< SERVICE TOOLS (/ONLINE-COURSES/SERVICE-TOOLS)

ITSM tools

ARTICLE | 15 MIN.
ITSM in Creatio (/node/531084/course-object/66)

2   ARTICLE | 15 MIN.
Additional reading (/node/531084/course-object/139)

3   TEST QUESTIONS | 5 MIN. (/node/531084/course-object/77)

4   PRACTICAL TASK | 15 MIN. (/node/531084/course-object/101)

ARTICLE | Additional reading   15 min.

ITSM is a system of managing IT-services based on Creatio for organizing service operation in accordance with the ITIL methodology. ITSM enables managing the service catalogue and service quality level, processing customer cases and incidents, controlling the request fulfillment, recording product updates and amending the company knowledge base...

Managing the service catalogue

The "Services" section (https://academy.Creatio.com/documents?product=service%20enterprise&ver=7&id=1061)— description of the functionality designed for managing the catalogue of services provided by the company

Managing the service quality level

The "Service agreements" section (https://academy.Creatio.com/documents?product=service%20enterprise&ver=7&id=1062) — learn more about the Creatio section that determines customer service conditions, manages agreements with contractors and the internal company service agreements

Managing incidents and service requests

The "Cases" section (https://academy.Creatio.com/documents?product=service%20enterprise&ver=7&id=1063) — learn more about tools and ways of processing different types of customer cases received by the support service

Managing problems

The "Problems" section (https://academy.Creatio.com/documents?
product=service%20enterprise&ver=7&id=1064) — description of the functionality used for
processing the detected problems (causes of one or several cases) and planning steps of
their resolution

Managing the configuration items

The "Configuration items" section (https://academy.Creatio.com/documents?
product=service%20enterprise&ver=7&id=1065)— learn more about the tools of managing
the company IT-infrastructure (configuration) elements that are to be supported up and
running since they determine the quality of company services

Managing changes

The "Changes" section (https://academy.Creatio.com/documents?
product=service%20enterprise&ver=7&id=1068) — learn more about the section designed for
accounting, classifying, performance tracking and recording the results of any IT-
infrastructure changes that affect providing of the company services

Managing product updates

The "Releases" section (https://academy.Creatio.com/documents?
product=service%20enterprise&ver=7&id=1067) — learn more about the tools for managing
the updates of products and configuration items that enable you to maintain the list of all
new product versions, monitor the release deadlines, keep records of the implemented
changes and working hours

Managing the knowledge

The "Knowledge base" section (https://academy.Creatio.com/documents?
product=service%20enterprise&ver=7&id=1006) — description of the information platform
containing the reference information that is necessary for the employees to perform their
working obligations

NEXT STEP

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