



IT service management

with System Center 2012 R2



Microsoft System Center 2012 R2 helps you realize the benefits of the [Microsoft Cloud OS](#) by delivering unified management across your datacenters, service provider datacenters, and Windows Azure.

The IT Service Management capability supports the Cloud OS by providing flexible service delivery that:

- enables self-service requests for private cloud capacity.
- automates industry-standard service management and process workflows.
- unlocks business and operational insight.

As more and more organizations turn toward cloud computing, it is becoming more critical to deliver reliable and predictable IT services across physical, virtual, and cloud resources while maintaining compliance. System Center 2012 R2 provides flexible IT Service Management that helps you effectively integrate people, processes, and knowledge across your organization.

Flexible and cost-effective

Cloud computing is fundamentally changing the way companies conduct business today. To ensure enterprise-wide standardization and compliance, particularly in the context of stringent regulations, IT services need to be centrally defined and consumed with just the right balance of flexibility and control. System Center 2012 R2 Service Manager helps you flexibly deliver the service management processes your organization needs, such as custom service request offerings, process and knowledge integration, and chargeback.

Self-service requests for private cloud capacity

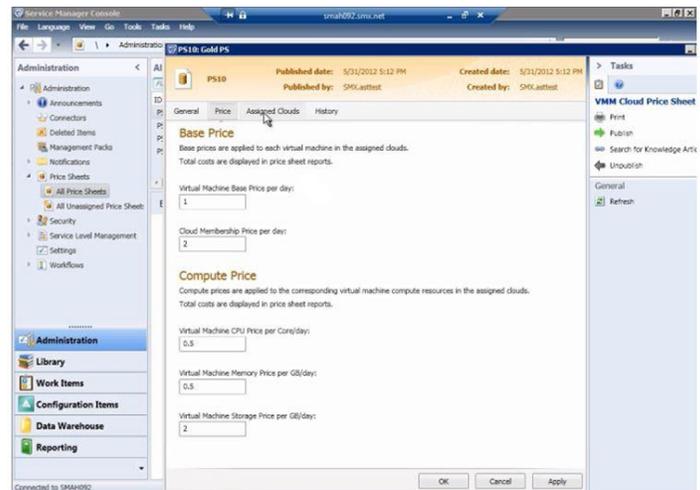
In an effort to meet increased business expectations, many IT departments today strive to standardize and publish their offerings. System Center 2012 R2 Service Manager addresses this need by standardizing IT service delivery through the publishing of a service catalog for requesting IT services. The catalog includes flexible service request templates and workflows that help you easily author and publish service offerings that align with your company's business processes. End users and application owners solicit services with the Cloud Service Process Pack (CSPP) that integrates into Service Manager. The CSPP enables provisioning and allocation of pooled infrastructure resources to internal line-of-business (LOB) application teams based on requirements submitted through the Service Manager portal.

Industry-standard service management and process workflows

One of the tenets for business is delivering predictable service. Predictability however, requires having the proper management tools in place. To facilitate organizational management, Service Manager uses industry-standard service management and automated workflows for incident, problem, change, and release management. A centralized Configuration Management Database (CMDB) offers a single repository to track all IT service requests and changes, capturing relationships across your infrastructure and applications, facilitating change management, and helping you maintain compliance. The CMDB can also monitor multiple private cloud configuration items such as virtual machine templates, application service templates, virtual machines, hosts, and application services.

Business and operational insight

IT teams need to consistently track infrastructure resource consumption and performance against defined service level agreements (SLAs). Service Manager utilizes powerful integration with System Center 2012 R2 Virtual Machine Manager (VMM) and System Center 2012 R2 Operations Manager to deliver in-box metering and price sheets for virtual machines and clouds. The Orchestrator connector supports the fulfillment of service requests through process automation capabilities such as runbook execution. The VMM connector imports library data such as virtual machine and service templates into the CMDB, so end users can request offerings in self-service mode. A data warehouse in Service Manager offers rich self-service reporting (including integration with Microsoft Office, Active Directory, and SAP) for analyzing operational SLA trends. In addition, integration with the Cloud Cruiser cost analytics solution provides an accurate chargeback/showback model, helping enterprises and service providers implement comprehensive chargeback solutions.



To help you track resource consumption and performance across your datacenter, System Center delivers in-box metering and price sheets for virtual machines and clouds.

Next steps

- See additional System Center 2012 R2 resources <http://www.microsoft.com/en-us/server-cloud/products/system-center-2012-r2>
- Read about System Center 2012 R2 on TechNet <http://www.microsoft.com/technet>
- Download and evaluate System Center 2012 R2 <http://msft.it/trycloudos>
- Visit the System Center marketplace: <http://systemcenter.pinpoint.microsoft.com>
- Check out our blogs <http://blogs.technet.com/server-cloud>