SERVICE DESK SOFTWARE REQUIREMENTS

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SERVICE MANAGEMENT TOOLS REQUIREMENTS

Self-desk (Self-Help) for users and IT staff

- Web or bot access

Workflow engines with high level of visualization

Integrated Configuration Management System (CMS)

Update/deploy systems

Self-purchase interface for users

License control system

Remote control

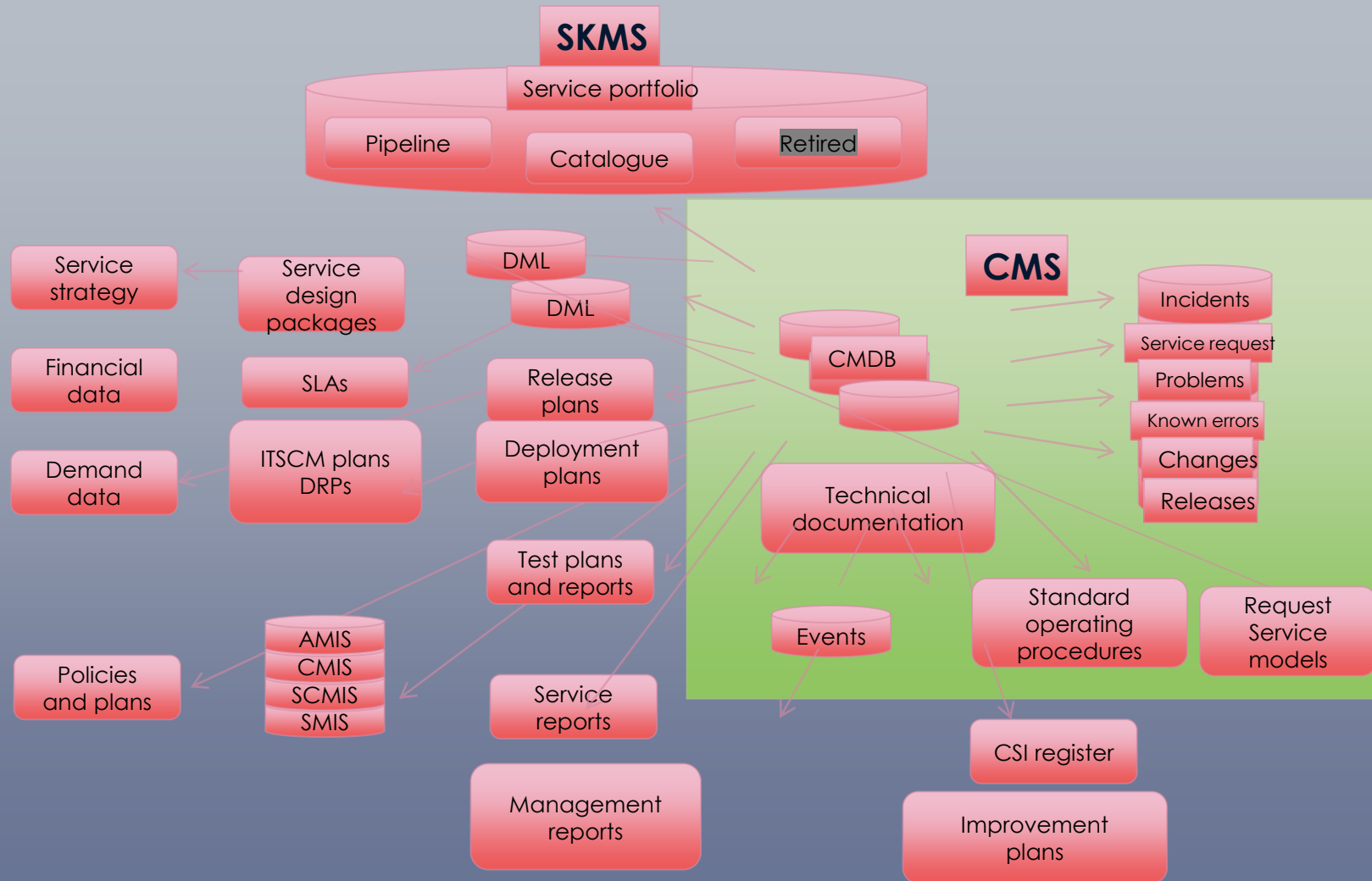- For example, remote access to a user's desktop

SERVICE MANAGEMENT TOOLS REQUIREMENTS CTD

Diagnosis tools	• Scripts/job batches • Knowledge-based exper systems
Reporting systems	**Dashboards, Worksheets**
Dashboards	• On-line workload and accessibility of services and CUs, • Stress the most important information
Business Service Management integration	• Manage business events using Monitoring & Event management tools
Software as a Service (SaaS)	• On-line access on demand

CMS GENERAL OVERVIEW

FOR EVENT/MONITORING MANAGEMENT

Open, multi-platform interface for monitoring purposes	Simple to deploy and manage	Standard monitoring agents, API to create specific agents
Centralized DB to store events	Event management visual and programmable workflow	Tool to suppress exceeding event generation (for example during out of office hours)
Development and testing support	Tools to run scripts and/or job batches	Reporting

REQUIREMENTS FOR INCIDENT MANAGEMENT

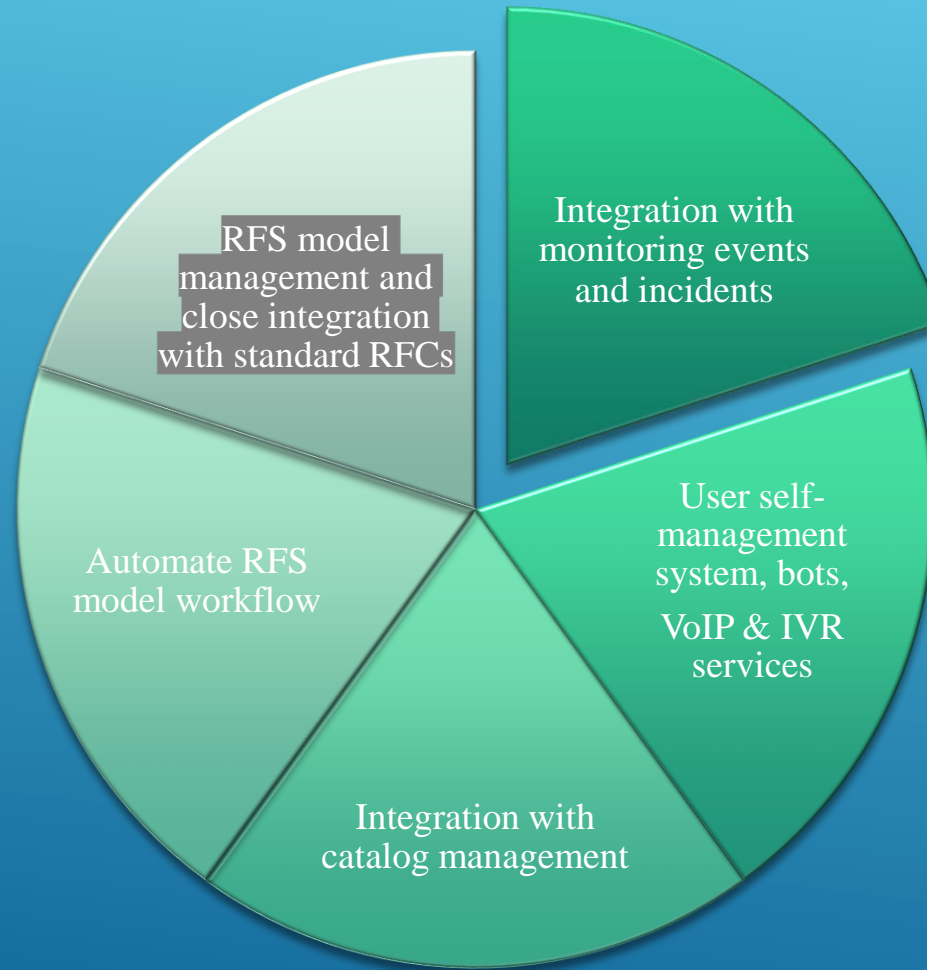|		
Recording of all INC data	Integration with other CMS entities, such as: Cis, PRBs, Users, SLA, etc	Workflow tool to automate INC models
Automation for escalation and information procedures	Open interface to integrate with event and monitoring management	User-friendly interface (web, mobile) for user requests
KEDB integration for faster INC resolve	Analytical tools	Diagnosis tools

REQUIREMENTS FOR REQUEST FULFILMENT

Integration with monitoring events and incidents

User self-management system, bots, VoIP & IVR services

Integration with catalog management

Automate RFS model workflow

RFS model management and close integration with standard RFCs

REQUIREMENTS FOR PROBLEM MANAGEMENT

Differentiate INCs and PRBs

Close integration with Changes and Releases

Integration with CMDB to link PRBs to CIs

Simple, effective and searchable KEDB

Extended reporting services and INC search and analysis engine

SERVICE MANAGEMENT TOOLS MOSCOW MATRIX

Requirement	MUST	SHOULD	COULD	WOULD
Recording of all INC data	V			
Differentiate INCs and PRBs	V			
Automate RFS model workflow		V		
Tool to suppress exceeding event generation			V	
User self-management system, bots,VoIP				V

- Value of ITSM Operation management phase

- Incident management

- Serving user requests (RFS)

- Problem management

- Event & monitoring management

- Service functions

- Role of Service Desk

- Implementing IT tools for Operation phase

RESUME

- ▶ **COURSES RECOMMENDED:**
- ▶ Develop KPI for Service Desk
- ▶ ITSM: Develop SLA, OLA
- ▶ DevOps in ITSM

THANKS & RECOMMENDATIONS