

Project Name
“IT Service Management”
Business Requirement Document (BRD)



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1. Introduction

ABC Corporation is committed to enhancing its IT service management (ITSM) capabilities by implementing a modern, efficient, and scalable ITSM solution. This document outlines the business and functional requirements for developing a centralized ITSM platform that will streamline incident management, service requests, problem resolution, and change management processes.

The ITSM solution aims to improve operational efficiency, enhance user experience, and ensure compliance with industry best practices such as ITIL (Information Technology Infrastructure Library). By automating workflows, optimizing service delivery, and providing real-time analytics, the platform will enable faster issue resolution, reduced IT support costs, and improved service quality. This initiative aligns with ABC Corporation's broader digital transformation strategy, ensuring a seamless and proactive IT support experience for its employees and customers.

Key Objectives of the ITSM Implementation:

- Enhancing Operational Efficiency: The primary goal of this initiative is to streamline IT service operations by automating ticket handling, improving SLA compliance, and reducing resolution time for IT issues. The solution will introduce self-service portals, AI-driven ticket triaging, and automated workflow approvals, minimizing manual intervention and optimizing resource allocation.
- Improving User Experience: A user-friendly and intuitive interface will ensure employees and IT support agents can seamlessly log and track service requests. Features like real-time status updates, automated notifications, and knowledge base integration will enhance transparency, reduce frustration, and improve overall service engagement.
- Enabling Data-Driven Decision-Making: The ITSM platform will generate comprehensive analytics and performance reports to provide insights into incident trends, service bottlenecks, and resolution times. These insights will help IT managers optimize processes, proactively address recurring issues, and continuously improve service quality.
- Ensuring Compliance & Security: The solution will adhere to industry regulations and security best practices to ensure data protection, auditability, and compliance with IT governance frameworks. It will incorporate role-based access control (RBAC), secure authentication mechanisms, and adherence to data retention policies to safeguard sensitive information.
- Facilitating Scalability & Future Growth: Designed as a scalable and adaptable system, the ITSM solution will support XYZ Corporation's

expansion, evolving IT infrastructure, and emerging technology integrations. The platform will be capable of integrating with third-party tools, cloud services, and automation frameworks, ensuring long-term adaptability and business continuity.

This ITSM implementation will transform IT service delivery at XYZ Corporation, fostering efficiency, innovation, and customer satisfaction, while positioning the organization as a leader in IT service excellence.

1.1 Document Purpose

The purpose of this document is to outline the business requirements for developing an IT Service Management (ITSM) solution for ABC. This document serves as a comprehensive guide for the design, development, and implementation of a system aimed at streamlining service request management, improving operational efficiency, and enhancing the overall customer experience.

This ITSM solution will enable ABC to optimize service workflows, reduce resolution time, and ensure compliance with industry best practices. The document provides a detailed overview of the project objectives, scope, and key success metrics to ensure the seamless delivery of IT services within the organization.

1.2 Intended Audience

This document is intended for ABC's project managers, business analysts, and key stakeholders involved in IT Service Management (ITSM) and service request management initiatives. It is also relevant for IT teams responsible for the development, implementation, and evaluation of the ITSM solution, including project managers, developers, testers, and system administrators. Additionally, this document serves as a reference for compliance and security teams ensuring adherence to industry standards and best practices.

1.3 Project Background

ABC has been a leading provider of IT Service Management (ITSM) solutions, continually evolving to meet the growing needs of its organization. With a commitment to operational efficiency, process automation, and improved service delivery, ABC is focused on optimizing IT service request management to enhance overall business operations.

Legacy of IT Excellence: ABC has a long-standing commitment to delivering high-quality IT services, ensuring operational efficiency and customer satisfaction. The organization has consistently adopted best practices in ITSM, aligning with industry standards such as ITIL to streamline service request management and improve response times.

Focus on Service Optimization: Recognizing the critical role of IT service management in business success, ABC aims to enhance its ITSM framework. The

focus is on reducing resolution times, minimizing service disruptions, and ensuring a seamless user experience for employees and stakeholders.

Strategic ITSM Enhancement: In alignment with its digital transformation initiatives, ABC has identified key areas for improvement in service request handling. The organization seeks to optimize workflows, integrate automation, and implement an intuitive self-service portal to empower users and reduce manual intervention.

Evolution of Digital ITSM Solutions: ABC has continuously upgraded its IT infrastructure and service delivery mechanisms. Moving from traditional ticket-based IT support to an advanced ITSM platform, the organization is embracing automation, AI-driven support, and enhanced reporting capabilities to drive efficiency and scalability.

1.4 Business Goals/Objectives to Be Achieved

The primary goal of this project is to enhance ABC's IT Service Management (ITSM) framework by improving service request handling, optimizing resolution times, and ensuring seamless IT support for users. This initiative aims to improve operational efficiency, user satisfaction, and compliance with ITSM best practices.

- **Enhancing Service Request Management:** The primary objective is to optimize the service request management process, ensuring a smooth and efficient experience for end users. By implementing automation, self-service capabilities, and AI-driven support, ABC aims to reduce the burden on IT teams and provide faster resolutions for IT-related issues.
- **Streamlining Workflow and Automation:** The project focuses on automating key aspects of the ITSM process, including ticket categorization, routing, and escalation. Automation will reduce manual efforts, minimize errors, and improve response times, ensuring that IT teams can focus on high-priority tasks.
- **Strengthening Compliance and Security:** Ensuring compliance with industry standards such as ITIL and ISO 27001 is a critical goal. By implementing robust access controls, secure data handling practices, and regulatory compliance measures, ABC aims to protect sensitive IT service data and enhance overall security in IT operations.
- **Improving User Satisfaction and Reducing Ticket Resolution Times:** A key objective is to enhance the user experience by simplifying the ticket submission process, providing real-time status updates, and ensuring timely resolution of IT service requests. These improvements will reduce frustration, increase user engagement, and boost overall satisfaction with IT support services.

- **Enabling Data-Driven Decision Making:** The project will introduce advanced reporting and analytics to provide IT managers with insights into service request trends, resolution times, and common pain points. These data-driven insights will help optimize IT operations, enhance resource allocation, and continuously improve service delivery.
- **Enhancing Scalability and Future Growth:** ABC aims to develop an ITSM solution that is scalable and adaptable to future business needs. The system will be designed to support business expansion, integrate with emerging technologies, and accommodate evolving IT service demands. By creating a flexible and future-proof ITSM framework, ABC ensures long-term operational efficiency and competitiveness.

1.5 Stakeholders

- **ABC Management Team** – The management team defines the strategic direction for the IT Service Management (ITSM) solution. They provide leadership, approve budgets, allocate resources, and ensure alignment with business goals to drive operational efficiency.
- **Project Managers** – Responsible for overseeing the ITSM implementation, project managers define the project scope, set timelines, manage budgets, and coordinate efforts across different teams to ensure timely execution.
- **IT Development Team** – Comprising software developers, UI/UX designers, and engineers, this team is responsible for designing and developing the ITSM system, implementing automation, and ensuring seamless integration with existing IT infrastructure.
- **Quality Assurance (QA) Team** – The QA team conducts rigorous testing to ensure that the ITSM solution meets quality standards, functional requirements, and security benchmarks. They identify bugs, conduct user acceptance testing (UAT), and collaborate with developers to refine the system.
- **Business Analysts** – Business analysts gather and analyze requirements, map IT service workflows, create use cases, and bridge communication between stakeholders and the development team to ensure the solution meets business needs.
- **End Users (Employees & IT Support Staff)** – These users will interact with the ITSM system for service requests, issue reporting, and tracking resolutions. Their feedback is crucial for enhancing system usability and efficiency.
- **IT Support & Helpdesk Team** – This team manages IT service requests, resolves technical issues, and ensures smooth operations. They provide

direct user support and contribute insights for improving service request handling.

- **Compliance & Security Team** – Responsible for ensuring the ITSM system adheres to regulatory requirements, data security policies, and IT governance frameworks. They work on risk mitigation and compliance with standards like ITIL and ISO 27001.
- **Senior Leadership & Decision-Makers** – Executives and key decision-makers provide strategic oversight, ensuring the ITSM system aligns with organizational goals, enhances service delivery, and supports digital transformation initiatives.
- **External Vendors/Technology Partners** – These may include third-party ITSM solution providers, cloud service vendors, or consultants assisting with system integration, automation, and compliance adherence.

1.6. Dependencies on Existing Systems

- Current IT Infrastructure & Service Desk System – The ITSM solution must integrate with the existing IT infrastructure, including the current service desk platform. Any enhancements should be compatible with the existing framework to avoid disruptions in IT operations. Coordination with IT administrators is essential to ensure smooth deployment and transition.
- CRM & User Management Systems – Integration with the organization's CRM system is necessary for managing user profiles, tracking service requests, and maintaining historical records. The CRM must be updated to reflect any changes in service request categories, user permissions, and workflow automation.
- Knowledge Management System – The ITSM system should be able to connect with the existing knowledge base to provide technicians and end users with self-help articles and troubleshooting guides. Maintaining synchronization between the ITSM knowledge repository and the organization's documentation system is vital.
- Security & Compliance Systems – The ITSM system must comply with security protocols and integrate with existing security tools, including access control mechanisms, identity verification, and regulatory compliance monitoring (e.g., GDPR, ISO 27001). Ensuring alignment with cybersecurity policies is critical for data protection.
- Notification & Communication Tools – The ITSM platform should integrate with enterprise communication tools such as email servers, messaging

applications, and alert systems to enable real-time notifications, ticket updates, and user engagement.

1.7. References

- ITIL Guidelines & Best Practices – This document outlines the industry-standard frameworks for IT Service Management (ITSM), including processes for incident management, problem resolution, and service request fulfillment.
- Organization's IT Service Policy – A reference to the company's internal IT service policies, including SLAs, response time expectations, and escalation procedures.
- ISO 27001 & Compliance Regulations – The ITSM solution must adhere to ISO 27001 security standards, ensuring data protection, risk management, and regulatory compliance.

1.8. Assumptions

- A. **Access to Technology and Resources** – The project team has access to the necessary IT infrastructure, tools, and resources required for the development, implementation, and maintenance of the ITSM solution.
- B. **Stakeholder Support and Cooperation** – Key stakeholders, including IT management, service desk teams, and department heads, are committed to providing continuous support, timely feedback, and collaboration throughout the project lifecycle.
- C. **Seamless Integration with Existing Systems** – The ITSM solution is expected to integrate smoothly with existing enterprise systems, including CRM, ticketing platforms, and security frameworks, without requiring extensive modifications.
- D. **User Feedback and Iteration** – End-user feedback from IT teams and employees will be actively gathered and incorporated into the development process to ensure usability, efficiency, and alignment with organizational needs.
- E. **Compliance with Security and Regulatory Standards** – The ITSM system will adhere to industry regulations and security standards, such as ITIL best practices, ISO 27001 compliance, and data privacy laws.
- F. **IT Accessibility and Digital Proficiency** – It is assumed that all IT staff and end users engaging with the ITSM platform have internet access and possess the necessary digital skills to interact with the system effectively.

1.9. Requirements Scope

A. In Scope (Modules)

- **User Interface and User Experience Module** – Develop a user-friendly ITSM interface to enhance usability for IT staff and employees, ensuring intuitive navigation, clear service request options, and a responsive design across devices.
- **Incident and Request Management Module** – Implement a structured ticketing system to manage IT incidents and service requests, enabling users to submit, track, and escalate IT issues while IT teams can prioritize and resolve them efficiently.
- **Change Management Module** – Develop workflows for managing IT changes, ensuring risk assessment, approvals, and tracking. Implement automated change impact analysis and rollback mechanisms to minimize disruptions.
- **Problem Management Module** – Identify recurring IT issues and implement root cause analysis (RCA) to prevent future incidents while maintaining a knowledge base for resolving common IT problems efficiently.
- **Service Level Agreement (SLA) Management Module** – Define, track, and enforce SLAs for IT service requests and incidents, implementing automated notifications and escalations for SLA breaches.
- **Integration with Existing IT Systems Module** – Ensure seamless integration with enterprise systems such as Active Directory, HRMS, and monitoring tools while enabling API-based connectivity for streamlined IT operations.
- **Reporting and Analytics Module** – Provide real-time dashboards and reports on ITSM metrics, incident trends, and SLA compliance to support data-driven decision-making for continuous service improvement.

B. In Scope (Use Case)

- **Create Users** – Administrators can create new user accounts by entering details such as name, role, department, and contact information. Users receive login credentials upon successful creation.
- **Update Users** – Administrators can modify existing user details, including name, role, department, and other attributes. Changes are logged for auditing purposes.
- **Delete Users** – Authorized personnel can remove user accounts that are no longer needed. Deleted users lose system access, but historical data is retained for compliance.
- **Define Roles** – Administrators can define different roles such as IT Support Agent, Manager, and Administrator, with specific access permissions.

- **Define Permissions** – Granular permissions can be configured for each role, ensuring users only access relevant features and data.
- **Provide Role-Based Access** – Users are granted access to system functionalities based on their assigned roles, ensuring security and compliance.
- **Provide Escalation Configuration** – The system allows configuration of escalation rules, defining when and how unresolved issues escalate based on priority and SLAs.
- **Provide Screen Configuration** – Administrators can customize screen layouts and visibility settings for different user roles to optimize user experience.
- **Provide SLA Configuration** – SLAs can be configured to define response and resolution times for different service request categories.
- **Define Departments** – The system supports defining and managing departments, allowing proper routing of service requests and incidents.
- **Define Departmental Shifts** – Administrators can configure departmental shifts to align support staff availability with operational hours.
- **Define Other Parameters** – Configuration options for ticket categorization, priority levels, and notification preferences are provided.
- **Create Service Request** – Users can log service requests by specifying the issue, priority, and relevant details, with a unique identifier for tracking.
- **View Service Request** – Users can view details and status of their submitted service requests, including updates from support staff.
- **Update Service Request** – Users and support staff can update service requests with additional details, notes, or attachments.
- **View Service Request Dashboard** – A dashboard displays all service requests, their status, assigned agents, and pending actions for tracking.
- **Send Request for Approval** – Certain service requests require managerial approval before processing, which the system facilitates.
- **Receive Notifications** – Users receive automated notifications via email, SMS, or system alerts for service request updates, escalations, and resolutions.
- **Create an Escalation** – Support staff can escalate service requests that exceed SLA thresholds or require higher-level intervention.
- **View Escalation** – Managers and authorized personnel can view escalated tickets, including escalation reasons and responsible parties.
- **Send Approval from Manager** – Managers can review, approve, or reject escalated requests or service requests requiring authorization.
- **View Issue** – Support agents can access reported issue details, including descriptions, logs, and related tickets.
- **Update Issue** – Agents can update issue statuses, add notes, attach supporting documents, and assign tasks to team members.

- **View Incident Dashboard** – A dashboard provides a real-time overview of all reported incidents, including severity, priority, and resolution status.
- **View Incident Agent Availability** – Managers can check incident response agent availability before assigning new tickets.
- **Check Resolutions** – Support agents can review previously applied resolutions for similar issues to provide faster responses.
- **Provide Workarounds or Solutions** – Agents can document and suggest temporary workarounds or permanent solutions for reported issues.
- **Manage Requests** – Support staff can manage service requests, incidents, and escalations by updating statuses and assigning resources.
- **Forward Requests** – Requests needing different teams or departments can be forwarded while retaining all associated data.
- **Redirect Issues** – Issues reported under incorrect categories can be redirected to the appropriate department or team.
- **View Problem Dashboard** – A dashboard displays recurring issues, unresolved problems, and root cause analysis results.
- **View Problem Agent Availability** – Managers can check the availability of problem resolution agents before assigning investigation tasks.
- **Update RCA (Root Cause Analysis)** – Support teams can update RCA documentation with findings, contributing factors, and corrective actions taken.
- **Perform RCA** – The system supports conducting Root Cause Analysis to identify underlying problems behind recurring incidents.
- **Create Change Plan** – Change managers can draft a plan for system or process changes, outlining steps, risks, and impact assessments.
- **Update Change Plan** – Authorized personnel can update change plans with new information, progress tracking, and risk mitigations.
- **Implement Changes** – Approved changes are executed within the system, ensuring proper tracking, execution logs, and rollback options.
- **Approve or Reject Requests** – Change requests go through an approval process where managers or change advisory boards decide based on risk assessments.
- **View Change Dashboard** – A dashboard provides an overview of all change requests, their status, implementation progress, and approvals.
- **View Change Agent Availability** – Change managers can check the availability of change implementation agents before scheduling execution.
- **Send Notifications to End Users** – The system notifies end users about scheduled changes, potential service disruptions, and completion status.
- **Able to Log In** – Users can securely log in using authentication mechanisms such as usernames, passwords, and multi-factor authentication if enabled.
- **Able to Log Out** – Users can securely log out of the system to prevent unauthorized access.

C. In Scope (Screens)

1. Log In

The screenshot shows a web browser window for the URL <https://bcompany/itsm.login.aws.com>. The title bar says "Login In". The page has a dark header with the BCompany logo. Below the header, it says "Sign in to your account" and "Don't have an account? [Sign Up Now](#)". The main form area contains fields for "Email" and "Password", a "Forgot your Password?" link, a "Log In" button, and social media login options for "LinkedIn" and "Gmail". At the bottom right of the form area, it says "© 2024 BCompany, All rights reserved".

2. Sign up

The screenshot shows a web browser window for the URL <https://bcompany/itsm.signup.aws.com>. The title bar says "Sign Up". The page has a dark header with the BCompany logo. Below the header, it says "Create your account" and "Already a Member? [Login in Now](#)". The main form area contains fields for "Name" and "Email", a "Forgot your Password?" link, a checkbox for accepting terms and conditions, a "Create My Account" button, and social media login options for "LinkedIn" and "Gmail". At the bottom right of the form area, it says "© 2024 BCompany, All rights reserved".

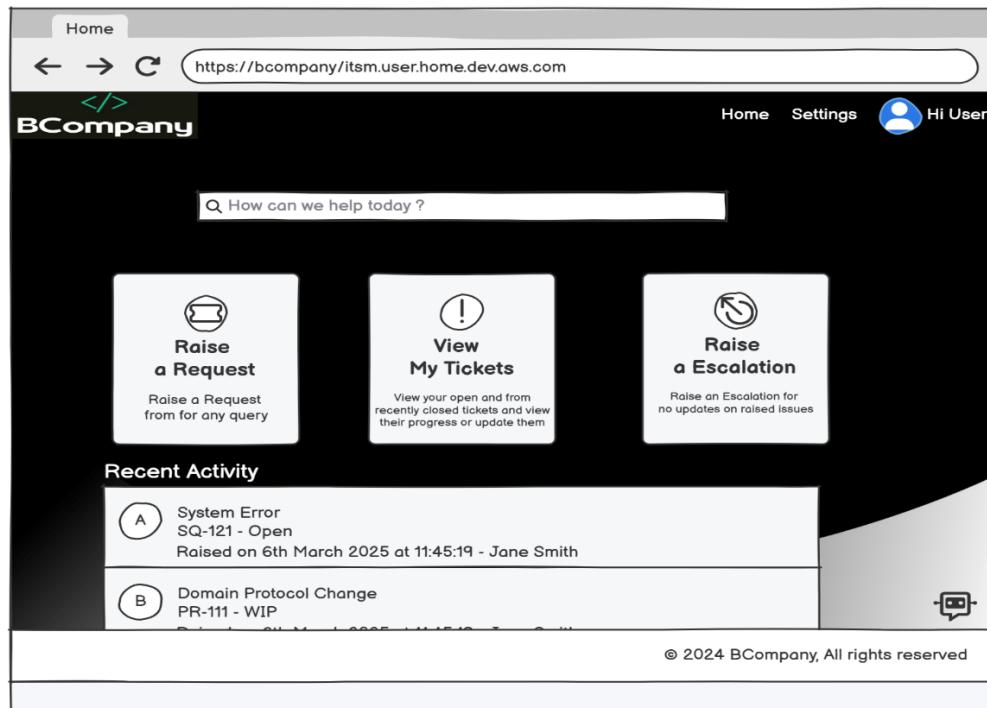
3. User Management

The screenshot shows the 'User Management' section of the BCompany ITSM system. The left sidebar has a 'People' category expanded, showing 'User Mgmt', 'Profiles Mgmt', 'User Fields', 'Role Mgmt', and 'Import Users'. Below this are collapsed sections for 'Role Access', 'Screen Config', 'Support', 'CRM', 'Reports', 'Setup', 'Calendar', 'Configurations', 'Data Mgmt', and 'Wiki'. The main area is titled 'User List' and contains a search bar with fields for 'Search Text', 'User Status' (set to 'Any'), 'User Mode' (set to 'Any'), 'User Status' (dropdown), 'Group' (dropdown), and 'User Name' (text input). An 'Apply Filter' button is present. Below the search is a table with columns: Login Enabled, User ID, Profile, Name, and Profile. The table lists several users with their details and profile icons. At the bottom right of the main area is a copyright notice: '© 2024 BCompany, All rights reserved'.

4. SLA Configuration

The screenshot shows the 'SLA Management' section of the BCompany ITSM system. The left sidebar has a 'Configurations' category expanded, showing 'ITSM Screen', 'SLA', 'Escalations', and 'Other'. Below this are collapsed sections for 'Role Access', 'Screen Config', 'Support', 'CRM', 'Reports', 'Setup', 'Calendar', 'People', 'Data Mgmt', and 'Wiki'. The main area is titled 'SLA Management' and includes a 'Filter by Site' dropdown set to 'Default Setting'. Below it are buttons for 'New SLA', 'Organize SLA', 'Delete SLA', and a help icon. A table lists six SLAs: High SLA, Medium SLA, Normal SLA, Low SLA, Major Incident, and Urgent SLA. Each row shows the SLA name, resolution time (e.g., 0Days 4Hrs 0mins), and response time (e.g., 0Days 1Hrs 0mins). At the bottom right of the main area is a copyright notice: '© 2024 BCompany, All rights reserved'.

5. End User Home Page



6. End User Raise a Request

Service Request Form

Customer Details *

Customer Name	Enter Full Name	*Enter Detailed Address
Phone Number	Enter 10 Digits	Location Address
Email Address	@email.com	

Service Request Details *?

Request Type : Select Type of Request

Description of Request :

Service Location :

State	City	Area
<input checked="" type="checkbox"/> Maharashtra		
<input type="checkbox"/> Karnataka		

Preferred Date : DD/ MM/ YYYY

Urgency Level : Low Medium High

Attachment & Additional Details?

Attachments (if any) :

Addition Information :

Need Help? Contact Us@ support@bcompany.com ; 1800-199-4568

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7. Service Agent Create a Service Request

Service Request Form

Customer Details *

Customer Name	Enter Full Name	Location Address
Phone Number	Enter 10 Digits	*Enter Detailed Address
Email Address	@email.com	

Service Request Details *

Request Type : Select Type of Request

Description of Request :

Service Location :

State	City	Area
<input type="checkbox"/> Maharashtra		
<input checked="" type="checkbox"/> Karnataka		

Preferred Date : DD/ MM/ YYYY

Urgency Level : Low Medium High

Attachment & Additional Details

Attachments (if any) :

Addition Information :

Need Help? Contact Us @ itsupport@bcompany.com | 1800-111-4534

Buttons: Cancel, Submit, Save as Draft

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8. Service Agent View Requests

View Requests

<https://bcompany/itsm.agent.viewrequests.dev.aws.com>

Service Mgmt > View Requests

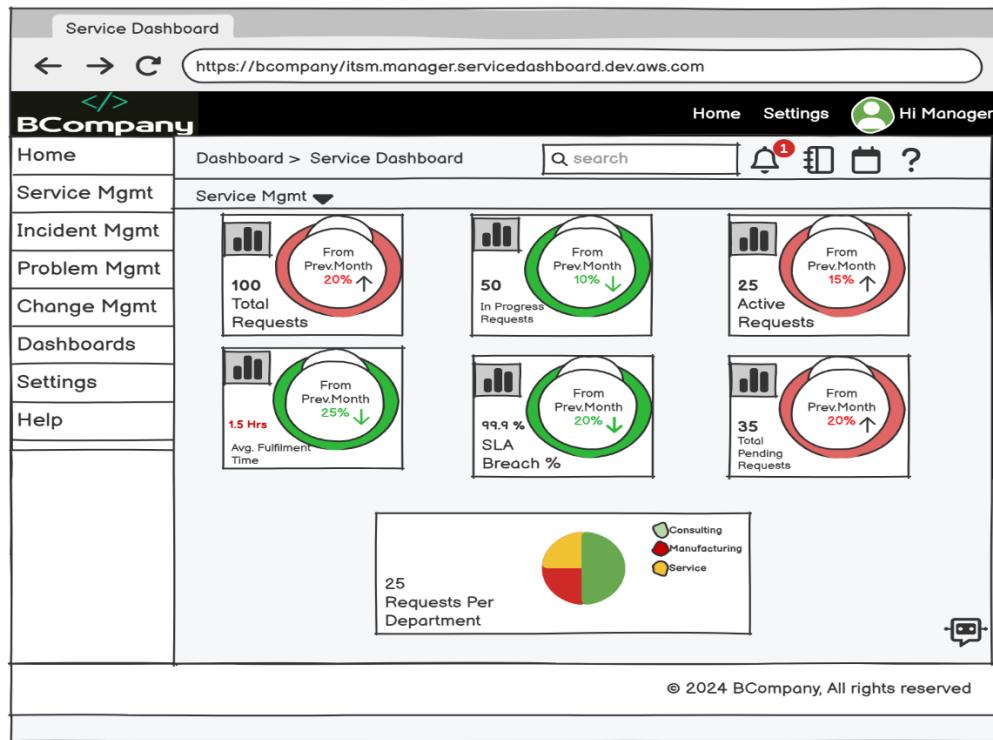
search ?

All Requests ▾

<input type="checkbox"/>	ID	Agent	Priority	Summary	Ticket Raised On	Status	Type
<input type="checkbox"/>	SR-121	James	Medium	Domain Iss..	05/03/2025 13:45	Approved	IR
<input type="checkbox"/>	SR-109	Alison	High	User Login..	02/03/2025 15:45	Approved	SR
<input type="checkbox"/>	SR-107	Samuel	Urgent	Server Dow..	01/03/2025 11:45	Approved	CM
<input type="checkbox"/>	SR-103	Max	Low	Asset Repa..	06/03/2025 16:30	In Progress	IR

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9. Service Manager Dashboard



10. Incident Agent Update Ticket

The page shows a list of incidents:

ID	Agent	Priority	Summary	Ticket Raised On	Status	Type
IR-120	James	Medium	Domain Iss..	05/03/2025 13:45	Approved	IR
IR-104	Alison	High	User Login..	02/03/2025 15:45	In Progress	IR
IR-107	Samuel	Urgent	Server Dow..	01/03/2025 11:45	Approved	CM
IR-103	Max	Low	Asset Repa..	06/03/2025 16:30	In Progress	IR

Ticket Details:

ID : IR-109 Summary : User Login Password Error Type : Incident
 Agent : Alison Tyler Ticket Raised On : 02/03/2025 15:45
 Priority : High Status : In Progress SLA Left : 00Days8Hrs20Min59Sec
 Type of Incident : Minor Incident Major Incident Comments : Sent a Reset Link for Password Renewal

Action Buttons:

- Approved (Green button)
- Reject (Red button)

11. Incident Manager Update Ticket

Update Request

https://bcompany/itsm.manager.updaterequests.dev.aws.com

BCompany

Home Service Mgmt Incident Mgmt Create View Escalate Problem Mgmt Change Mgmt Dashboards Settings Help

Incident Mgmt > Update Requests

All Requests

ID	Agent	Priority	Summary	Ticket Raised On	Status	Type
IR-120	James	Medium	Domain Iss..	05/03/2025 13:45	Approved	IR
IR-109	Alison	High	User Login..	02/03/2025 15:45	In Progress	IR
IR-107	Samuel	Urgent	Server Dow..	01/03/2025 11:45	Approved	CM
IR-103	Max	Low	Asset Repa..	06/03/2025 16:30	In Progress	IR

Ticket Details :

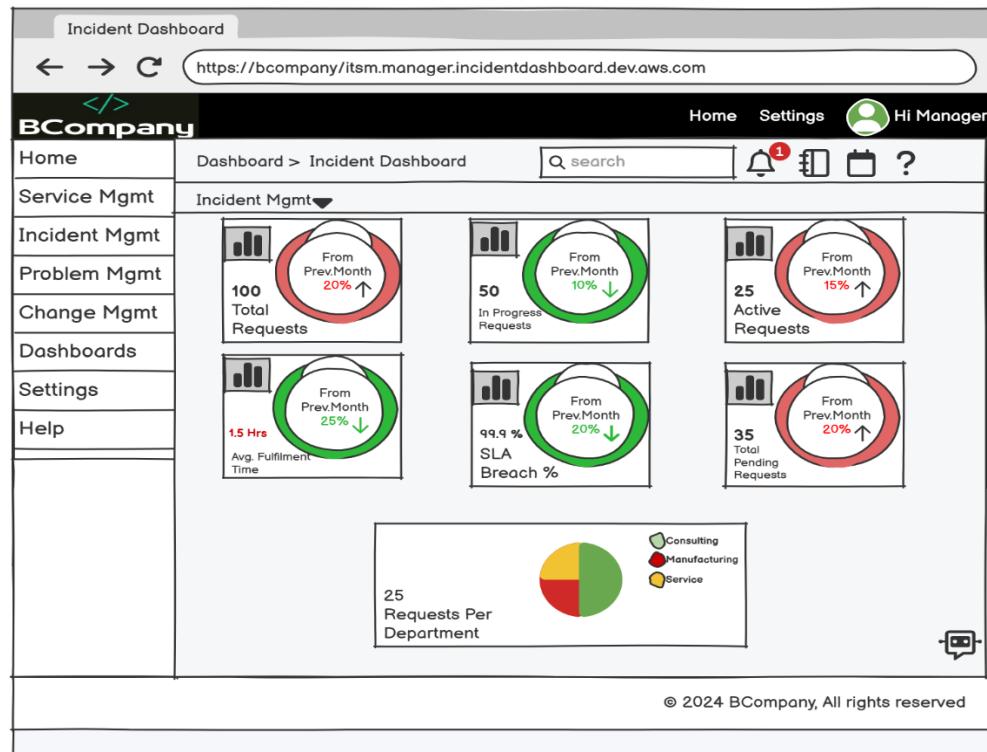
ID : IR-109 Summary : User Login Password Error Type : Incident
Agent : Alison Tyler Ticket Raised On : 02/03/2025 15:45
Priority : High Status : In Progress SLA Left : 00Days8Hrs20Min59Sec
Type of Incident : Minor Incident Major Incident Comments : Sent a Reset Link for Password Renewal

Action Buttons:

- Approved** (Green button)
- Reject** (Red button)

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12. Incident Manager Dashboard



13. Problem Agent Create RCA

Ticket Details : [?](#)

ID : [PR-109](#) Summary : User Login Password Error Type : Incident

Agent : Alison Tyler Ticket Raised On : 02/03/2025 15:45

Priority : [High](#) Status : [In Progress](#) SLA Left : 00Days6Hrs25Min51Sec

Select RCA Type : Fish Bone 5 Whys Impact : [High](#) [Low](#) [Medium](#)

Why 1	*	Why 4	*
Why 2	*	Why 5	*
Why 3	*	Additional Comments : Optional	

[Send for Approval](#) [Close](#)

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14. Problem Manager Update RCA

Ticket Details : [?](#)

ID : [PR-109](#) Summary : User Login Password Error Type : Incident

Agent : Alison Tyler Ticket Raised On : 02/03/2025 15:45

Priority : [High](#) Status : [In Progress](#) SLA Left : 00Days6Hrs25Min51Sec

Select RCA Type : Fish Bone 5 Whys Impact : [High](#) [Low](#) [Medium](#)

Why 1	*	Why 4	*
Why 2	*	Why 5	*
Why 3	*	Additional Comments : Optional	

[Approved](#) [Reject](#)

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15. Problem Manager Dashboard



16. Change Agent Update Ticket

Ticket Details:

- ID : CR-109
- T.Summary : User Login Password Error
- Type : Incident
- Agent : Alison Tyler
- Ticket Raised On : 02/03/2025 15:45
- Priority : High
- Status : In Progress
- SLA Left : 00Days6Hrs25Min51Sec

Select Change Type : Standard Normal Emergency **Impact :** High

Change Summary : [Text input field with asterisk]

Risk : High

Details: [Text input field with asterisk]

Start Date: XX/XX/XX **End Date:** XX/XX/XX

Test Plan : [Text input field with asterisk] **Backout Plan :** [Text input field with asterisk]

Down Time Required ? **From Date:** XX/XX/XX **To Date:** XX/XX/XX

Buttons: Send for Approval Close

17. Change Manager Update Ticket

Ticket Details : ID : CR-109 T.Summary : User Login Password Error Type : Incident
Agent : Alison Tyler Ticket Raised On : 02/03/2025 15:45
Priority : High Status : In Progress SLA Left : 00Days6Hrs25Min51Sec

Select Change Type : Standard Normal Emergency Impact : High

Change Summary : [Redacted] Risk : High

Details: [Redacted] Start Date: XX/XX/XX End Date: XX/XX/XX

Test Plan : [Redacted] Backout Plan : [Redacted]

Down Time Required ? From Date: XX/XX/XX To Date: XX/XX/XX

Approval for Initiating Change Reject

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18. Change Manager Initiate Change

Ticket Details : ID : CR-109 T.Summary : User Login Password Error Type : Incident
Agent : Alison Tyler Ticket Raised On : 02/03/2025 15:45
Priority : High Status : In Progress SLA Left : 00Days6Hrs25Min51Sec

Select Change Type : Standard Normal Emergency Impact : High

Change Summary : [Redacted] Risk : High

Details: [Redacted] Start Date: 09/03/2025 11:30 End Date: 10/03/2025 13:30

Test Plan : [Redacted] Backout Plan : [Redacted]

Down Time Required ? From Date: XX/XX/XX To Date: XX/XX/XX

Initiation Timelines : From Date: 09/03/2025 13:30 To Date: 09/03/2025 15:30 Comments : [Redacted]

Send for Approval Reject

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19. Change Manager Approve Change Plan

Approve Change Plan

<https://bcompany/itsm.agent.updaterequests.dev.aws.com>

BCCompany

Home Service Mgmt Incident Mgmt Problem Mgmt **Change Mgmt** Create Update Approve Escalate Dashboards Settings

Change Mgmt > Approve Change Plan > CR-109

Ticket Details : (?)
ID : CR-109 T.Summary : User Login Password Error Type : Incident
Agent : Alison Tyler Ticket Raised On : 02/03/2025 15:45
Priority : High Status : In Progress SLA Left : 00Days6Hrs25Min51Sec

Select Change Type : Standard Normal Emergency Impact : High
Change Summary :
Details: Start Date: 09/03/2025 11:30 End Date: 10/03/2025 13:30
Risk : High

Test Plan : Backout Plan :
 Down Time Required ? From Date: XX/XX/XX To Date: XX/XX/XX
Initiation Timelines : From Date: 09/03/2025 13:30 Comments :
To Date: 09/03/2025 15:30

Approved **Reject**

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20. Change Manager Dashboard



D. OUT OF SCOPE (FEATURES) – ITSM

- 1. Integration with Non-Essential Third-Party Tools**
 - The project will not include integration with external platforms beyond core ITSM-related services. This excludes marketing automation tools, advanced analytics platforms, or any unrelated business systems.
- 2. Customization for Non-ITSM Functions**
 - The scope does not cover customizing the ITSM platform for HR, finance, or other enterprise functions unrelated to IT service management.
- 3. Standalone Mobile Application Development**
 - Development of separate mobile applications for iOS and Android is out of scope. The focus will remain on optimizing the web-based ITSM platform for mobile responsiveness.
- 4. Multi-Language Support**
 - The project will not include translations of the ITSM system interface, knowledge base, or customer communications into languages other than English.
- 5. Extensive User Training Programs**
 - While basic training materials and onboarding guides will be provided, the project will not include comprehensive user training programs, certifications, or on-site workshops.
- 6. Customization for Specific Departments**
 - The ITSM solution will cater to general IT service management needs. Custom workflows for specific business units, such as legal or procurement, will not be part of this phase.
- 7. Development of IT Financial Management Features**
 - The project will not include budget forecasting, chargeback mechanisms, or cost allocation features for IT services. The focus remains on service request, incident, problem, and change management.
- 8. Post-Ticket Resolution Enhancements**
 - Enhancements related to customer experience after ticket resolution, such as automated surveys, proactive service recommendations, or integration with customer experience platforms, are not in scope.

Business Glossary

A

- **Asset Management:** The process of tracking and managing IT assets (hardware, software, and infrastructure) throughout their lifecycle.
- **Availability Management:** Ensuring that IT services meet agreed-upon availability levels to minimize downtime.

B

- **Baseline:** A reference point for measuring changes in IT services, performance, or configurations.
- **Business Continuity Plan (BCP):** A strategy to ensure IT services remain operational during disruptions.

C

- **Change Management:** The process of requesting, assessing, authorizing, and reviewing changes to IT systems to minimize risks and service disruptions.
- **Configuration Item (CI):** Any IT asset or component managed in the Configuration Management Database (CMDB).
- **Configuration Management Database (CMDB):** A repository storing information about all configuration items (CIs) in an IT environment.
- **Continual Service Improvement (CSI):** A structured approach to improving IT services based on performance metrics and user feedback.

D

- **Downtime:** The period during which a service is unavailable or degraded.
- **Deployment Management:** The process of moving new or changed services into the live environment.

E

- **Emergency Change:** A high-priority change that must be implemented immediately to resolve critical issues.
- **Escalation:** The process of forwarding an incident, problem, or request to a higher authority or specialized team for resolution.

F

- **First Call Resolution (FCR):** The percentage of incidents resolved by the service desk on the first contact without escalation.

- **Functional Escalation:** The transfer of an issue to a more skilled or specialized team.

I

- **Incident:** An unplanned interruption or reduction in the quality of an IT service.
- **Incident Management:** The process of logging, categorizing, prioritizing, and resolving incidents to restore normal operations.
- **IT Service Catalog:** A structured list of IT services available to users, including descriptions, service levels, and support details.

K

- **Knowledge Base:** A centralized repository of articles, FAQs, troubleshooting guides, and solutions for common IT issues.
- **Key Performance Indicator (KPI):** A measurable value indicating the effectiveness of IT service performance.

M

- **Major Incident:** A high-impact incident requiring immediate attention to restore critical services.
- **Mean Time to Repair (MTTR):** The average time taken to resolve an incident.

P

- **Problem Management:** The process of identifying, analyzing, and eliminating the root causes of incidents to prevent recurrence.
- **Priority Matrix:** A framework for categorizing and prioritizing incidents based on urgency and impact.

R

- **Release Management:** The process of planning, scheduling, and controlling software and hardware releases.
- **Root Cause Analysis (RCA):** A method for identifying the underlying cause of a problem to prevent future occurrences.

S

- **Service Desk:** The primary point of contact between IT and users for reporting incidents and service requests.

- **Service Level Agreement (SLA):** A formal contract defining the expected service levels between a service provider and a customer.
- **Service Request:** A formal request for information, advice, or a standard IT service (e.g., password reset).
- **Supplier Management:** The process of managing third-party vendors and ensuring they meet contractual obligations.

T

- **Ticketing System:** A tool used to track, manage, and resolve incidents, problems, and service requests.
- **Trend Analysis:** A method for identifying patterns in incident and problem data to predict and prevent future issues.

U

- **Urgency:** A measure of how quickly an incident or request needs to be addressed.

V

- **Vendor Management:** The process of overseeing contracts, performance, and service delivery from external suppliers.

Approval

This document has been approved as the official Product Requirements Document for the Project Name project.

Following approval of this document, changes will be governed by the project's change management process, including impact analysis, appropriate reviews and approvals, under the general control of the Master Project Plan and according to Project Support Office policy.

Prepared by	Signature	Date
Abdullah Khan Associate Process Leader Brane Group	_____	_____
Approved by	Signature	Date
[Client Acceptor's Name] IT Head ABC Company	_____	_____