

### iET ITSM v6 - ITIL v3 IT Service Management

# Rapid, out-of-the-box ITSM also for the cloud

#### ITIL V3 - INNOVATIVE USE OF BEST PRACTICES

ITIL v3 is the current version of the IT Infrastructure Library. The focus of ITIL v3 is on the alignment of IT Services with business processes in order to maximize business value. To achieve this goal, a Service Lifecycle has been set up that covers the following disciplines: Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement.

iET ITSM is built from the ground up on ITIL and is closely aligned with the core of ITIL v3. In addition to the Service Support and Service Delivery processes, iET ITSM includes newly-defined processes such as Service Catalog Management, Knowledge Management, and Request Fulfillment.

One of the top ITIL v3 governing principles is Continual Service Improvement, which helps manage improvements throughout the entire Service Lifecycle. iET Solutions offers excellent analytical capabilities for the Continual Service Improvement process by retrieving operational data from iET ITSM and allowing both performance metrics and process execution review in a single tool.

*iET ITSM v6 is a powerful set of ITIL v3 IT Service Management tools certified by OGC, PinkVerify, and Serview, and supports ISO/IEC 20000. Built from the ground up on ITIL, ITSM provides enhanced control and management of IT services dedicated to the business. Providing out-of-the-box functionality for 13 ITIL processes, ITSM is easy-to-implement with rapid deployment for cloud and on-premise use. Every business is unique, and our solutions are built to work the way you do.*

#### SUPPORT FOR 13 ITIL V3 PROCESSES

- Incident Management, Problem Management, Change Management, Request Fulfillment, Self-Service, Service Asset and Configuration Management, Service Level Management, Service Catalog, Service Portfolio Management, Release and Deployment, Financial Management, Knowledge Management, Availability and Event Management

#### RAPID DEPLOYMENT

- Standard implementation in 10-20 days for complex ITSM environments

#### OPEN INTEGRATION

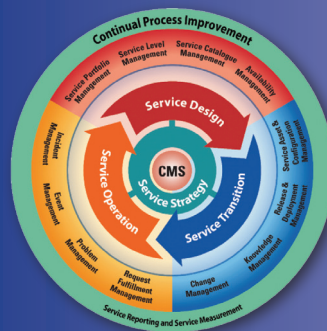
- Open standard interfaces, web-enabled, platform independent

#### SCALABILITY

- Allows IT departments and service providers to deliver services for mid-size and large enterprises
- Microsoft .NET 4 technology, web load balancing

#### LOW TOTAL COST OF OWNERSHIP (TCO)

- Quick & easy-to-implement; user-specific customizations with iET Developer's Studio



#### iET ITSM DELIVERS

- Proactive service environment to quickly resolve incidents and reduce downtime
- Integrated, enterprise-wide view of business services, IT services & infrastructure
- IT that is integrated with business goals, as well as customer-oriented services
- Value to business processes by identifying weaknesses and optimization potential
- Controlled, error-free changes in services & infrastructure aligned with compliance regulations
- Proactive assurance of license compliance and mitigation of audit risk
- Ability to quickly realize significant cost

## Incident Management

- Receive and prioritize incidents
- Classification by service and /or technical category
- SLA (Service Level Agreement) timeline to show resolution progress
- Link incidents to problems, change requests and configuration items (CIs)
- Graphical visualization of affected CIs
- Access to solutions in the knowledge database including search capability

## Problem Management

- Log, prioritize and check status of problems
- Link to related change requests and configuration items (CIs)
- Graphical visualization of affected CIs
- Document workarounds and known errors

## Change Management

- Prioritize and log change requests
- Graphical workflow editor, view changes and affected CIs
- Impact analysis and process modeling
- Multi-level authorization process, electronic signatures
- Forward schedule of change, and back-out plan
- Link to incidents, problems, releases and CIs

## Request Fulfillment

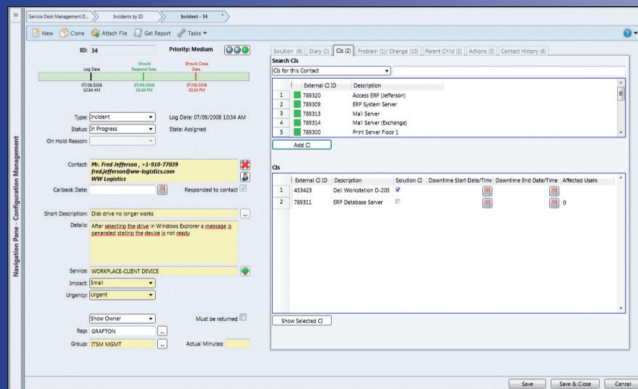
- Ability to request any IT service: hardware, software, access rights, data recovery
- Automatic creation of incidents, changes and CIs
- Automatic initiation of workflows based on type of service request
- Approval & fulfillment processes, based on signing permissions and budget authority
- Authorization by head of cost centers
- Product bundle orders, multiple pre-configured order items

## Self-Service

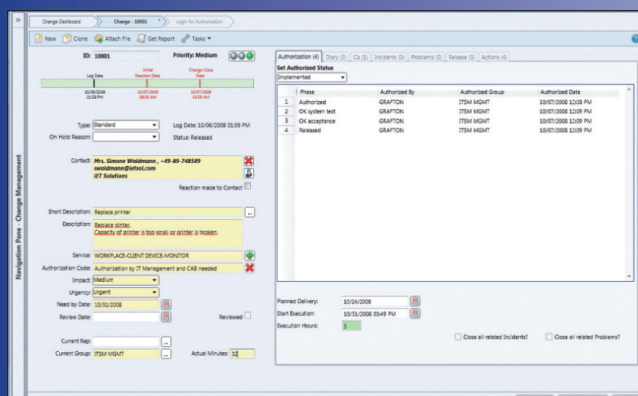
- Access for end users, customers and partners/vendors
- Log and track status of incidents, change requests and service requests
- Online interaction with Service Desk representatives
- Full text search, FAQs, and access to knowledge management database
- News-ticker and whiteboard for current news
- Multi-language support

## Service Asset and Configuration Management

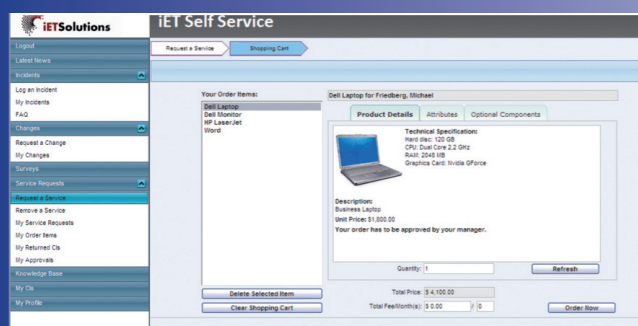
- Create and maintain CMDB and Configuration Management Systems (CMS)
- Gather data about IT assets with iET CMDB Discovery and Inventory
- Compare variances between the IT infrastructure and CMDB data
- Graphical display of CIs including their links
- Batch generation and maintenance of CIs
- Define and maintain components and attributes of CIs
- History of incidents, problems, changes, releases and availability
- Baseline report, baseline comparison with different versions



Incident Management



Change Management



Self Service

## Service Portfolio Management

- Easy to understand customer-oriented description of services
- Standardized and re-usable IT-oriented view of technical services
- Strong integration with CMDB and service contracts to manage services
- Complete list of services, contractual commitments and service improvement plans
- Lifecycle view of Service Portfolio offerings

## Service Catalog Management

- Administration and management of Service Catalogs
- Out-of-the-box service templates and workflows
- Distinction between technical / IT Services & Business Services
- Shopping Cart: integration of Service Catalog with Service Request Process

## Service Level Management

- Manage contracts: Service Level Agreements, Operational Level Agreements, Underpinning Contracts
- Build customer-specific SLAs based on services, CIs, contacts and/or locations
- Track customer-specific pricing agreements for service-based billing
- Track and measure performance and milestones
- Penalty management
- Calendar comparison (work hours, holidays, etc.)

## Release and Deployment Management

- Store, maintain, prioritize and track the status of releases
- Store and maintain rollouts
- Graphical visualization of affected CIs
- Multi-level authorization process: parallel or sequential
- Electronic signature for authorization
- Add existing change requests to a release

## Financial Management

- Analysis and integration of Financial Management with cost control
- Manage general costs, labor costs, costs per action, costs per configuration item
- Cost comparison with Service Level Agreement (SLA) revenues

## Availability Management

- Calculate downtime of CIs and service availability logged in incident, problem and change management
- Consideration of defined values such as maintenance windows
- Comparison of actual values with SLA-agreements
- Graphical visualization of CI downtimes
- Assessment of "mean time to repair" (MTTR) & "mean time between failure" (MTBF)
- Failure log

The screenshot displays the 'Service Catalog Management' interface. It features a 'Product ID' field set to '36'. The 'Description' field contains 'Access to Resource'. The 'Technical Description' field contains 'Access to Resource includes one space for the user as well'. The 'Approval' section shows a workflow with 'Approved by owner representative', 'Approved by manager', and 'Approved by customer'. The 'Actions After Order Approval' section includes 'Create Incident', 'Change Template', and 'Cancel Incident'. The 'Actions After Release Approval' section includes 'Change Template' and 'Cancel Incident'.

Service Catalog Management

The screenshot displays the 'Release Management' interface. It shows a 'Release ID' of '10002'. The 'Short Description' is 'Service Desk Installation'. The 'Authorization Code' is 'Authorization by Release Manager needed'. The 'Planned Delivery' is '2012-01-11 13:00 AM'. The 'Release Date' is '2012-01-11 13:00 AM'. The 'Current Step' is 'CAPTION'. The 'Current Group' is 'PDR MGMT'. The 'Actual Provider' is '40'. The 'Search Criteria' section includes 'Status' (All), 'Priority' (All), and 'Current Group' (All). The 'Changes Assigned to This Release' section shows a table with columns for ID, Short Description, Planned Delivery, Service, and Need by Date.

Release Management



Service Desk Dashboard



## Colofon

### Knowledge Management

- Automatically import entries from incident and problem management
- Prioritize solutions, set expiration dates
- Edit, publish knowledge database entries; multi-media and video storage

### Event Management

- Event design and management, including business-related rules
- Generation of events based on monitoring system data; email, fax and file output
- Automatic generation of incidents, problems and changes based on event criteria

### Supplier Management

- Electronic address book for account contacts, customer / vendor profile
- Location/address management, detailed master data, history

## ITSM Platform

### Powerful Technology

- Microsoft .NET Framework 4
- Web load balancing, highly scalable
- Multi browser support (Internet Explorer, Firefox, Safari)
- Support of common databases such as SQL and Oracle
- Open-source data model, API-interface
- Graphical developer's environment with iET Developer's Studio
- Integration of 3rd party software (SMS/Pager, E-Mail, Fax, ERP etc.)
- Integration of mobile devices and computer telephony

### Administration

- User-customizable charts and dashboards with data drill-down
- Task automation including configuration of notification objects, scheduling, and application maintenance
- Customizable escalation mechanism, priority management and automated workflows
- Powerful scheduling calendar for project management, resources, maintenance windows, agreed service times, change and release plans
- Role-based privileges down to the field level
- History tracking and logging

### Full Text Search

- Search across all processes, internal and external databases
- Advanced search operators, Thesaurus, Fuzzy logic (spelling, etc)

### Reports

- Graphical, customizable reports, charts and dashboards
- Ad-hoc reports and analysis; support for Crystal Reports

### **Mexon Technology, the Customer Centricity Company!**

Mexon Technology – winner of the Top Tools Innovation Award - is a leading supplier and integrator of IT Service Management, Asset Management & Process Management Solutions in the Benelux and France. The services include Service Management, Process Performance Management and Asset Intelligence. Mexon Technology's goal is always to form a partnership with new and existing customers based on involvement, reliability and competency. Inherently, the portfolio of products and services is continuously updated to meet the latest developments. Many of the most successful businesses at the moment use Mexon Technology's solutions to lower their costs and improve customer satisfaction.

### **iET ITSM**

The iET ITSM design revolves around flexibility, service proposition and best practices. Because of this organizations are able to capture all of the service processes and departments in one solution. iET ITSM offers the flexibility and scalability to grow along with the needs of your organization. iET® ITSM supports the following processes:

- Incident Management
- Request Fulfillment
- Self-service
- Knowledge Management
- Problem Management
- Change Management
- Release Management
- Configuration Management
- Service Level Management
- Availability Management
- Risk/Security Management
- Performance Measurement
- Mobile ITSM
- IT Asset Management

### **Other solutions**

Mexon Technology also represents:

- Aspera
- LiveTime
- LogInventory

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