ABSTRACT

A key goal of enterprise IT management is to maximize the availability of business applications and computing services to improve system user service levels. In order to do that IT department must not only be able to anticipate and quickly resolve any IT problems that may occur, but also manage the process of tracking reported problems and events to resolution. Moreover, the IT infrastructure which is constantly changing could have an impact on the company efficiency and performance, and also the ability of the service desk to manage service levels across organization. As the volume, speed, and complexity of change increase, the organization must manage changes more effectively.

Thai Samsung Electronics invested heavily in IT infrastructure to fuel continued growth and expansion. To meet the increasing demands of technology management, that the existing cannot support, the company needed a comprehensive solution that would help to proactively address the most critical systems issues. The company needs technology that quickly identifies and resolves problems before they have negative impact on the business functions.

The proposed system will allow the IT department to:

1. Monitor applications for availability and response
2. Take preventative steps to ensure application availability
3. Proactively and automatically detect, correct, and avert problems before they affect application, system, and network availability
4. Detailed inventory of IT assets for planning changes
5. Comprehensive problem resolution capacities
6. Protect and secure IT assets and Increase administrator productivity