



The Service Management Company



RunBook

Convert manual processes into structured support procedures leveraging the power of ServiceNow®

Allow skilled staff to work on higher value projects

Level 1 operators are able to handle routines that previously required Level 2 operators. This allows more skilled operators to work on projects of higher value to the business.

Faster MTTR for incidents

RunBooks can be invoked on a schedule, ad hoc or in response to a monitoring alert. The application can be configured so that selected alerts from management systems will automatically trigger a RunBook for the Level 1 operators to work on. This enables a fast and sure response, with no need for immediate Level 2 involvement.

Secures knowledge transfer

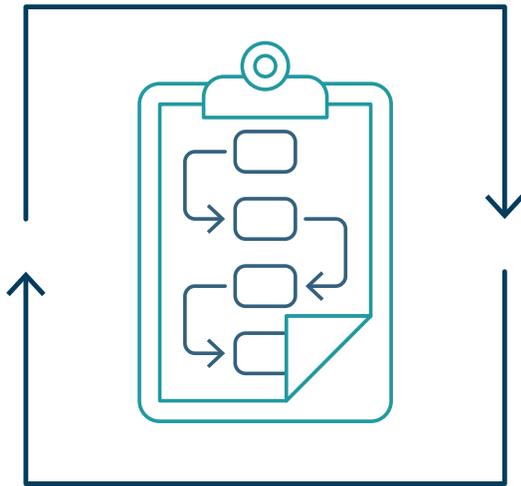
Prevents the over-reliance on key individuals. The application protects against the loss of vital experience and knowledge when staff members leave the organisation, and is always available if other staff members are out sick or on holiday.

Quickly assess the value of each procedure

By measuring how often each procedure is used, how long it takes to execute and how reliable it is you can quickly find candidates for automation – further reducing the cost of support.

TESM is a Gold Services Partner of





Defined and repeatable response procedures

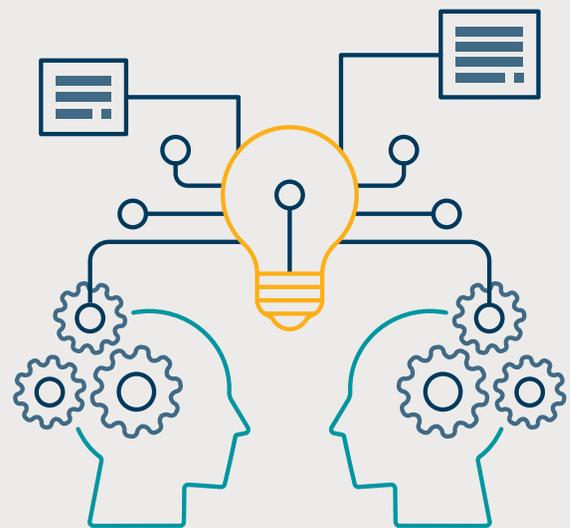
TESM RunBook enables support staff to view and execute their procedural workload without leaving the ServiceNow® platform. This enables your organisation to be more responsive, effective and reliable:

- Enables incident response processes to be defined, managed and optimised to streamline troubleshooting
- Guarantees that processes will be executed exactly the same way every time—providing reliable results
- Enables you to standardise processes and simplify support requirements

Empower your organisation

By capturing and standardising a process, you can make the knowledge available to all staff—not just to the specialists. This empowers lower skilled staff to perform tasks that otherwise they would have to escalate:

- Improves reliability by providing the relevant information needed to act quickly and consistently
- Allows you to enhance a support response without raising operational costs
- Enables you to do more with the same – or less – resources
- Retains knowledge in-house, and ensures procedures can be carried out even if skilled staff are unavailable



Automatic evidence and audit of RunBook adherence

This provides a current and historical context within which to evaluate a support response and drive continual service improvement.

You can apply schedules of any frequency for routine tasks, and know they will be carried out. You can also include as many steps and instructions as you need, including conditional paths, and automatically have a record of the results:

- Metrics embedded within the processes
- Logs actions at every decision/action stage and time taken to complete the RunBook
- Provides visibility into frequent failures and process weaknesses



For further information on RunBook please contact us:

contactus@tesm.com +44 (0)203 874 6760 www.tesm.com