




telbit 



**ServiceManager**  
SERVICE-DESK SOLUTION

Service Manager is a service management web solution for small to medium sized businesses and organizations, allowing them to provide a support service to their customers in a professional, easy and efficient way.

**Service Manager** is fully oriented to deal with support activities related to software development industry.

**Service Manager** retrieves its background knowledge from the most popular public frameworks and standards such as ITIL and ISO/IEC 20000, hence, the best practices compiled by **Service Manager** are aligned with the vocabulary and core objectives described by those frameworks and standards.

## Software Development



## Software Maintenance



# ServiceManager

SERVICE-DESK SOLUTION

## Service Design - Service Catalogue Management (SCM) and Service Level Agreements (SLA)

The service catalogue is a centralized source of the details regarding the services provided by the organization. Its purpose is to provide an accurate picture of the available services and their details. Each service provided by an organization must meet an agreed level of service - Service Level Agreements (SLA). These agreements contain the clauses of the formal contract established between the service provider and its customers.

Each interaction monitored by **Service Manager** keeps up-to-date information about the correct accomplishments of the response and resolution times defined in the SLA of the corresponding service.

## Service Transition - Knowledge Management

Knowledge Management in **Service Manager** is approached under the premise that the right person must have the right knowledge to support the services required by the business.

In order to bring meaning to raw data produced by the service provider and customer interactions, each issue handled by **Service Manager** is recorded and is characterized according to an adequate number of required properties. Each interaction is logged and its details (description, status, characterization, etc.) are always directly accessible record-by-record or by a searching mechanism to allow instant knowledge access.

**Service Manager** is aware of the different roles regarding service management activities. The service customer can access seeped through information to enable issue tracking and collaborate on the issue characterization and resolution.

## Service Operation: Event, Incident and Request Fulfillment Management

Every significant service state change is identified as an event. An event may lead to an Incident, Problem or Change, or simply be used to log relevant information.

**Service Manager** characterizes each submitted Event in order to evolve him properly and track it according to its type. As soon as an Event gets registered, it enters in the CMDB and gets the necessary visibility to the qualified service stakeholders.

Incident Management's main purpose is to restore normal service as quickly as possible and minimize the adverse impact on business operations. Incidents are often detected by event monitor tools or by service users contacting the service desk. Service Manager categorizes and prioritizes each one according to their urgency and impact, to identify who should work on them as well as for issues' trend analysis.

Each Incident may be escalated according to appropriate levels defined in SLA. After being analyzed and the found resolution tested, one should ensure that the customer

is satisfied before the incident closure. Nevertheless, the customer has always the possibility to reopen a resolved Incident.

As well as Incidents, **Service Manager** also processes Request Fulfillment activities. Customers are allowed to request and receive general information and also to submit complaints and comments regarding the provided service.

All these requests are logged and tracked for future audit purposes.

## Service Operation - Access Management through LDAP integration

**Service Manager** is bundled with an access management module whose concern is to uniquely identify each access, assure that the right services are available to the right users and to prevent non-authorized users access.

The MSA-EVE module tracks accesses and takes care of access management policies. Removal and modification of permissions when status or roles changes are possible through the MSA-EVE → **Service Manager's** integration.

## Service Operation - Problem Management

A problem is a cause of one or more incidents. The cause is not usually known at the time a problem record is created, and the problem management process is responsible for further investigation. By categorizing each Incident cause against a limited domain of known causes, **Service Manager** helps the identification of problem sources as well as track the effect of the actions taken to mitigate the identified problems. By identifying the problems and their source, **Service Manager** helps to understand causes, document workarounds and request changes to permanently resolve them.

## Service Operation - Service Desk

Providing a single point of contact for all users of a software service, **Service Manager** is suitable for supporting all Service Desk related functions.

Logging of all incidents and requests, categorizing and prioritizing them, first-line investigation and diagnosis, managing the lifecycle of incidents and requests, escalating as appropriate and closing them when the user is satisfied, keeping users informed of the status of services, incidents and requests are a few functionalities provided by **Service Manager**.

## Continual Service Improvement and Service Reporting

Continual Service Improvement (CSI) is a theoretical aspiration of every organization, although as like as in many other processes, one needs to approach CSI in a systematic and standard way.

An organization should be capable to identify and appropriately manage improvements, take corrective measures or preventive actions by contrasting their current position with their defined goals and objectives.

There should be a constant awareness of the quality of the services provided and a continual improvement mindset.

Along service operation stages, **Service Manager** collates and monitors a subset of vital information to the organization. This gathered information allows report generation regarding the provided services. These full data analysis capabilities are accomplished by integrating **Service Manager** with **TeStudio** Data Analytics. This integration promotes continual service improvement as it allows to define measures, gather, process and analyze the data, present and use information, track and monitor corrective actions.

## Service Transition - Service Validation and Testing

All services need to be tested. This activity must provide validation that business requirements can be met in all expected situations. Service validation and testing must provide objective evidences that the new/changed service meets the business requirements, including agreed SLAs.

**TeStudio** integration provides a traceability path from the issues being attended to the test(s) they give origin to, before the found solution can be safely deployed in production environment. On one hand, the new/changed service can be explicitly tested against the expected business functionality.

**TeStudio** integration eases the indispensable functional tests to ensure proper service transition, minimizing its chances of impact in the business.

