

# HEALTH CHECK



## Are you maximizing your Service Manager and Cireson investment?

Customer success is a core value at Cireson and we pride ourselves on providing an outstanding customer experience. This starts with the way both Service Manager and Cireson should be designed, implemented, and used to meet your IT & business objectives.

A health check from Cireson consists of several critical stages for Service Manager and Cireson solutions to ensure you are getting the most out of your investment.

### STAGE 1: MICROSOFT SERVICE MANAGER

*Are you experiencing issues with the speed and performance of your deployment?*

*Has your database become bloated and created bottlenecks?*

*Are you concerned about the stability of your reporting system?*

*Do your ITSM/ITAM processes align with your service and asset management configuration?*

Phase 1: Installation & Environment Health	Phase 2: Role Sizing & Placement	Phase 3: Configuration & Health
<ul style="list-style-type: none"><li>Review of environment version versus latest and available updates</li><li>Assess firewall settings, backup and maintenance windows, and network configuration</li></ul>	<ul style="list-style-type: none"><li>Analysis of configuration design on role sizing and placement (to include but not limited to):<ul style="list-style-type: none"><li>Number of supported users</li><li>Average number of work items transactions per month</li></ul></li><li>Verify CPU, memory, and storage speciation's based on the above</li></ul>	<ul style="list-style-type: none"><li>Inspect Service Manager and Data Warehouse databases</li><li>Review configurations for data retention, grooming, and base SQL</li><li>DB size and placement, storage I/O, and other best practices</li></ul>
Phase 4: Workflow & Health Performance	Phase 5: Reporting & Data Warehouse	Phase 6: Connector Health
<ul style="list-style-type: none"><li>Evaluate the performance of individual workflows within Service Manager<ul style="list-style-type: none"><li>Reports on subscriptions, queues/groups, notifications, and more</li></ul></li><li>Identify potential configuration and performance issues</li></ul>	<ul style="list-style-type: none"><li>Examine your data warehouse and reporting infrastructure</li><li>Assessing job performance plus the identification and remediation recommendations for any job failures</li></ul>	<ul style="list-style-type: none"><li>Focus on the Service Manager connector:<ul style="list-style-type: none"><li>Identify issues</li><li>Configuration best practices</li><li>Missing data</li><li>Performance issues</li></ul></li></ul>
Phase 7: Security Best Practices		
<ul style="list-style-type: none"><li>Reviewing best practices around service accounts, user roles, and scoping</li></ul>		





## STAGE 2: CIRESON PORTAL & ASSET MANAGEMENT

<p><b>Phase 1:</b> Installation &amp; Environment Health</p>	<p><b>Phase 2:</b> Role Sizing &amp; Placement</p>	<p><b>Phase 3:</b> Database Configuration &amp; Health</p>
<ul style="list-style-type: none"> <li>• Installation and configuration of your Cireson Solutions:             <ul style="list-style-type: none"> <li>○ Cireson Portal</li> <li>○ Cireson Asset Management</li> <li>○ Any other Cireson installed applications</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• System configuration around role sizing and placement</li> <li>• Verify CPU, memory, and storage configuration on the Portal and database servers</li> </ul>	<ul style="list-style-type: none"> <li>• Examine your Cireson Portal Service Management database             <ul style="list-style-type: none"> <li>○ Review the current SQL configuration</li> <li>○ Database size and placement</li> <li>○ Along with other best practices</li> </ul> </li> </ul>
<p><b>Phase 4:</b> Workflow Health &amp; Performance</p>	<p><b>Phase 5:</b> Security Best Practices</p>	<p><b>Phase 6:</b> Application Configuration Best Practices</p>
<ul style="list-style-type: none"> <li>• Access Cireson applications workflow configuration and performance             <ul style="list-style-type: none"> <li>○ Cireson Asset Management workflow settings</li> <li>○ Notify Analyst and other applications dependent on Service Manager workflows</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Evaluate the Cireson Portal security configuration around request and service offerings             <ul style="list-style-type: none"> <li>○ Including the use of queues and CI groups</li> <li>○ Cireson Asset Management security roles and Cireson Portal security scoping</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Review all installed Cireson applications and compare to best practices             <ul style="list-style-type: none"> <li>○ Include any discrepancies in final report of recommended changes</li> </ul> </li> </ul>
<p><b>Phase 7: Portal Customization Best Practices</b></p>		
<ul style="list-style-type: none"> <li>• For Cireson Portal customizations, we will provide recommendations to improve performance and/or reduce complexity</li> </ul>		

## STAGE 3: PROCESS ASSESSMENT

<p><b>Phase 1:</b> Assess Current &amp; Desired Core Processes</p>	<p><b>Phase 2:</b> Assess Current &amp; Desired Reporting</p>	<p><b>Phase 3:</b> Assess Process Integration</p>
<ul style="list-style-type: none"> <li>• Assess existing and desired IT service, and asset management core processes             <ul style="list-style-type: none"> <li>○ Interview key stakeholders and process owners</li> <li>○ Review current process documentation</li> <li>○ Process module analysis</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Incident, service fulfillment, and change management reporting requirements</li> <li>• Service Level Object (SLO) analysis</li> <li>• KPI reporting requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Assess existing process integration with Service Manager and Cireson             <ul style="list-style-type: none"> <li>○ Review service management, asset management, and automation process mappings to Service Manager</li> </ul> </li> </ul>
<p><b>Phase 4: Process Realignment</b></p>		
<ul style="list-style-type: none"> <li>• Design recommendations for realigning processes with Service Manager &amp; Cireson solutions</li> </ul>		

