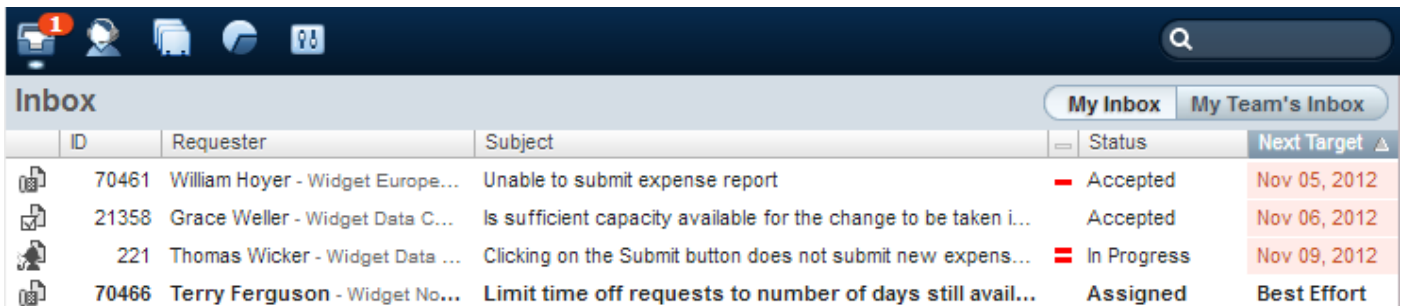


Overview

Streamlined Interface

The “My Inbox” view lists all open requests, problems and tasks that are assigned to you.

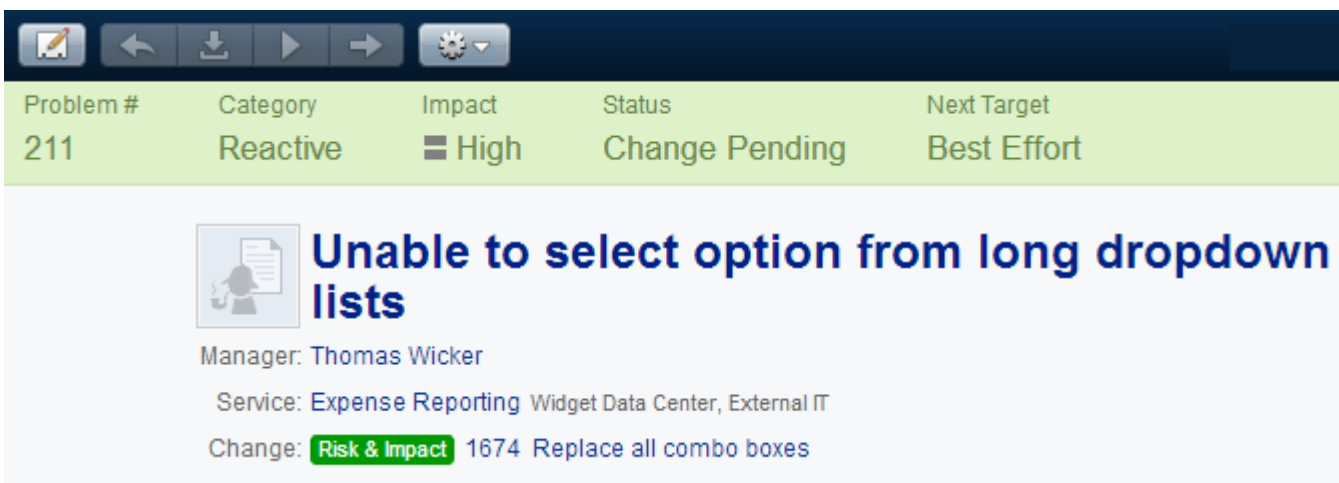


ID	Requester	Subject	Status	Next Target
70461	William Hoyer - Widget Europe...	Unable to submit expense report	Accepted	Nov 05, 2012
21358	Grace Weller - Widget Data C...	Is sufficient capacity available for the change to be taken i...	Accepted	Nov 06, 2012
221	Thomas Wicker - Widget Data ...	Clicking on the Submit button does not submit new expans...	In Progress	Nov 09, 2012
70466	Terry Ferguson - Widget No...	Limit time off requests to number of days still avail...	Assigned	Best Effort

When a request, problem or task with the status “Assigned” is listed in your “My Inbox” view, it is displayed in a bold typeface to draw your attention to this new assignment. As soon as the status of this new assignment has changed (e.g. because you accepted it), it is no longer considered “new” and it will no longer be bold. When there is at least one new assignment, the number of new assignments in your inbox is displayed in a red badge over the Inbox console icon.

Problems

A *Problem*, in ITIL terms, is defined as *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.*—itil.org



Problem #	Category	Impact	Status	Next Target
211	Reactive	High	Change Pending	Best Effort

Unable to select option from long dropdown lists

Manager: Thomas Wicker

Service: Expense Reporting Widget Data Center, External IT

Change: Risk & Impact 1674 Replace all combo boxes

When a problem arises, a new problem is created and incidents can be linked to it. Once the root cause is found and resolved, the problem is completed.

Changes

Change Management is one of the more complex processes that the ITRP service supports. To determine when a Change record should be registered to coordinate the implementation of a change, organisations are advised to apply the following rule.

A change must be registered for each change that causes:

- a service to become unavailable or degraded during service hours,
- the functionality of a service to become different for its users, or
- the configuration management information registered in the IT service management application to require an update.

In addition, change managers may be asked to register changes to help coordinate complex activities even when the conditions above are not met.

Tasks are assigned to technicians and the status of each is clearly visible. This makes it easy to track the progress of the tasks that together form the work of the change.

▼ Tasks	
? 20113 Perform risk & impact analysis and finalize plan	Completed Unix Servers Carla Cluster
✓ 20114 Service owner approval	Approved Frank Watson
✓ 20115 Change controller approval	Approved Howard Tanner
👤 20116 Prepare new virtual Unix server	Completed Unix Servers Ulrich Xavier
👤 20117 Perform production test	Completed Unix Servers Ulrich Xavier
👤 20118 Update configuration management information	Accepted Unix Servers Carla Cluster
👤 20119 Register new service instance and SLA	Assigned Operations Howard Tanner

Configuration

The maintenance of services, products and Configuration Items (*Any component or other service asset that needs to be managed in order to deliver an IT service.*—itil.org). Configuration managers also use ITRP to maintain the information of suppliers. This is an example of a Configuration Item, a computer:



CMP00021 - HP Compaq dc7900 Minitower PC

Brand: Hewlett-Packard
Model: Compaq dc7900
Category: Desktop PC or Workstation
System ID: cmp00021.dc.widget.com
Status: In Production
Site: [Widget Data Center](#)
Location: Room 301
Support team: [End-User Support, Houston](#)
Remarks: One 3.00 GHz Intel Core 2 Duo E8400 processor.
2 hard disk drive bays for up to 500 GB storage capacity (available capacity per disk drive: 250 GB).
1 memory slot for 2 GB internal (RAM) memory.

Service Level Management

The process responsible for negotiating achievable service level agreements and ensuring that these are met. It is responsible for ensuring that all IT service management processes, operational level agreements and underpinning contracts are appropriate for the agreed service level targets. Service level management monitors and reports on service levels, holds regular service reviews with customers, and identifies required improvements.—itil.org

Service Level Agreements are a key concept within Service Level Management, documenting the agreements between the IT department and the user of a specific service. Often these cover time to respond, time to resolve, hours of operation, etc. With these agreements fleshed out and both parties being aware of them, there is a basis against which to measure performance.

ITRP is unique in that Service Level Agreements can be measured not only internally within the IT department, but externally with service providers that are not part of the organisation. For example, the terms of an SLA with an air-conditioning company in relation to a breakdown are agreed upon and the SLA is entered in ITRP. A breakdown occurs and is logged in ITRP. The assigned technician is not in the IT department but in the air-conditioning company. Thus the SLA is measured against that external technician's performance. From this you can tell whether the company is providing the organisation with good service. If the service is consistently poor, you may choose to change providers.

Integration with a Suite of APIs

The ITRP service is designed specifically to make it easy to integrate with other on-premise and cloud-based services. The ITRP Integrations Workshop is available for software developers. Events can trigger new requests, external mail can be sent to ITRP and can be processed as a new request or an update, import of data, single sign-on and computer telephony integration. This option could launch the Service Desk console when an incoming call is picked-up. The caller would then automatically be selected in the User field of the Service Desk console.

[Try it for free](#)

About Pacem Corp Pty Limited

Pacem Corp is an IT solutions and services company that is emerging as Australia's pre-eminent supplier of service-desk, asset, deploy and patch-management, infrastructure, PC power-utilisation, remote-access and secure portable device solutions throughout Australia, New Zealand and the Pacific Rim region.

Pacem Corp distributes its products directly to corporate, government, education and health-care customers. We offer a complete range of services in these sectors. We carry out first-level support on all our software solutions.

Pacem Corp also features qualified Practitioners in ITIL processes such as Change Management, Incident Management and Service Desk.