

advanced ServiceManagement system effectively supports IT service management (ITSM). The effectiveness of the deployed information technology will increase as with the benefits. The solution is based on ITIL (ISO 20000) and on standard processes of the Service Life Cycle.

The quality of service depends on crucial measures of how quickly and efficiently the requirements of co-workers or customers can be fulfilled. From the user perspective this means simple collection of incident reports, transparency of processing, as well as quick resolution of the problem. Responsibilities of the service team are essentially: assignment of responsibility, prioritization, administration and fast access to service knowledge, as well as communication and controlling.

ServiceManagement

advanced ServiceManagement is the central management tool responsible for controlling of IT services. Accordingly to ITIL requirements, it differentiates with respect to incidents, problems and changes. Additionally projects concerning release management can also be initialized.

Beside simple problem notification, substantial advantage of *advanced ServiceManagement* consists of very efficient ticket administration. Tickets can be assigned to ticketing staff and supervised during their processing. Service staff always has an exact overview of service tasks and can use the central *KnowledgeBase* for troubleshooting.

Essential system elements

Users can report problems (incidents) by utilizing simple web forms or via *Mail2Ticket* functionality. All Incident notifications arrive directly in the *TicketingSystem*. New incidents are assigned by the supervisor to service team members.

Further information like priority, date and expenditure budget can also be provided.

In addition, supervisor has the possibility to cluster tickets. Duplicate or similar in content notifications can be bundled together as one ticket.

If resolution of reported incident cannot take place with existing solutions, it is forwarded to problem management. Problem management is responsible for creation of new solution. This, in result, can lead to changes in existing IT infrastructure. Since *TicketingSystem* supports such processes, it is easy to control and monitor change requests. At the same time, more project tickets - for example relating to release management, can also be integrated.

KnowledgeBase is the central solution data base of *advanced ServiceManagement*. Entries are categorized with questions and possible solutions. *KnowledgeBase* serves as basis for elimination of incidents by service team. Support takes place centrally, whereby new problems and related solutions for current inquiry can be automatically stored as drafts of possible new entries in *KnowledgeBase* - this step activates the editorial workflow.

Apart from Controlling functions for monitoring of ticket processing, evaluation and statistic functions are also available in *advanced ServiceManagement*.

As in e-QM, electronic quality and security management system from IQS, it is also possible to supplement *advanced ServiceManagement* with *Configuration Management Data Base (CMDB)*.

Functionality overview

TicketingSystem

- Reinforcement of ITIL support services: incident management, problem management, change management, release management and configuration management (via e-QM)
- Automatic generation of tickets from e-mail inputs - *Mail2Ticket*) or via online form
- Workflow (escalation management)
- e-Mail communication with users
- Search functions
- Access to *KnowledgeBase* for partly automated answers
- Assignment of tickets to individual support staff
- Splitting and assignment of tickets to different support levels
- Clustering and consolidation of tickets for projects
- Definition of priorities and expenditure budget
- Documentation and update of progress status
- Statistics and reporting functions

KnowledgeBase

- Central data storage for solutions and references
- Categorized file entries (questions and answers)
- Search functions
- Multi-level editorial workflow
- Archiving and version control
- Integration into *TicketingSystem*
- Push/Pull synchronisation of different data base installations

System basics

- Individually definable user roles and rights administration
- Multi-level workflows
- Automatic version control and archiving
- Comfortable search function (full indexing of office and PDF files, full text search)

- PDF-export of individual or multiple chapters
- Multilingual
- Push/Pull synchronisation
- LDAP connectivity

System requirement

- Webbased, operated via browser
- Programming language: PHP (Development framework: eZ Publish)
- Webserver: Apache (alternative: MS IIS)
- Database: mySQL (alternative: MS SQL and Oracle)

