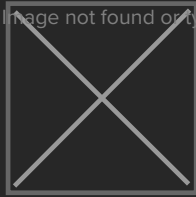
Other Services To Consider

Discover how all of our services work together to deliver additional end user benefits and greater value...[click here](#)



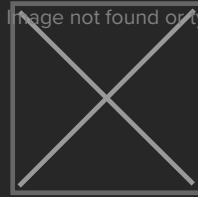
WAN

High quality, secure and uncontended WAN that enables businesses to connect as & when they need to.



Co-location

Innovative, efficient and performant optimised Co-location service that allows businesses to grow without constraints.



Hosted Virtual Machines

Scalable and secure solution that enables businesses to consume new resources quickly and without upfront costs.

We're always available to discuss any IT Project and would welcome the opportunity to talk it through. Get in touch now and we're confident we will find the perfect solution for your business.

[Get in touch today.](#)