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# BMC IT Service Management 7 Multi-tenancy

# Critical Business Issue

- Company wants to share infrastructure and staffing across companies or business units (e.g., service provider with multiple clients)
  - ◆ Needs to segment data based on lines of business
  - ◆ Must support multiple languages and
  - ◆ Offer different services or level of support
- To gain the advantage of:
  - ◆ Saving money in systems, training, application support
  - ◆ Aggregated statistics and reporting

# BMC Solution Capabilities

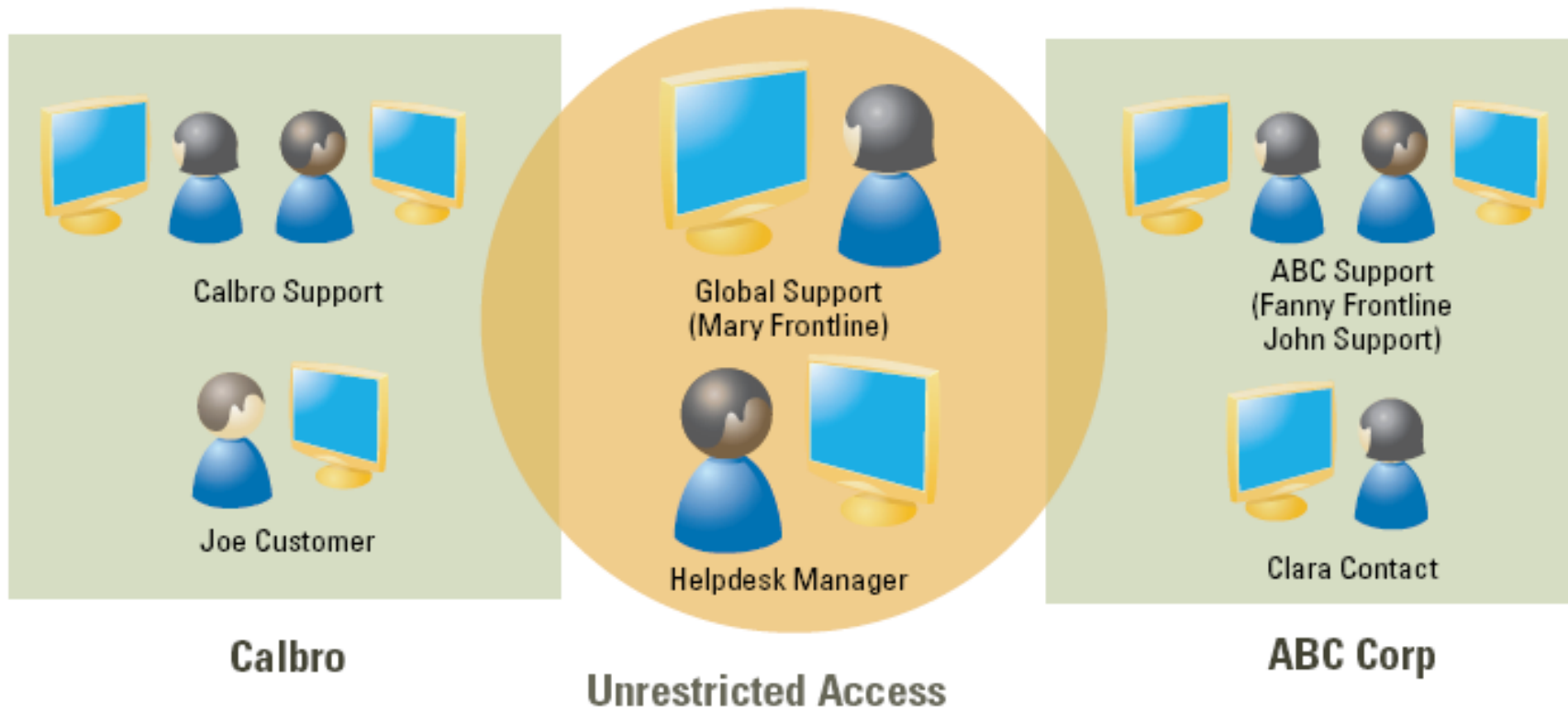
- Data can be segmented by company or business unit
  - ◆ Each company can have separate configuration
    - ★ People
    - ★ Support groups
    - ★ Menu choices - location, categorization, localization, templates, etc
    - ★ Assignment and Escalation rules
    - ★ Service Level Agreements
  - ◆ Each company sees only records for that company

# BMC Solution Capabilities

- Applications can be shared
  - ◆ Common interface
  - ◆ Common data where applicable
    - ★ A menu item or template can be designated as “Global” and used by all
  - ◆ Users can be configured to span companies if necessary

# Multi-Tenancy Scenario

Figure 2-1: Example of access to multiple companies



In this scenario, some people have access to Calbro information, some people have access to ABC Corp information, and others have unrestricted access to all information.

# Access Restriction

Figure 2-4: Login/Access Details tab

General | More Details | Attributes | Work Info | Cls | Financials | **Login/Access Details** | Support Groups | Notifications | Alternate Approvers

**Login ID and Password**

Login ID:  ...

Password:

**Licensing Preferences**

License Type:  ▼

Full Text License Type:  ▼

**Application Permissions**

Permission Group

- Asset Admin
- Asset Viewer
- Config Categorization Admin
- Contact Location Admin
- Contact Organization Admin
- Contact People Admin
- Cost Manager
- Incident User
- Notification Admin
- Problem User

**Access Restrictions**

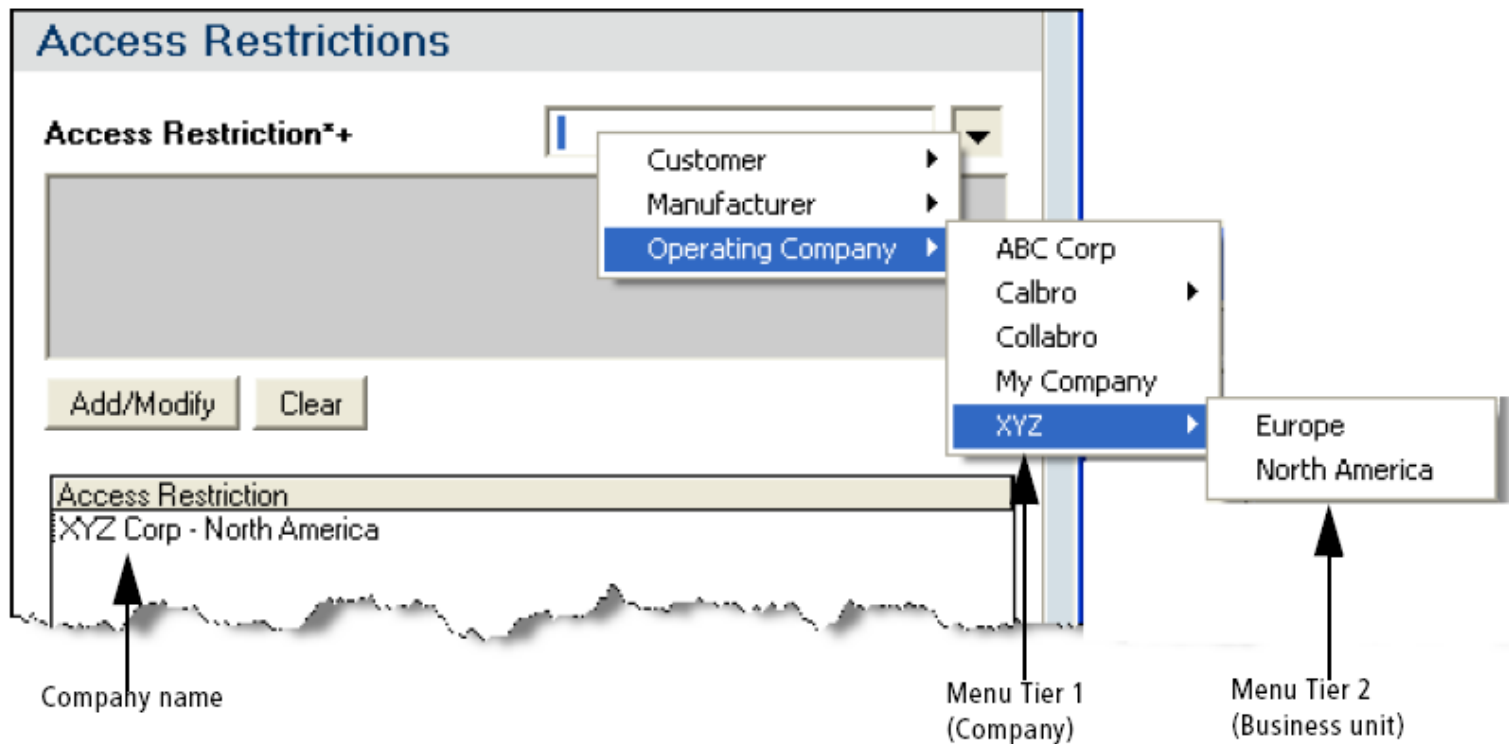
Access Restriction

- ABC Corp

Unrestricted Access  Yes

In the example shown in Figure 3-2, companies have been configured with multitiered menus to represent company and business unit. To set the business unit, from the Access Restriction field, choose the company type, the company, and then the business unit, as in Operating Company > XYZ > North America.

Figure 3-2: Access Restrictions window



# How it is used in the ITSM Applications

BMC REMEDY IT SERVICE MANAGEMENT - Incident Management

Manager Console | **Support Console**

Company: [XYZ] | Europe | North America

My Console | Search Criteria: All Open Incidents

**Incident Request Information**

Summary\* [ ] | Status\* New | Status Reason [ ]  
Notes [ ] | Impact\* [ ] | Priority\* [ ]  
Escalated? No | Urgency\* [ ] | Weight\* [ ]

Customer | Contact | Classification | Work Info | Tasks | Assignment | Vendor | Relationships | Resolution | SLM | Date/System | Knowledge Base

**Customer Information**

First Name\*+ [ ] | Company\*+ Calbro Financial Services  
Middle Name [ ] | Organization [ ]  
Last Name\*+ [ ] | Department [ ]

Assigned Work: INC000000000028, INC000000000027

**CI Name\*** HP Laserjet 125

**CI Information**

CI ID+ PRHP125 | Company+ ABC Corp  
Tag Number 00125 | Primary Capability [ ]  
Serial Number 12345678 | Capability List [ ]  
Part Number HP125 | System Role [ ]  
Supported Yes | Status\* Deployed  
Status Reason [ ]

General | Specifications | Work Info | Financials