

## SmartSuite

IT Service Delivery > IT Operations Management (ITOM) · Datasheet

# IT Operations Planning & Analytics

Monitor, analyze, and optimize IT operations with real-time dashboards, performance metrics, and data-driven planning across services.

|               |                                                                                                                                                 |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| SKU           | IT-ITOM-ANL                                                                                                                                     |
| Solution area | IT Service Delivery                                                                                                                             |
| Works with    | Service Desk & Request Portal, Incident Management, Problem Management, Change Management, IT Asset Management, Service Level Management (SLAs) |
| Updated       | Sep 26, 2026                                                                                                                                    |
| Datasheet     | v1.0                                                                                                                                            |

## What it is

IT Operations Planning & Analytics is the process of using operational data to monitor performance, analyze trends, and plan IT services effectively. It enables organizations to optimize resources, improve service delivery, and make informed decisions based on real-time insights.

SmartSuite's IT Operations Planning & Analytics software provides a centralized, data-driven system to monitor performance, analyze trends, and plan IT operations effectively across your organization. It enables teams to move beyond reactive reporting to proactive, insight-driven decision-making.

By aggregating data from across your IT Service Delivery ecosystem—including incidents, requests, changes, assets, and service levels—SmartSuite provides a unified view of operational performance.

## Core capabilities

### Real-Time Operational Dashboards

Monitor service performance, incidents, and requests across systems and teams.

### KPI & SLA Tracking

Track key performance indicators and service level metrics.

### Trend Analysis & Reporting

Analyze patterns across incidents, requests, and changes to identify improvement opportunities.

### Capacity & Resource Planning

Forecast demand and optimize resource allocation.

### Cross-System Data Integration

Aggregate data from service desk, assets, incidents, and workflows.

### Performance Benchmarking

Compare performance across teams, services, and time periods.

### Custom Reporting & Visualization

Create tailored dashboards and reports for different stakeholders.

### Operational Insights & Recommendations

Identify inefficiencies and areas for improvement.

### Role-Based Access Control

Provide appropriate visibility to different roles and teams.

The Operations Analytics Lifecycle

|                                                                                                |                                                                                            |                                                                                                  |                                                                                                           |                                                                                                                |
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| <b>Step 1</b><br><b>Collect Data</b><br>Aggregate data from service and operational workflows. | <b>Step 2</b><br><b>Analyze Performance</b><br>Evaluate trends, KPIs, and service metrics. | <b>Step 3</b><br><b>Identify Opportunities</b><br>Detect inefficiencies, bottlenecks, and risks. | <b>Step 4</b><br><b>Plan Improvements</b><br>Develop strategies for optimization and resource allocation. | <b>Step 5</b><br><b>Monitor &amp; Optimize Continuously</b><br>Track progress and refine operations over time. |
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Who it is for

|                                                                                       |                                                                                           |                                                                                      |
|---------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| <b>IT Operations Lead</b><br>Monitors performance and plans operational improvements. | <b>Service Desk Manager</b><br>Tracks ticket trends and team performance.                 | <b>SRE / DevOps Engineer</b><br>Analyzes system performance and reliability metrics. |
| <b>Business Operations Leader</b><br>Aligns IT performance with business goals.       | <b>Risk &amp; Compliance Teams</b><br>Uses operational data for reporting and governance. | <b>Executive Leadership</b><br>Reviews performance metrics and strategic insights.   |

Works with

|                                                                                                        |                                                                                    |
|--------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| <b>Service Desk &amp; Request Portal</b><br>Provides request and ticket data for performance analysis. | <b>Incident Management</b><br>Tracks incident trends and service disruptions.      |
| <b>Problem Management</b><br>Identifies root causes and long-term improvement areas.                   | <b>Change Management</b><br>Analyzes impact of deployments on service performance. |
| <b>IT Asset Management</b><br>Provides system and asset context for analysis.                          | <b>Service Level Management (SLAs)</b><br>Tracks SLA performance and compliance.   |

**Built differently.** IT Operations Planning & Analytics runs on the same relational platform as every other SmartSuite product, so its records link to the risks, controls, issues and evidence they affect, and every report reflects the current state rather than a copy.

**See it working with your data**

Ask your SmartSuite account team for a demo of IT Operations Planning & Analytics configured for your organization, or read the full product entry at [smartsuite.com/products/it-operations-planning-analytics](https://smartsuite.com/products/it-operations-planning-analytics).

Schedule a demo