

PLATTFORM

SERVICE MANAGEMENT

The 446 Plattform® offers you an overview of the services provided by your company. The entirety of all internal and external services are represented in a portfolio. In this way, you ensure that the services are provided efficiently and in a target group-oriented manner.

efficient service management

portfolio overview

catalogs, categories, schemas,
transactions

link to configuration elements

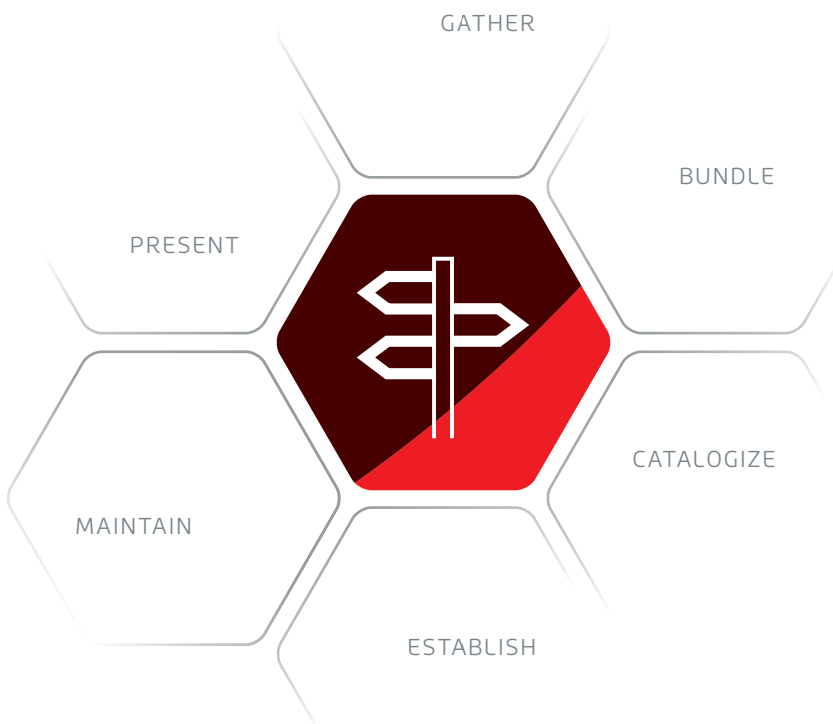
service level agreements

process roles

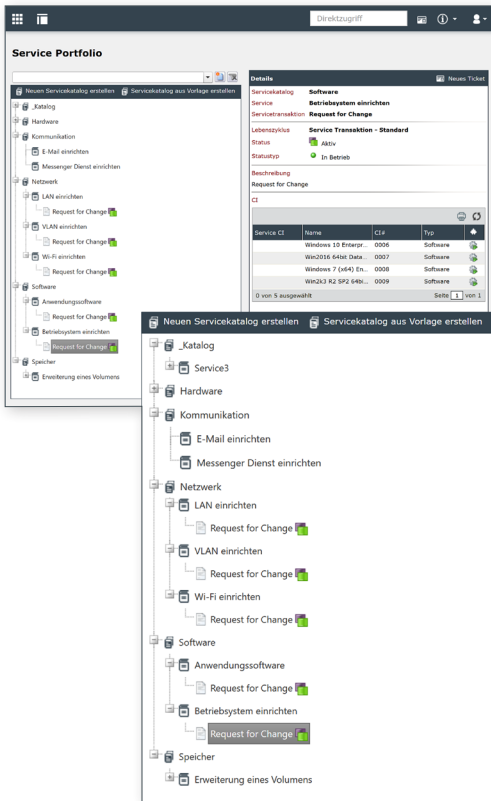
With module Service Management, you can manage your services and transactions in catalogs and categories in a transparent manner. Create service building blocks that can be dynamically combined into new services as needed.

Standardize your services and reduce operating and maintenance costs by reusing process schemas and process roles for similar transactions. Store contracts (see module Contract Management) with priorities and escalations to ensure the quality of service delivery.

With efficient filter functions, you can select the existing service catalogs and quickly find the service you need. With one click you can initiate the order.



IMPORTANT FUNCTIONS AT A GLANCE



MANAGEMENT OF SERVICES
Overview and definition of services

SERVICE CATALOG

The service catalog is a database containing information about deliveries, prices, contact details, orders, and inquiries. It includes the portfolio of your services, their life cycle, status, service transaction, and other content. The service catalog supports the clear providing of services for the user.

SERVICES

Here you can map all the services of your organization for the users. In the service schema, you can configure fields and additional information about the services that are not covered by names, descriptions, or file attachments.

SERVICE CATEGORY

Service categories are used for additional subdivide service catalogs or services. They merely perform an ordering function and can be created below catalogs or services as required.

SERVICE TRANSACTION

A service transaction stands for a particular service within the superordinate service. The service portfolio allows users to create tickets directly based on the transactions (see module Order Management). A service transaction is linked to a process template.

LIFE CYCLE

The life cycle is used to define validities and the phases to be run through. For a functioning service portfolio, at least one life cycle must be created for each life cycle type (service catalog, service, and service transaction).

PROCESS SCHEME

Once the Service Portfolio is activated, a process scheme is activated by default. A process template can be associated with any number of service transactions and thus be reused. Process roles can be defined for a process template, and tasks can be distributed to the groups and users responsible.