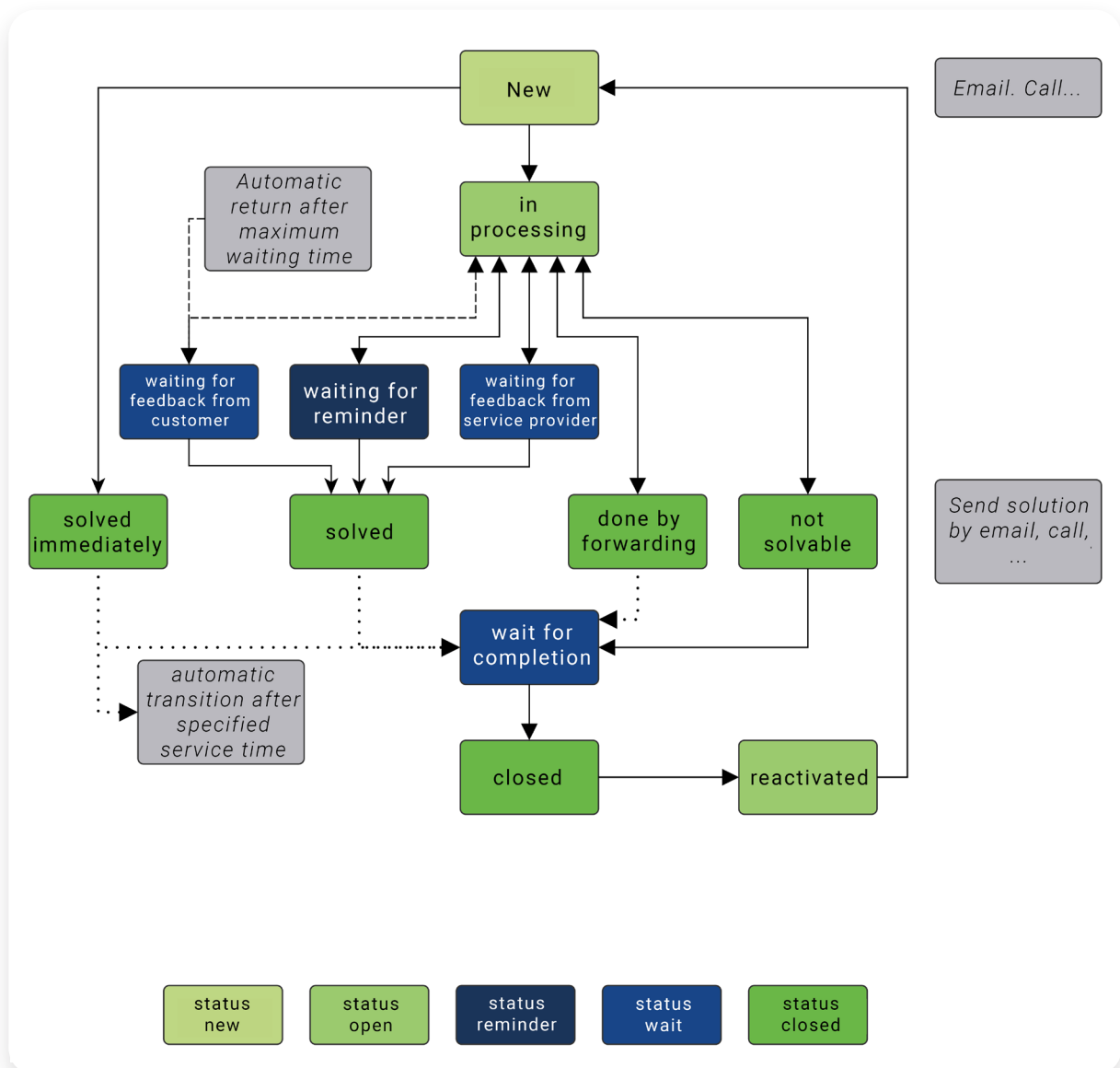




COMPLETE, PRE-CONFIGURED WORKFLOWS DIRECT FROM PRACTICE

When it comes to processing service cases, various different standardized workflows have come into their own and proven to be transferable for many IT service organizations.

With this add-on feature we have compiled tried-and-tested, commonly used workflow configurations for you, which you can tailor and supplement at any time to suit your specific organization. The basic structures are retained in this case.



Example of the "Service Request" workflow.



THE BENEFITS TO YOU

- › The ITIL-compliant workflows are available immediately once installation is complete
- › The add-on feature provides best-practice configurations that are tried and tested.
- › Fewer mistakes are made when classifying and processing your service jobs.

In a nutshell: You save time as your workflows are optimized and can be used immediately.

FEATURES

- › The add-on feature contains ITIL workflows for processing the following types of ticket:
 - Incident/incident disaster
 - Problem
 - Service request
 - Information request
 - Standard RfC (Request for Change)
- › The processing status for the tickets is clearly identifiable and can be seen at a glance in overview lists and reports.
- › It is possible to automatically send the customer tailored, status-specific templates when creating and processing the tickets, or display these in the Self Service Portal.

HOW COULD IT BE USED?

A new ITSM system is being implemented but ITIL-compliant workflows have not yet been defined in detail. To enable you to start processing your tickets as quickly as possible, predefined, tried-and-tested workflow configurations are available for you to use.

The task is to expand an existing system to include tried-and-tested ITIL workflows. This will standardize the ticket processing workflow and make it ITIL-compliant in accordance with international best practice, and will allow for improved analyses based on the ticket type and status