

My IT Services Catalog

Powered by MyABCM Brazil



My IT Services Catalog is a solution developed for the Information Technology area of Organizations that allows, through sophisticated methodologies such as TBM (Technology Business Management), to control the costs of the IT services catalog, projects, towers, internal and external customers, processes and expenses in general - thus allowing a full understanding of the portfolio's investments and an alignment between the area's strategic goals and the effective deliveries - also connecting teams to improve performance as a whole.

TBM is a collaborative framework that helps companies align their IT departments with overall business goals, an essential practice for today's modern, digital organization.

We know that controlling IT finances is critical for organizations. The My IT Services Catalog solution facilitates efficient cost management through cause-and-effect modeling, understanding all related business and support processes and generating a series of indicators for efficient management. The solution allows, among others:

- Calculate the exact cost of each service provided;
- Understand the true **Value** your organization delivers to internal customers, business units (BUs) and end users;
- Create a culture of transparency in the use of the organization's resources, consumption data and capacity and gain important insights for your business;
- Transforming planning and governance and aligning the budget of each service and process to the analysis of its effective consumption;
- Optimize portfolios by understanding each cost involved in the process;
- Create an agile organization that allows quick responses to internal and external threats as well as changes in the market as a whole;
- Conduct simulations and strategic planning, anticipating changes in the market and allowing the

area to always be one step ahead of any potential impact on the organization's structure.

My IT Services Catalog is a complete and customized technology solution that offers support, training, and technical consulting, in addition to having implementation accelerators that stand out for the sector-specific activity dictionary, with all the processes and reports that are essential for a granular analysis of the business's costs and profitability.

Who is it intended for?

The **My IT Services Catalog** solution is intended for any company in the technology sector. It is recommended for IT managers, as it allows them to efficiently carry out cost and profitability analyses based on the operations already structured in the company.

What is it for?

My IT Services Catalog aims to standardize and facilitate the allocation of IT costs and investments, creating overviews of analyses for both IT managers and financial managers, as well as of the impact on business areas, making it possible to measure the IT performance in the generation of value of the products and services of organizations. Costs and investments have been increasing each year in all business sectors, so having a clear outlook of these impacts on the production chain becomes essential for organizations.

We know that many services are usually repetitive, with controlled inputs, processes and outputs. However, by having everything well defined and detailed, end-to-end, it is possible to obtain the best analyses for assertive decision-making.

The implementation of **My IT Services Catalog** was designed to make the registration, discovery, request, execution and tracking of IT services easier.

*“The implementation of **MyABCM** took just 3 months, which is very fast compared to other solutions. The **MyABCM** tool used by STIME has high value-added features such as reallocation between cost objects, calculation speed, and easy visualization of drivers, volumes, total and unit costs and traceability (graphical or value tracking) in a simplified way, which avoids the “black box” effect. **MyABCM** also allows for auditing and control - you can easily automate data loading, calculation and analysis -, and it is a highly scalable solution that allows for changes in drivers and business rules at any time.”*

Xavier Trébouta
Deputy Director of Management Control - Stime
France

Clients who can prove the efficiency of this solution:



Benefits

My IT Services Catalog is a standardized costing model that makes it possible to allocate IT costs in an analytical and clear way, as well as to track their impacts on the production chain of organizations, monitoring and measuring the performance of IT teams. It enables the creation of pre-defined standards for the allocation of costs and investments related to technology.

- Support to the TBM methodology for accurate understanding of the "Towers" and respective IT Products and Services, also for internal customers;
- Detailing of the Service Catalog with cost formation;
- Understanding of account group and respective G/L accounts and their impact on the Towers, Service Catalog and Internal or External Customers;
- Detailed KPI's focusing on Processes and Activities;
- Basic and Sophisticated Scenario simulation.

Name	Calculated Rollup Cost	Driver Name
End User	\$29,966.94	
> Workspace	\$138,186.21	#HeadCount
> IT Help Desk	\$74,589.29	#HeadCount
> End User Software	\$73,646.38	#HeadCount
> Mobile Devices	\$14,731.94	#HeadCount
> Network/Printers	\$13,051.53	#HeadCount
> Desktop Support	\$9,334.41	#HeadCount
> Conferencing & AV	\$6,665.39	#HeadCount
> Application	\$37,079.90	
> Compute	\$52,148.58	
> Mainframe	\$33,828.33	#Kernels
> Servers	\$29,403.46	#Server numbers
> Converged Infrastructure	\$9,867.46	#equipment
> High Performance Compute	\$8,057.76	#equipment
> Unix	\$5,738.66	#HeadCount
> Midrange	\$5,332.41	#equipment
> Platform	\$64,283.66	
> Mainframe Database	\$19,542.04	#Time
> Database	\$36,576.25	#equipment
> Mainframe Middleware	\$14,624.49	#direct
> Middleware	\$13,650.88	#Kernels
> Delivery	\$60,795.26	
> Data Center	\$32,399.02	
> Enterprise Data Center	\$47,636.57	#Server numbers
> Other Facilities	\$4,392.45	#HeadCount
> IT Management	\$15,140.34	

Process

The **My IT Services Catalog** solution integrates the company's databases with the **MyABCM** software and processes the information using the most appropriate costing methods for each situation. As a result, the implementation is streamlined and adaptable to different scenarios.

Specific characteristics of the process:

- Database integration from structured ETL;
- Variable costing of products and services;
- Operational costing based on validated methods;
- Indirect costing with the best existing techniques;
- Preparation of structured analyses;
- Model focused on improving operational efficiency and increasing transparency in management;
- Dashboard structuring for monitoring.

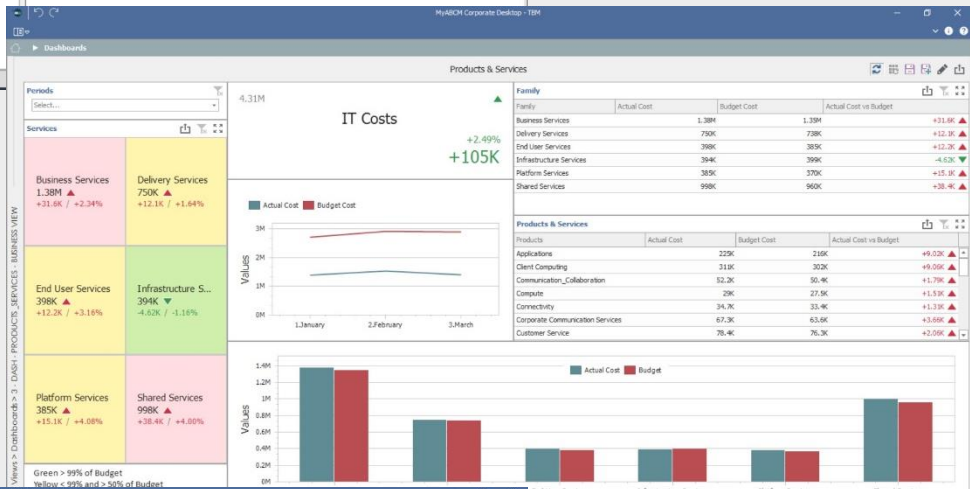
Challenges

To determine the great cost object dimensions that can clearly and efficiently map service results, product management, management of delivery and security services, infrastructure services, variety of platforms, in addition to shared services (which require third parties) that are funded by the organization. infrastructure services, variety of platforms, in addition to shared services (which require third parties) that are funded by the organization.

Source	Driver Cost	Driver Name	Driver Percentage
Operators	\$11,263.77	#Time	19.89%
Compute	\$1,679.45	#HeadCount	17.96%
Data Center	\$13,024.43	#HeadCount	17.96%
Network	\$752.79	#HeadCount	17.96%
Security_Compliance	\$2,818.53	#HeadCount	17.96%
Storage	\$6,135.10	#HeadCount	17.96%
Support	\$4,923.42	#Licenses	17.96%
Central Print	\$4,383.97	#HeadCount	11.86%
Conferencing & AV	\$790.36	#HeadCount	11.86%
Deskside Support	\$1,104.48	#HeadCount	11.86%
End User Software	\$9,661.48	#HeadCount	11.86%
Enterprise Architecture	\$1,552.46	#HeadCount	11.86%
IT Finance	\$1,552.06	#HeadCount	11.86%
IT Help Desk	\$1,942.21	#HeadCount	11.86%
IT Management & Strategic Pl...	\$1,253.97	#HeadCount	11.86%
IT Vendor Management	\$994.12	#HeadCount	11.86%
Mobile Devices	\$1,746.87	#HeadCount	11.86%
Network Printers	\$1,547.61	#HeadCount	11.86%
Workspocet	\$16,386.07	#HeadCount	11.86%
Lan/Wan	\$1,642.30	#HeadCount	11.11%
Transport	\$328.70	#HeadCount	11.11%
Voice	\$997.33	#HeadCount	11.11%
Applications	\$4,966.48	#direct	6.67%
Mainframe Database	\$751.62	#Time	3.85%

Graphical View of Allocations for the Service Catalog

Language: English My Profile: myabcm



Dashboard: Formation of Costs by Services

Module	Members
0 - Expenses	27
1 - Cost Pools	32
2 - IT Towers	52
3 - Products & Services	32
4 - Business View	8
Total	151

Module	Assignments
0 - Expenses	27
1 - Cost Pools	514
2 - IT Towers	491
3 - Products & Services	225
Total	1357

Module	Cost (in)	Cost (out)	% assigned
0 - Expenses	\$913,635.04	\$913,635.04	100.00%
1 - Cost Pools	\$913,635.04	\$913,635.04	100.00%
2 - IT Towers	\$913,635.04	\$898,337.37	98.32%
3 - Products & Services	\$898,337.37	\$898,337.37	100.00%
4 - Business View	\$898,337.37	\$898,337.37	100.00%

Module	Attributes
3 - Business View	20
3 - Financial View	30
3 - IT View	41
Total	90

Module	Drivers
3 - Business View	20
3 - Financial View	30
3 - IT View	41
Total	90

Driver	Assigned total	Grand total	% assigned
Equipment	4	1,357	0.29%
#licenses	4	1,357	0.29%
#m2	4	1,357	0.29%
#Time	13	1,357	0.96%
#direct	15	1,357	1.10%
Equipment	4	1,357	0.29%
#HeadCount	17	1,357	1.25%
#Licenses	2	1,357	0.15%
#Server numbers	2	1,357	0.15%
#Time	3	1,357	0.22%
#direct	1	1,357	0.07%
Total	67	1,357	4.93%

Strategic Modeling Summary

MyABC is the leader in technology solutions for indicator-based planning and strategic cost and profitability management that help organizations increase the shareholder value. Combining unmatched experience and technological innovation in over 1,000 projects, MyABC brings business and technology together to help clients improve their profitability and create sustainable value for the company.

To find out more, contact us: www.myabcm.com/contact
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