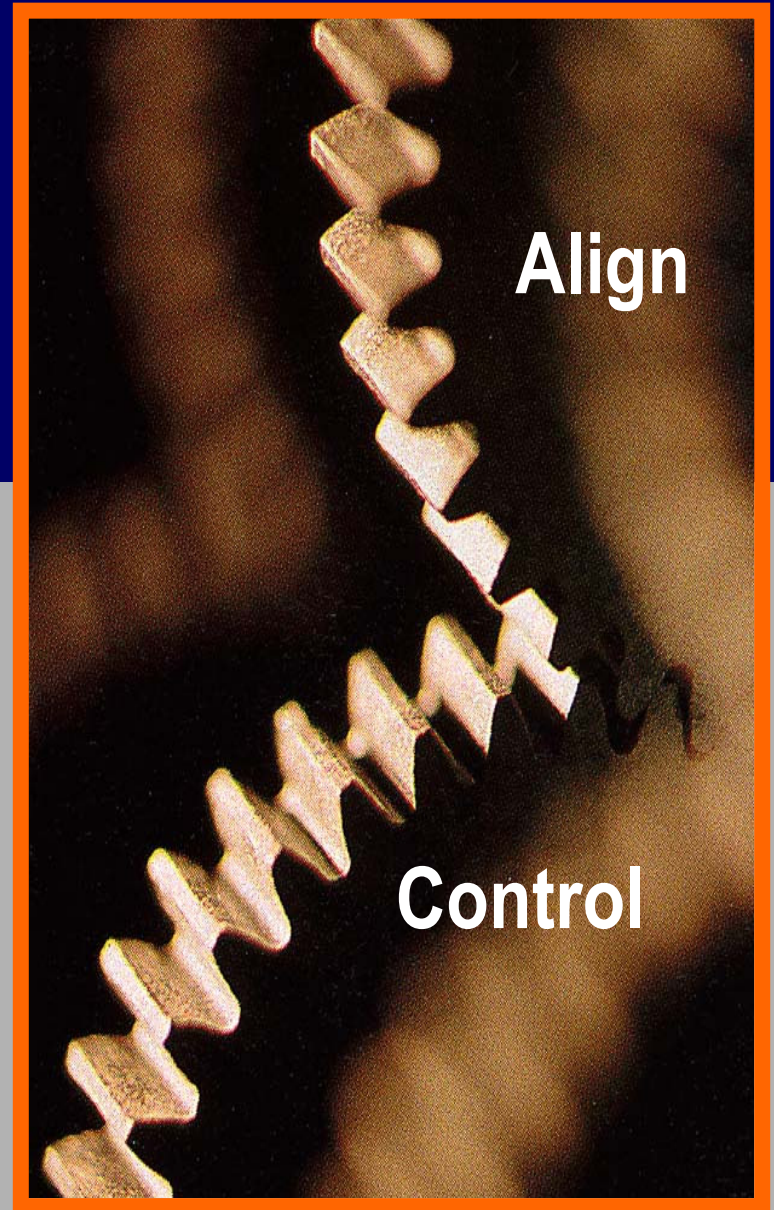


**MIRROR**  
**42**

# IT service management solution



# About Mirror42



**Mirror42 offers enterprise software products for operational IT Governance.**

**Mirror42's software solutions are built on Mirror42's Governance Management System, a powerful architecture that allows organizations to quickly design and configure the activities that they would like to govern.**

**Mirror42 offers a wide range of out of the box applications on top of the Governance Management system. Applications that provide powerful management dashboards, integrated reporting, automated workflow for corrective actions and easy to configure open interfaces for integrations with your existing databases and applications.**

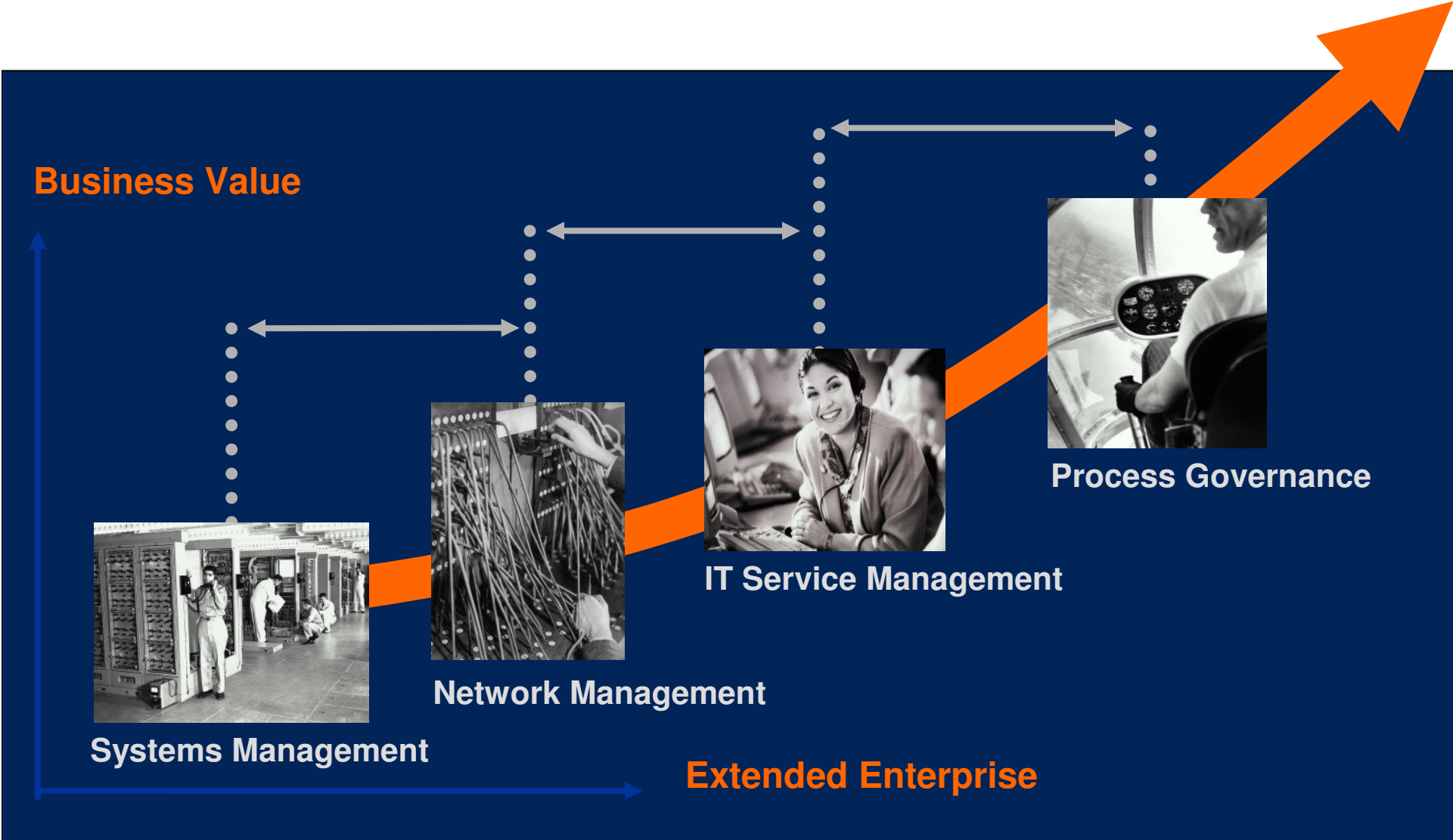
**Mirror42 delivers the following out of the box solutions**

- Business and IT alignment
- Project portfolio management
- Service Level reporting
- Process management
- Governance analysis

**Start with governance today, start with Mirror42.**

# Process Governance

The next step for IT Service Management



# Moving forward:

## Improving Service Management Processes



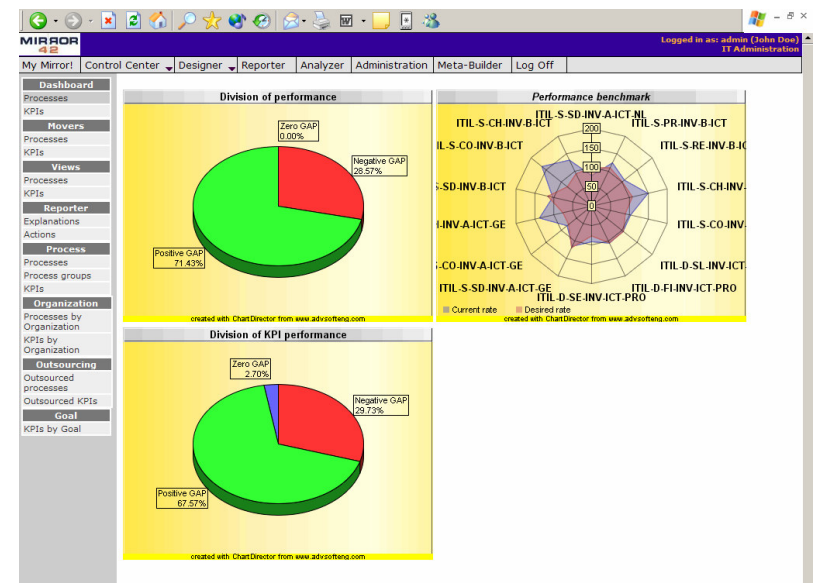
Access to relevant information about the performance of IT service management processes has always been critical for good management. With some processes being delivered by multiple departments and some services being outsourced to external organizations, the task of trying to get a complete overview of IT service management process performance has been a daunting one.

Today, process management and service level reporting is becoming more important. Executive management is demanding more control over the organization due to new regulations and increased competition in the market place. With corporate budgets tightened there is a need to know how IT processes are performing, in order to assess if resources need to be shifted .

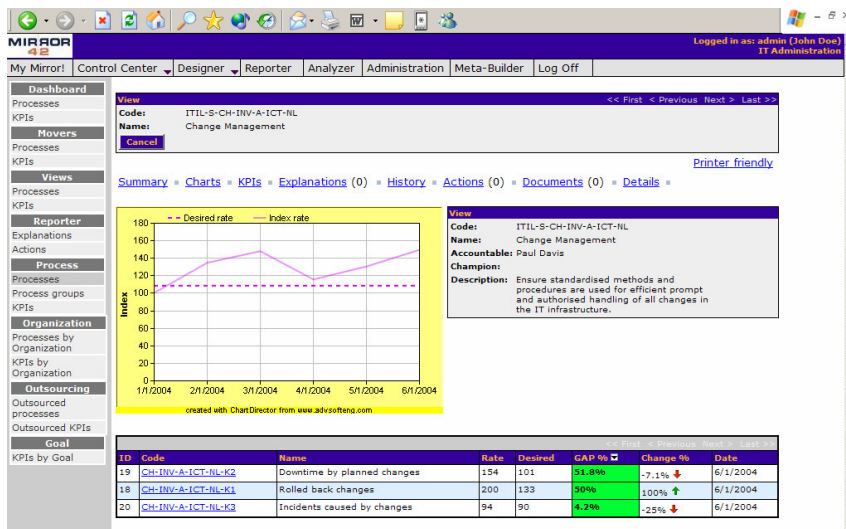
## There is a solution

The Mirror42 service management solution based on the unique Mirror42 methodology creates the desired management dashboards out of the box. This allows organizations to compare relative performance, manage outsourced processes, mitigate risk, allocate resources, reduce cost, implement service level reporting, take corrective action, analyze dependencies, benchmark organizational performance and track maturity levels.

Best of all, this solution is easy and affordable.



# Putting information at work



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## Unique methodology

When analyzing a company's performance listed on the stock exchange, one analyzes the stock performance relative to the performance of the index. This involves looking at underlying key performance indicators (KPIs) such as revenue and profit growth and taking into account management's explanations and expectations for the future.

Mirror42 uses a similar methodology for analyzing and comparing internal business processes.

## Powerful personalized management dashboards

KPI information is turned into relative index information. Combined with explanation, action and expectation reporting of the manager, this results into out of the box powerful management dashboards. Managers can easily tailor their personal dashboard.

## Integrated workflow management

Whenever dashboards tell you that quality is not developing according to plan, you want to take corrective action. All actions and progress are immediately integrated back into the dashboards, allowing you to maintain a total overview.

## Maximize ROI with industry best practices

The Service management solutions comes with a set of commonly used KPIs for ITIL.

## Integrate various different data sources

Mirror42 is easily integrated in leading solutions such as Peregrine, BMC Remedy, Marval, Axios and HP OpenView

# Managed Service Providers

ID	Name	Group	Organization	Rate	Desired	GAP %	Change %	Date
138	ITIL-S-CH-INV-B-ICT	Configuration Management	ITIL-S-CO	164	80	106.4%	39.3% ↑	6/1/2004
28	ITIL-S-CH-INV-A-ICT-NL	Configuration Management	ITIL-S-CH	132	76	80.9%	12.8% ↑	6/1/2004
35	ITIL-D-SE-INV-ICT-PRO	Change Management	ITIL-S-CH	138	76	106.4%	12.8% ↑	6/1/2004
29	ITIL-S-CO-INV-A-ICT-NL	Change Management	ITIL-S-CH	132	93	42.4%	25.9% ↑	6/1/2004
25	ITIL-S-CH-INV-A-ICT-NL	Change Management	ITIL-S-CH	149	108	37.8%	14.6% ↑	6/1/2004
26	ITIL-S-RE-INV-B-ICT	Security Management	ITIL-D	92	77	18.5%	20.1% ↑	6/1/2004
128	ITIL-S-CO-INV-A-ICT-GE	Configuration Management	ITIL-S-CO	103	89	16%	22.1% ↑	6/1/2004
31	ITIL-D-FI-INV-ICT-PRO	Configuration Management	ITIL-S-PR	124	110	12.7%	0.8% ↑	6/1/2004
30	ITIL-D-SL-INV-ICT-PRO	Problem Management	ITIL-S-RE	108	101	6.8%	8.3% ↑	6/1/2004
122	ITIL-S-CO-INV-A-ICT-GE	Release Management	ITIL-S-CO	81	76	5.9%	24.9% ↑	6/1/2004
136	ITIL-S-SD-INV-B-ICT	Financial Management	ITIL-D	106	105	1.1%	6.1% ↑	6/1/2004
24	ITIL-S-SD-INV-A-ICT-NL	Service Level Management	ITIL-D	104	105	-0.3%	28.7% ↑	6/1/2004
144	test-process	Service Desk	ITIL-S-SD	115	119	-3.3%	13.4% ↑	6/1/2004
75	COBIT-MO4	Service Desk	ITIL-S-SD	103	116	-11.7%	9.5% ↑	6/1/2004
72	COBIT-MO1	Service Desk	ITIL-S-SD	79	99	-20.2%	0.4% ↑	6/1/2004
68	COBIT-DS10	test	COBIT-MO					
63	COBIT-DS5	Provide for Independent Audit	COBIT-MO					
57	COBIT-A16	Monitor the Process	COBIT-MO					
53	COBIT-A12	Manage Problems and Incidents	COBIT-DS					
50	COBIT-PO10	Ensure Systems Security	COBIT-DS					
45	COBIT-PO5	Managing Changes	COBIT-AI					
		Acquire and Maintain Application Software	COBIT-AI					
		Manage Projects	COBIT-PO					
		Manage the Investment in Information Technology	COBIT-PO					

## The perfect solution

- Process Management
- Service Level Reporting
- Customer Views
- Integrated explanation (bi-weekly, monthly) reporting
- Web-based
- Personalized view for service managers, process managers or accountable persons
- Integrated with service management solutions
- Corrective action support
- Performance and comparison analysis

# Leveraging existing investments

Mirror42 understands that customers want to leverage existing investments. That's why Mirror42 focuses on adding value to your existing applications and solutions. Designed with integration in mind, Mirror42 provides open interfaces that allow you to integrate Mirror42 with leading ERP applications as well as service management applications. Mirror42 allows you to turn existing data into powerful management dashboards.



# Key Features and Benefits

Features	Benefits
Web based architecture	Based on open standards, easy roll-out, easy to manage, extendable across the enterprise for outsourced processes
Fully Integrated	Easy to integrate with existing service management solutions such as HP OpenView Service Desk, Remedy or Peregrine
Management Dashboards	Management information at a glance. Based on series of indexes, easy to understand, historical overviews, unique drill down capabilities into underlying KPI performance
Workflow management	Support for corrective actions, explanation and expectation reporting. Notifications of dispatched actions via email.
Comparison Analysis	Compare relative performance of processes against themselves or against the index. Benchmark similar processes in multiple divisions or departments.
Out of the box ITIL templates	Commonly used KPIs for ITIL and CobiT shorten implementation times and maximize your ROI.

## Mirror42 Products

The Service Management solution is built with the following Mirror42 products:

- Mirror42 Governance Management System
- Mirror42 Control Center

More Information: <http://www.mirror42.com>

