

An Introduction to Marval and MSM System

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About Marval



- ✓ Marval Software Limited, UK Company operates in area of IT Service Management more than 30 years,
- ✓ Marval is part of worldwide company – Eli Global
- ✓ Worldwide partners network :
 - ✓ Canada & USA
 - ✓ Australia NZ
 - ✓ Middle East & Africa
 - ✓ Nordics
 - ✓ Benelux
 - ✓ **The Baltic**
- ✓ Proven experience in delivering successful ITSM solutions across the globe- Public and Private sector across many verticals



Marval ITSM industry contribution

1. Co-author of ITIL
2. Co-author of ISO/IEC 20000 (formerly BS15000-1, BSI standard for ITSM)
3. Co-author of the worlds 1st MSc in IT Service Management
4. Co-author of the SDI Best Practice Guidance
5. Dr. Don Page awarded “ITSM life-time achievement contribution” by the ITSMF



ITSM accreditations

- ✓ ITIL Gold Endorsed – official AXELOS ITIL Software tool endorsement
- ✓ PinkVERIFY™ – international ITIL software certified for 16 ITIL processes
- ✓ SDI reporting certification
- ✓ ISO/IEC 20000 certified
- ✓ ISO 27001 certified



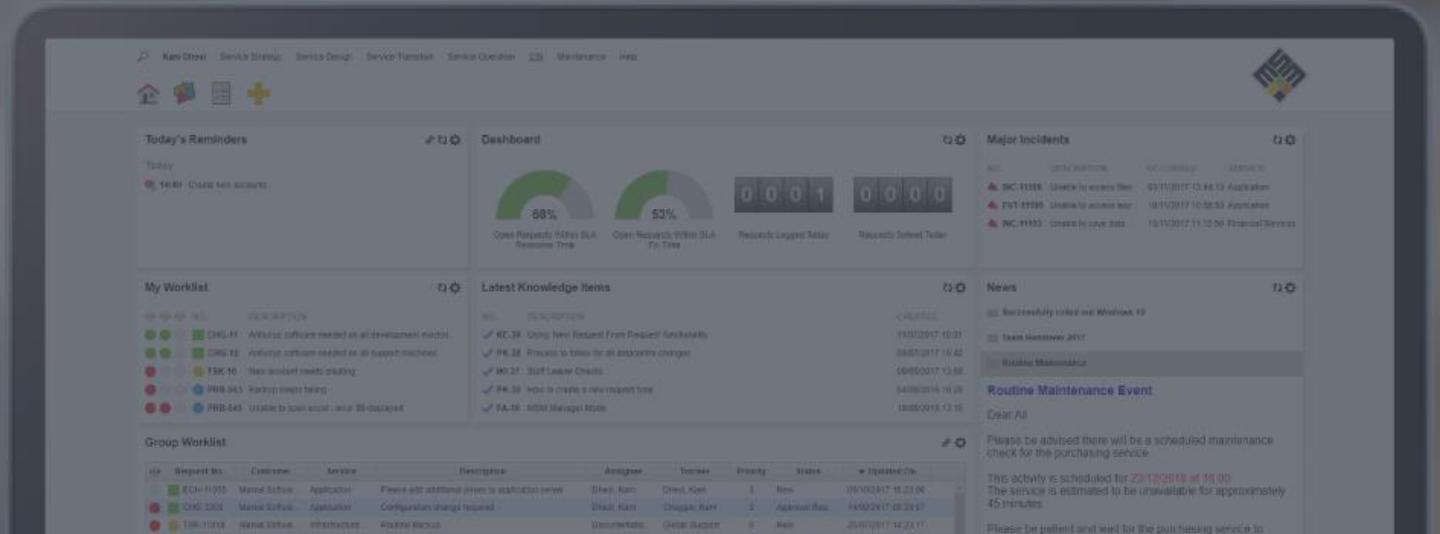
What do Marval provide?

- ✓ An integrated IT Service Management software solution – **Marval MSM**
- ✓ ITSM consultancy and process Implementation
- ✓ Trainings
- ✓ Customer support & maintenance



Extensive experience across sectors





Marval MSM System Overview



A Flexible ITSM Platform

Licensing Model

- ✓ **Named, Concurrent or Mixed** licensing
- ✓ **Perpetual or Rental**
- ✓ **Integrated**, not modular
- ✓ Self-Service portal users **unlimited**
- ✓ Contacts, OU, CI or Assets **unlimited**
- ✓ Integration utilities **included**

Licenses:

- ✓ **Perpetual**
- ✓ **or Subscription**

Minimal Administration

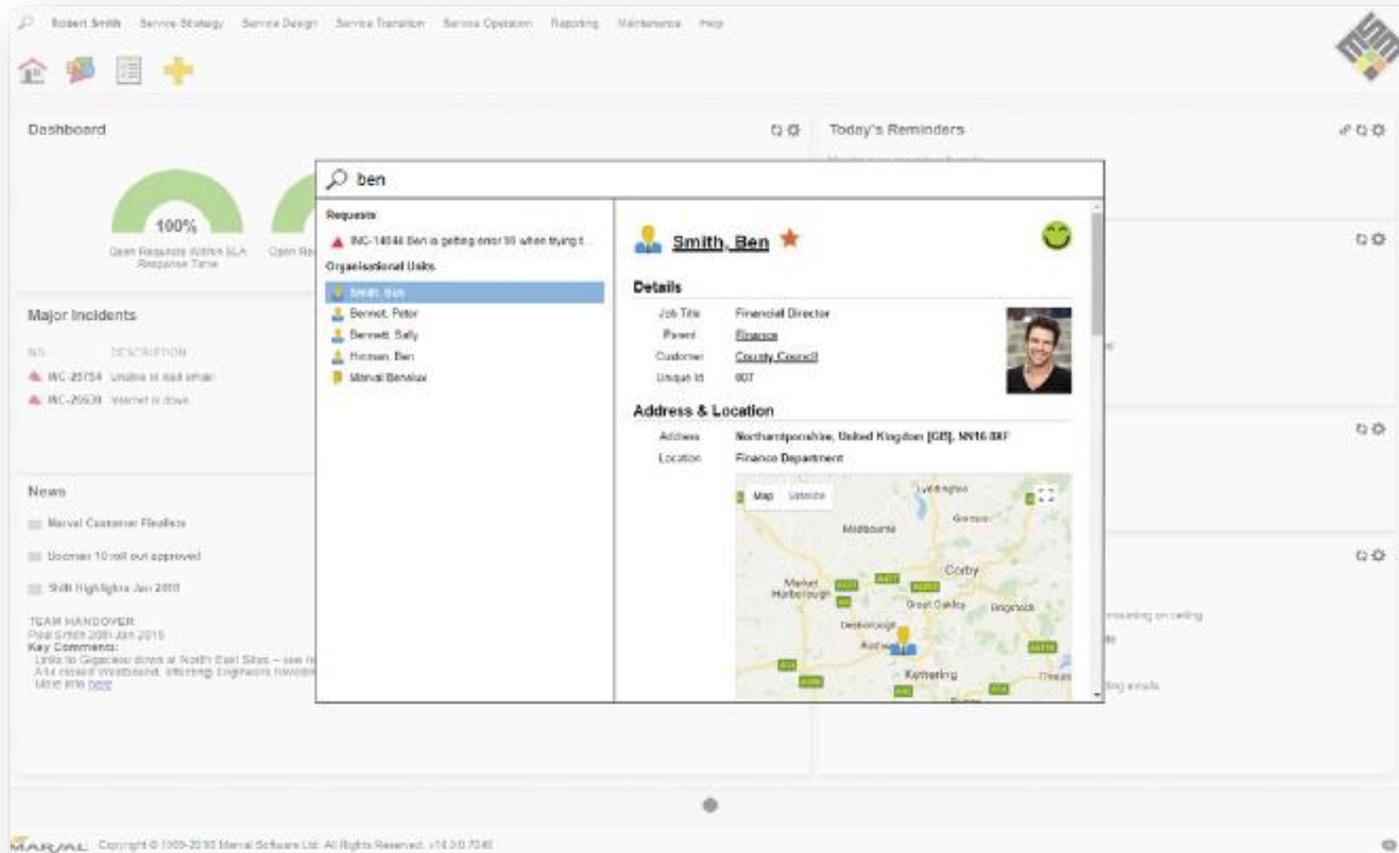
- ✓ **Code-free** – no programming required
- ✓ **No installs** on desktop required
- ✓ **Fast** - easy to configure
- ✓ **Drag & drop** configuration
- ✓ **Configurations retained** through upgrades

Implementation:

- ✓ **Cloud**
- ✓ **or On Premise**



Marval MSM - certified for 16 ITIL processes



- Service Catalogue Management
- Service Portfolio Management
- Service Level Management
- Request Fulfilment Management
- Incident Management
- Problem Management
- Change Management
- Release & Deployment Management
- Asset Management
- Service Asset & Configuration Management
- Capacity management
- Availability Management
- IT Service Continuity Management
- Finance Management
- Event Management
- Knowledge Management



Exploiting your MSM investment in the future

MSM for HR

MSM for
Shared
Services

MSM for Fleet
Management

MSM for
Facilities
Management

MSM for
Transportation
Services



Technical overview

- 100% web based zero footprint client with no required downloads (compatible with Internet Explorer, Chrome and Firefox)
- Built on ASP.NET
- High-speed performance (using elastic, redis, denormalisation)
- Designed for high latency links (satellites etc.)
- High resilience architecture with full cluster support
- Comprehensive web services API for application/data interoperability
- LDAP connector (AD, eDirectory)
- Supporting both application authentication and single sign-on logon types like Windows, ADFS
- Multi-language support (including multibyte characters sets)
- Full time zone support (all times and escalations are managed in local time)
- Full reporting suite of ITSM standard reports
- Knowledge Management options using self-learning technology
- Customizable self-service portal
- Intelligent SNMP connector for integration with 3rd party systems event monitors
- Inbound and outbound email connectors (EWS, SMTP/POP3)



Marval MSM Integrations

Marval MSM also provides a wide range of integration utilities and methods.

In addition to standard WEB Services, integration methods include

- ASP.NET SignalR
- Email business rules engine
- Command line utilities for data import, export and update
- SNMP trap handling for raising alerts
- ODBC data input for reporting

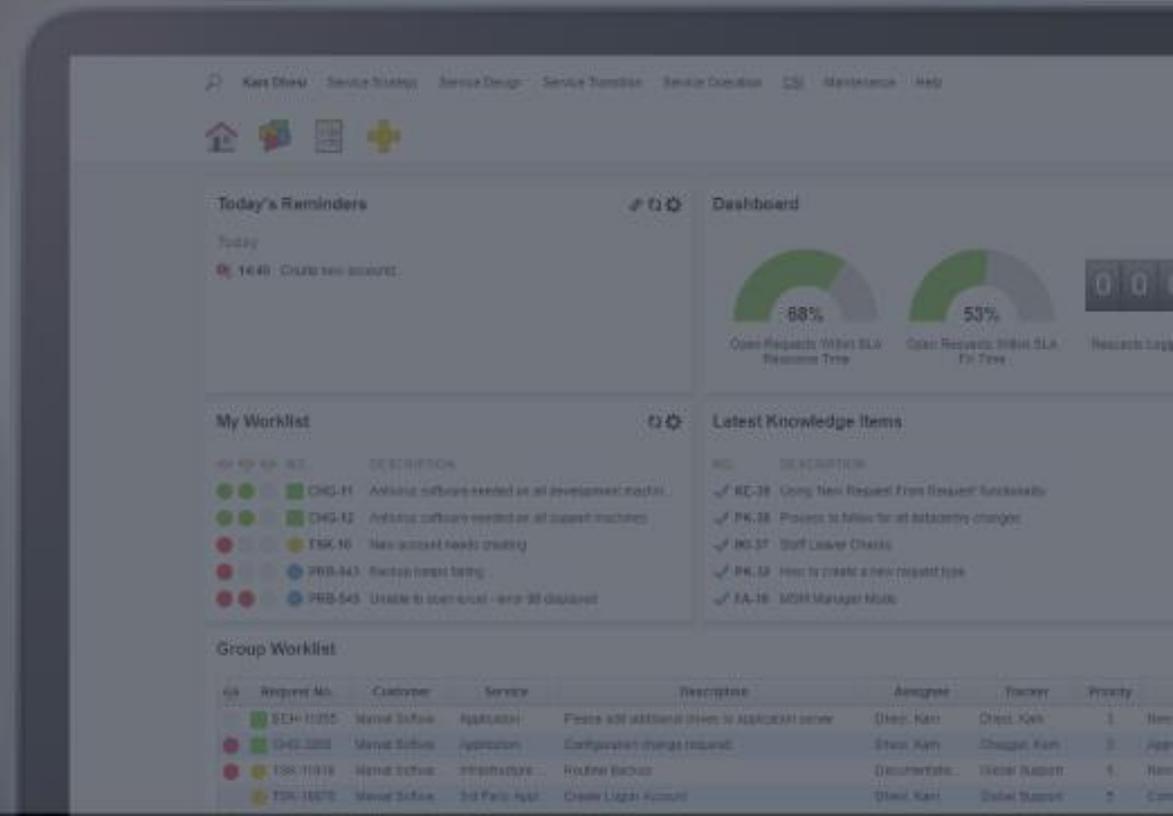
MSM provides user authentication and support for creating bespoke (or third-party) authentication, or using social media authentication providers such as Facebook, Twitter or JIRA.

Currently supported authentication providers include Windows single sign-on, ADFS and LDAP.

- Write plugins (asp.net, Javascript) that can appear on, interact with and extend on almost any web page within MSM
- Create and add new features to your MSM environment giving you a more bespoke feel
- Allow customers to quickly build, change and integrate new features
- Allow others to learn and contribute to the MSM platform



Marval MSM Screenshots



Home-screen example 1 – Open Requests

MSM
Xtraction
+

← → ↻
sales.marval.co.uk/MSM/Default.aspx
📖 ☆ ☰ ✎ 🏠 ⋮

🔍 Steven West Service Strategy Service Design Service Transition Service Operation Reporting Maintenance Help

🏠 📄 🗑️ ⚙️ +

Dashboard

40%
Open Requests Within SLA
Response Time

40%
Open Requests Within SLA
Fix Time

0

0

0

0

Requests Logged Today

0

0

0

0

Requests Solved Today

Major Incidents

NO.	DESCRIPTION	OCCURRED	SERVICE
▲ INC-41926	Email service offline / degraded	27/06/2018 09:24:20	Email

Unavailable Staff

PERSON	FROM	TO	REASON
👤 Pointon, Scott	02/07/2018 13:00	08/08/2018 09:00	Travelling in Asia
👤 MacNeish, Kelvin	02/07/2018 09:00	03/09/2018 09:00	Extended paternity leave

My Worklist

NO.	DESCRIPTION
● ▲ INC-23923	Cooling fan failure
● ▲ INC-25450	Please replace failed disk in server
● PRB-26482	Packet loss on router RTE-458 every Thursday at 20:00 hrs
● ▲ INC-29259	Missing license key
● ▲ INC-41592	Cooling fan failure

Previously Viewed Requests

- PRB-43462 Test
- ▲ INC-43461 Test
- ▲ INC-41926 Email service offline / degraded
- ▲ INC-41904 error 99
- SRV-43093 Google Chrome Installation

Open Requests With IT Service Desk

Request No.	Customer	Service	Description	Assignee
● SRV-43672	NHS Trust	Reporting	Incident report needed	IT Service Desk
● SRV-43671	Marval Software Ltd.	Desktop	Out of the office not active	IT Service Desk
● SRV-43670	County Council	Hardware	Request for a headset to take part in 2 webinars...	IT Service Desk
● SRV-43668	Marval Software Ltd.	Email	Add to IM Public Group Email DL	IT Service Desk
● ▲ INC-43666	NHS Trust	Desktop	User does not have access to webmail or intranet	IT Service Desk
● CHG-43665	Marval Software Ltd.	Desktop	Printers have stopped printing out labels	IT Service Desk
● CHG-43655	Marval Software Ltd.	Desktop	Problem with not receiving emails	IT Service Desk
● SRV-43653	Marval Software Ltd.	Network	Network Access Expired - please renewable as now...	IT Service Desk
● ▲ INC-43652	Marval Software Ltd.	Desktop	Printer install	IT Service Desk
● ▲ INC-43650	Marval Software Ltd.	Desktop	none of the printers on the 3rd floor will allow log...	IT Service Desk
● ▲ INC-43646	University	Desktop	Intranet control panel options	IT Service Desk
● SRV-43643	Marval Software Ltd.	Email	Add to IM Public Group Email DL	IT Service Desk
● ▲ INC-43642	Marval Software Ltd.	Desktop	Loan Projector	IT Service Desk
● SRV-43640	NHS Trust	Reporting	Incident report needed	IT Service Desk
● SRV-43634	Marval Software Ltd.	Desktop	Java Installation	IT Service Desk

Request Type

Priority

Page 1 of 30 750 items.

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Home-screen example 2 – Open Incidents

MSM | sales.marval.co.uk/MSM/Default.aspx

Steven West | Service Strategy | Service Design | Service Transition | Service Operation | Reporting | Maintenance | Help

Marval Tweet

- @nadia_sapphire No hidden fees
- @TylerLyns We are sorry to hear you have not been assisted. Kindly DM us to understand where you messaged us.
- @derek_alex@ Derek please allow us some time to go through the investigation and revert with feedback. Thank you for your patience.
- @stevew Steve we have just emailed you a copy of your eTicket. Thank you for flying with us 🙌✈️
- Ready to grab a deal? Fly 01OCT-30NOV and get 20% off Go Smart (checked luggage included), see the offer at... <https://t.co/Z5L9HFCx>

Today's Reminders

Today

- 11:45 Arrange service downtime

Unavailable Staff

PERSON	FROM	TO	REASON
MacNeish, Kelvin	02/07/2018 09:00	27/09/2018 09:00	Extended paternity leave
Pointon, Scott	13/08/2018 09:00	04/10/2018 12:30	Travelling in Asia

Open Incidents for Marval Software

Request No.	Priority	Description	Occurred On	Updated On
INC-19691	3	Admin request	29/11/2017 16:33:16	29/11/2017 16:33:49
INC-28259	3	Slow performance on Business Intelligence	16/02/2018 14:51:05	16/02/2018 14:51:52
INC-28260	3	Business Intelligence running very slowly	16/02/2018 14:52:11	16/02/2018 14:52:35
INC-29512	3	Business Intelligence is unusably slow	14/03/2018 16:03:02	15/03/2018 09:18:56
INC-28254	3	Cluster low on storage (Business Support Services)	16/02/2018 14:06:43	16/02/2018 14:06:44
INC-33628	1	Data is missing from Business Support	16/04/2018 09:35:04	16/04/2018 09:35:17
INC-47919	1	Critical data loss on BI	15/08/2018 10:00:41	15/08/2018 10:00:54
INC-47920	1	Critical data loss on BI	15/08/2018 10:01:05	15/08/2018 10:01:46
INC-47924	1	Critical data loss on BI	15/08/2018 10:05:21	15/08/2018 10:05:34
INC-47925	1	Critical data loss on BI	15/08/2018 10:05:45	15/08/2018 10:06:04
INC-24993	3	Update config on virtual cluster (Business Support Services)	18/01/2018 15:54:50	18/01/2018 15:54:51
INC-51296	1	Data loss on Business Support	12/09/2018 12:11:53	12/09/2018 12:12:08
INC-51297	1	Data loss on Business Support	12/09/2018 12:12:15	12/09/2018 12:14:58
INC-51299	1	Data loss on Business Support	12/09/2018 12:20:45	12/09/2018 12:21:01
INC-27186	2	Public Wi-Fi is unavailable in Public Area B	07/02/2018 14:54:08	27/04/2018 16:23:19
INC-27340	2	Add to existing incident	08/02/2018 13:58:18	08/02/2018 13:58:18
INC-49677	2	Add to existing incident	30/08/2018 16:52:18	30/08/2018 16:52:18
INC-44740	3	Paul needs full backup of phone data.	02/07/2018 15:52:25	17/07/2018 15:53:25
INC-46856	3	I can't get on wifi	06/08/2018 13:06:29	06/08/2018 13:07:21
INC-41584	2	Add to existing incident	25/06/2018 15:53:34	25/06/2018 15:53:34
INC-41585	3	e-mail	25/06/2018 15:55:59	25/06/2018 15:56:07
INC-29796	2	Add to existing incident	15/03/2018 13:02:09	15/03/2018 13:02:09
INC-30670	2	Add to existing incident	20/03/2018 16:35:21	20/03/2018 16:35:21

Service

Service	Count
Hardware	5
Communication	10
Business Support Services	10
Email	15
Desktop	25

Priority

Priority	Count
3	80
2	15
1	10
4	5
5	5

Status

Status	Count
Under Investigation	10

Page 1 of 5 | 110 Items

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Home-screen example 3 – CIs & Warranty

The screenshot displays the MSM (Marval Service Manager) home screen. At the top, there is a navigation menu with options like 'Steven West', 'Service Strategy', 'Service Design', 'Service Transition', 'Service Operation', 'Reporting', 'Maintenance', and 'Help'. Below the menu is a toolbar with icons for home, search, and other functions. The main content area is titled 'Configuration Items & Warranty' and features a table with the following data:

Number	Type	Name	Description	Initial Cost	Warranty Expiry
MA1405	Hardware	Web Services Server	Web Services Server	1,450.00	01/04/2021
MVL-9	Hardware	Desktop-PC9	Desktop PC for Business User	475.00	29/05/2020
MA1404	Hardware	Finance Server	Application Server	1,700.00	22/05/2020
MA1403	Hardware	Virtual-Host1	Virtual Server 1	1,450.00	23/04/2020
MA1413	Hardware	Virtual-Host2	Virtual server 2	1,450.00	01/04/2020
MA1406	Hardware	Web Hosting Server	Web Hosting Server	1,450.00	01/04/2020
MVL-10	Hardware	Desktop-PC10	Desktop PC for Business User	475.00	29/05/2018
MVL-11	Hardware	Desktop-PC11	Desktop PC for Business User	475.00	29/05/2018
MVL-1	Hardware	Desktop-PC1	Desktop PC for Business User	475.00	29/05/2018
MVL-2	Hardware	Desktop-PC2	Desktop PC for Business User	475.00	29/05/2018
MVL-3	Hardware	Desktop-PC3	Desktop PC for Business User	475.00	29/05/2018
MVL-4	Hardware	Desktop-PC4	Desktop PC for Business User	475.00	29/05/2018

To the right of the table is a 'Warranty Expiry' bar chart showing the distribution of warranty end dates. The chart has a legend with dates: 01/04/2021, 29/05/2020, 22/05/2020, 23/04/2020, 01/04/2020, 22/05/2018, and 29/05/2018. The x-axis represents the number of items, ranging from 0 to 12.

Below the table, there are six monitoring cards for different services:

- Web connectivity: 13 ms (Status: OK)
- Backup Server: 11 ms (Status: OK)
- Sales Server: Unavailable (Status: Error)
- Marketing Server: 12 ms (Status: OK)
- Public Server: Unavailable (Status: Error)
- Marval Website: 9 ms (Status: OK)

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Home-screen example 4 – Risk Register

The screenshot displays the Risk Register interface within the MSM system. The browser address bar shows `sales.marval.co.uk/msm`. The user is logged in as Steven West. The navigation menu includes Service Strategy, Service Design, Service Transition, Service Operation, Reporting, Maintenance, and Help. The Risk Register table contains the following data:

Request No.	Priority	Status	Customer	Service	Description	Assignee	Tracker	Updated On
▲ RSK-49041	1	New	Marval Software Ltd.	EPOS	Firmware vulnerability on patch SI46832	Development	Smith, Paul	24/08/2018 16:04:26
▲ RSK-49043	2	New	Marval Software Ltd.	Payroll	CPU resource on payroll servers will cause performance issues if not increased	Infrastructure Team	Hocking, Alex	24/08/2018 15:57:32
▲ RSK-49042	3	New	Marval Software Ltd.	Infrastructure	Controller card on server part of degraded batch	Projects Team	Larner, Lianne	24/08/2018 16:06:21
▲ RSK-49045	3	New	Marval Software Ltd.	Business Support Services	Vulnerability on code release V38R2	Development	Smith, Paul	24/08/2018 16:03:48

Two bar charts are displayed on the right side of the Risk Register:

- Risk Category:** A horizontal bar chart showing the count of risks for each category. The categories and their counts are: Vulnerability (2), Resource (1), and Technical (1).
- Service:** A vertical bar chart showing the count of risks for each service. The services and their counts are: Business Support Services (1), EPOS (1), Infrastructure (1), and Payroll (1).

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Reporting Incidents

MSM - INC-49349

sales.marval.co.uk/MSM/RFP/Forms/Request.aspx?id=49018

Steven West Service Strategy Service Design Service Transition Service Operation Reporting Maintenance Help

INC - 49349 Major Incident Customer

Additional

Spoke To Location Finance Department -

Customer

County Council

Contact Telephone 01536 711999 263

Details Advanced Attachments Related Classification Outcome

Classification

Service Email

Symptom Data error

Description Data error 99 connecting to Ms Exchange

Allocation

Assignee / Group IT Service Desk

Tracker Manager, ServiceDesk

Business

Priority 3

Impact 3

Urgency 3

Miscellaneous

Status Solved

Occurred 28/08/2018 10:44

Risk

Notify Customer

Method Email

Using ben.smith@marval-grou

Third Party

Check List

Email data error

Data error checklist below:

Please capture the exact nature of the email data error issue:	
Error code No.	
Screen name:	
Last button pressed:	
Does email close:	YES/NO
External symptom	Undeliverable/Returned

Copy To Notes

Service Levels

Service Level Agreement

Name General Incident SLA

Response Time 03:00:00

Fix/Complete By Time 08:00:00

Responded To On 28/08/2018 10:52:49

Fixed/Completed On 28/08/2018 10:52:49

Deduct Time In Hold After clocks have stopped

Show Expanded Service Level Details

Breach Details (Add / View / Update)

View Hold Reasons

Clear Apply

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Service Portfolio

MSM - Service Portfolio | sales.marval.co.uk/MSM/RFP/Forms/ServicePortfolio.aspx?id=5bf44f6e-fd55-4ec1-870a-e9cdc09556e2&

Steven West | Service Strategy | Service Design | Service Transition | Service Operation | Reporting | Maintenance | Help

Service Portfolio

Filter

Name: Service Package:

Catalogue Ref. No.: Portfolio Status:

Owner: Catalogue Class:

Sector:

Apply

Name	Catalogue Ref No	External Refe...	Description	Owner	Sector	Package	Portfolio Status	Has Self Service Pages?	Enabled Self Service...
Desktop			All Desktop S...	Kumar, Samaira	Default	Silver	Active	✓	4
Email	E-1100		Email Service	Deskside Sup...	Default	Silver	Active	✓	3
Network			All Network se...	Forester, Phillip	Default	Platinum	Active	✗	0
Mobile Technology			Hand Held Te...	Forester, Phillip	Default	Platinum	Active	✗	0
Finance			Financial Syst...	Finance Team	Default	Platinum	Active	✗	0
Accounts			User accounts	IT Service Desk	Default	Platinum	Active	✓	1
Network Storage			Network Stora...	Forester, Phillip	Default	Platinum	Active	✓	2
Specialist BI	BI-001-sp		Specialist BI	Hocking, Alex	Default	Platinum	Active	✗	0
Business Intelligence	BI-001		Management I...	Hocking, Alex	Default	Platinum	Active	✗	0
Hardware			Hardware Ser...	Kumar, Samaira	Default	Gold	Active	✗	0
Training	TRC-001		Training Servi...	Training & Co...	Default	Gold	Active	✗	0
Employee Services			HR Services	Kumar, Samaira	Default	Gold	Active	✓	1
Communication			Communication...	Deskside Sup...	Default	Gold	Active	✓	1
Infrastructure			Infrastructure	Service Desk	Default	Gold	Active	✗	0
Procurement	p100		Purchasing se...	Service Desk	Default	Gold	Active	✓	1
Reporting			Reporting Ser...	Analyst, BI	Default		Active	✓	3
Software			Software Serv...	Kumar, Samaira	Default		Active	✓	2
Telecoms			All phone syst...	Forester, Phillip	Default		Active	✓	1
New Starters			New Starters...	Kumar, Samaira	Default		Active	✓	2
Leavers			Leavers process	Kumar, Samaira	Default		Active	✓	1

Page 1 of 2 | 40 items.

Portfolio Status

Planned: 4
Retired: 1
Active: 35

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Configuration Items

MSM - MA1404 | sales.marval.co.uk/MSM/RFP/Forms/ConfigurationItem.aspx?id=153

Steven West | Service Strategy | Service Design | Service Transition | Service Operation | Reporting | Maintenance | Help

Configuration Item

Existing

- clinical-elec-00123 - AutoClave
- clinical-elec-00124 - AutoClave
- KR007 - KR - Laptop
- MA1401 - Backup-Server1
- MA1402 - Backup-Server2
- MA1403 - Virtual-Host1
- MA1404 - Finance Server
- MA1405 - Web Services Server
- MA1406 - Web Hosting Server
- MA1407 - Email Server
- MA1408 - Load-Balancer
- MA1409 - Application Server
- MA1410 - Data-Server
- MA1411 - SQL-Host1
- MA1412 - SQL-Host2
- MA1413 - Virtual-Host2
- MA1422 - Backup-Server1
- MA-RDP - MA-RDP
- MBL-01 - Smart-Phone1
- MBL-02 - Smart-Phone2
- MBL-03 - Smart-Phone3
- MBL-04 - Smart-Phone4
- MBL-05 - Smart-Phone5
- MBL-06 - Smart-Phone6
- MBL-07 - Smart-Phone7
- MBL-08 - Smart-Phone8
- MBL-09 - Smart-Phone9
- MBL-10 - Smart-Phone10
- MBL-11 - Smart-Phone11
- MBL-12 - Smart-Phone12
- MBL-13 - Smart-Phone13
- MBL-14 - Smart-Phone14
- MBL-15 - Smart-Phone15
- MBL-16 - Smart-Phone16

MA1404 - Finance Server

CI Number: MA1404
Name: Finance Server

Details | Advanced | Audit | **Notes** | Configuration | Service Entitlement | Requests | Notification | Security | Attachments | Attributes

Notes

Select Font | Select Font Size | B | I | U | x | x₂ | HTML



Special Instructions

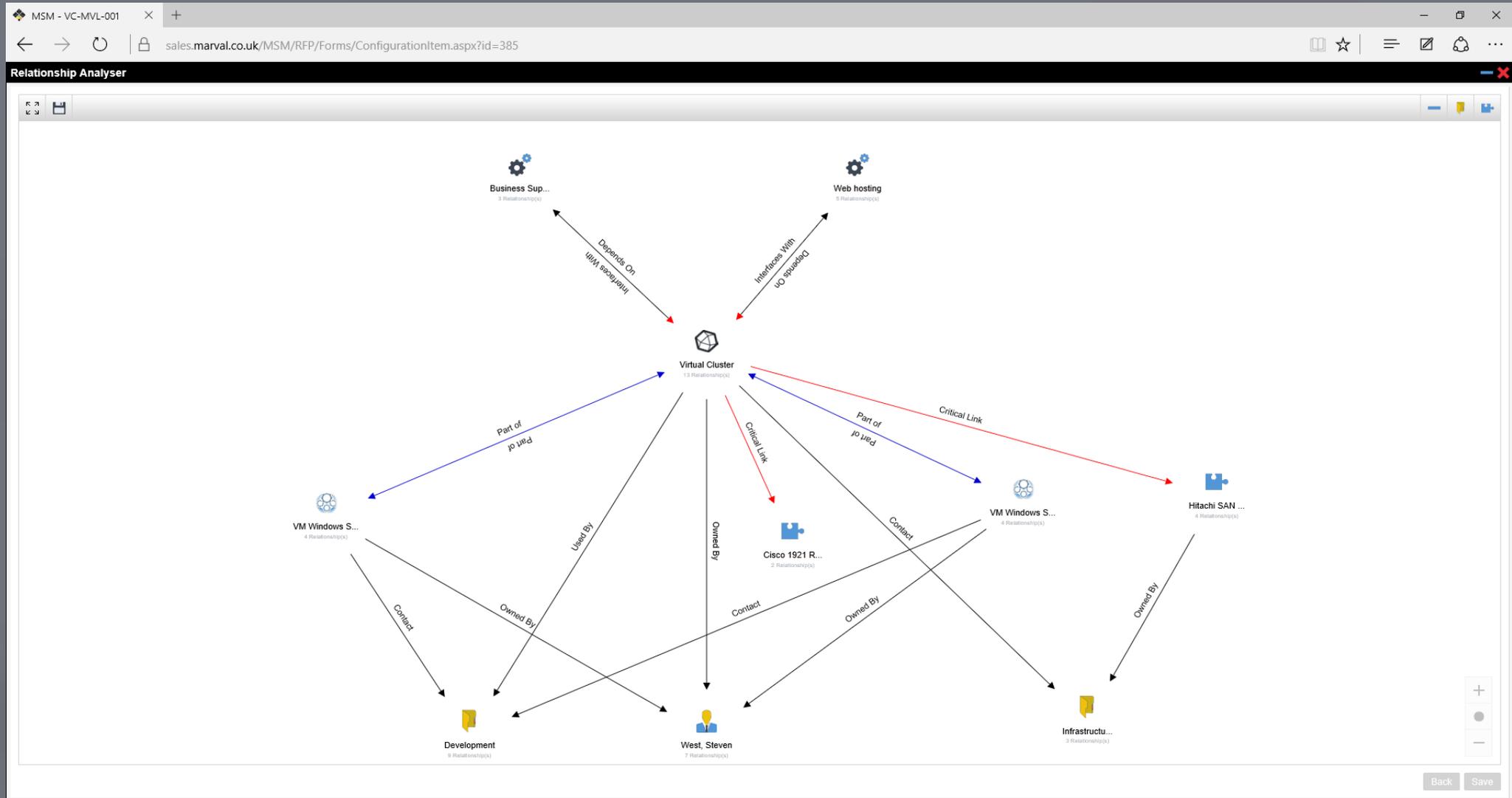
Select Font | Select Font Size | B | I | U | x | x₂ | HTML

Server configuration link below:
<https://sales.marval.co.uk/MSM/RFP/Forms/configuration.aspx>

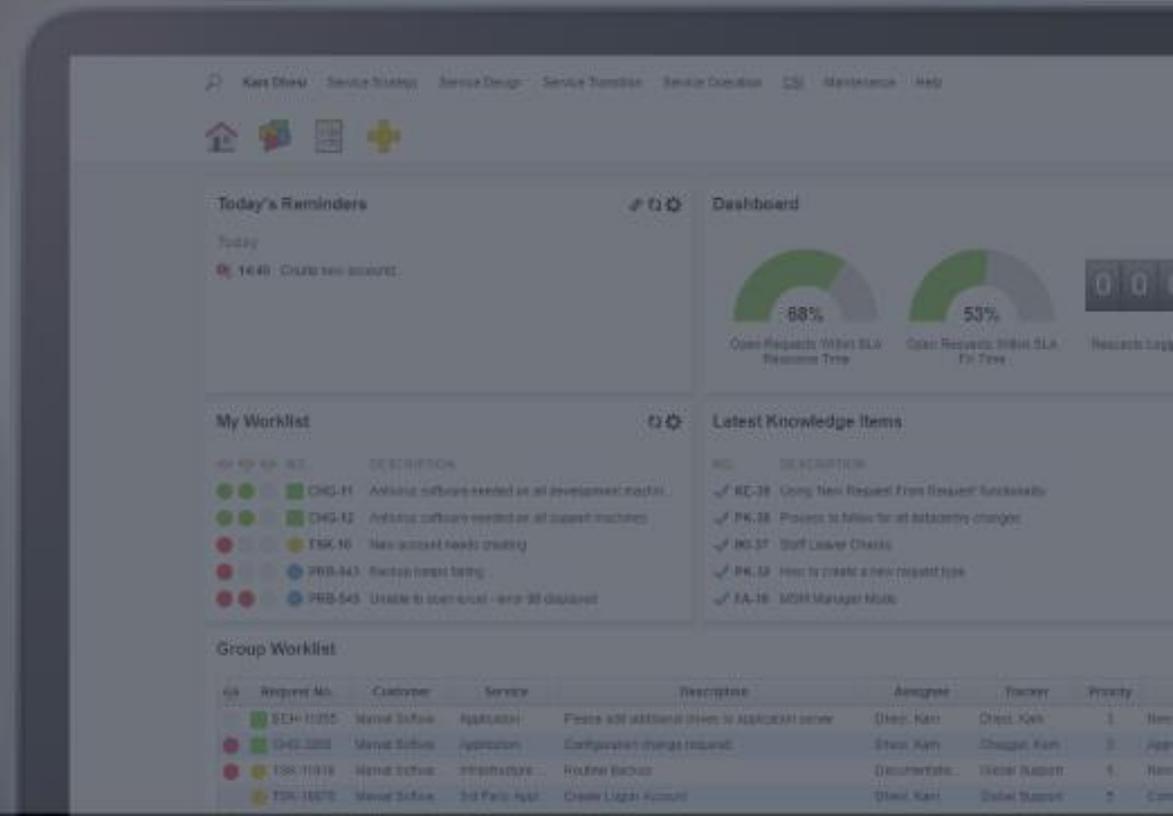
Apply

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Relationship Analyser



Self-Service Portal



Simplicity for the customer

- Your customers find what they want – easily.
- No IT jargon – pages written in a language which your customers can understand. Self-Service could be used by all customers irrespective of any specific IT experience.

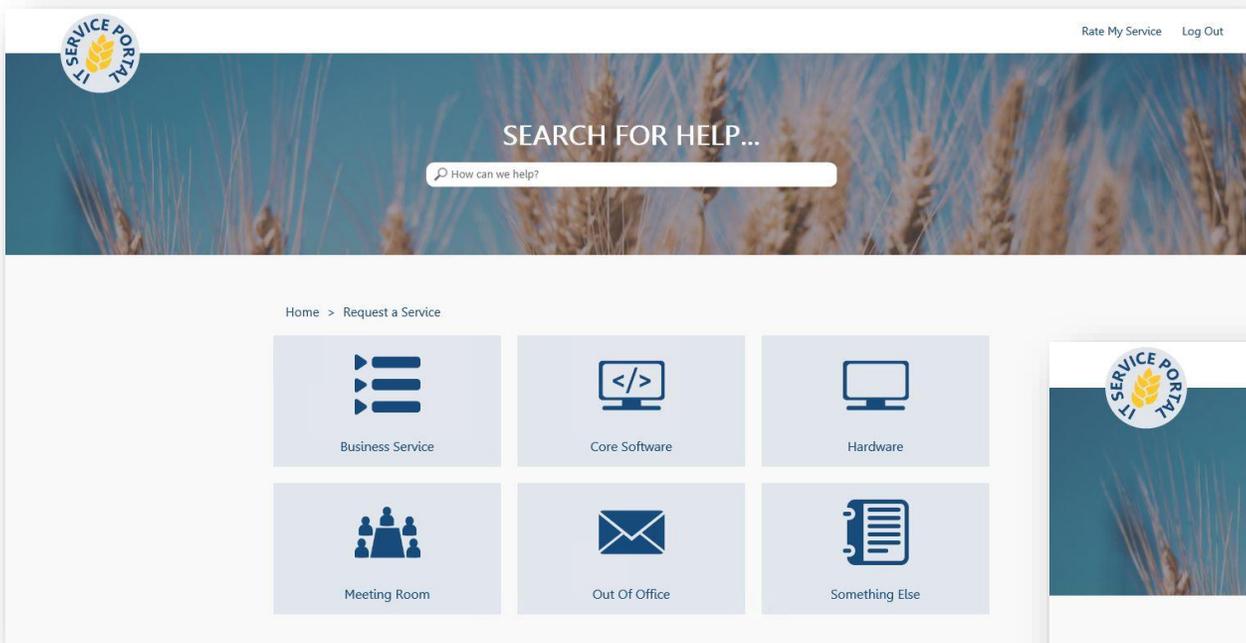
Knowledge presentation

- Community verified knowledge. Latest, most used, most viewed, by feedback rating.
- Dynamically displayed knowledge whilst interacting with the pages – keep things relevant.

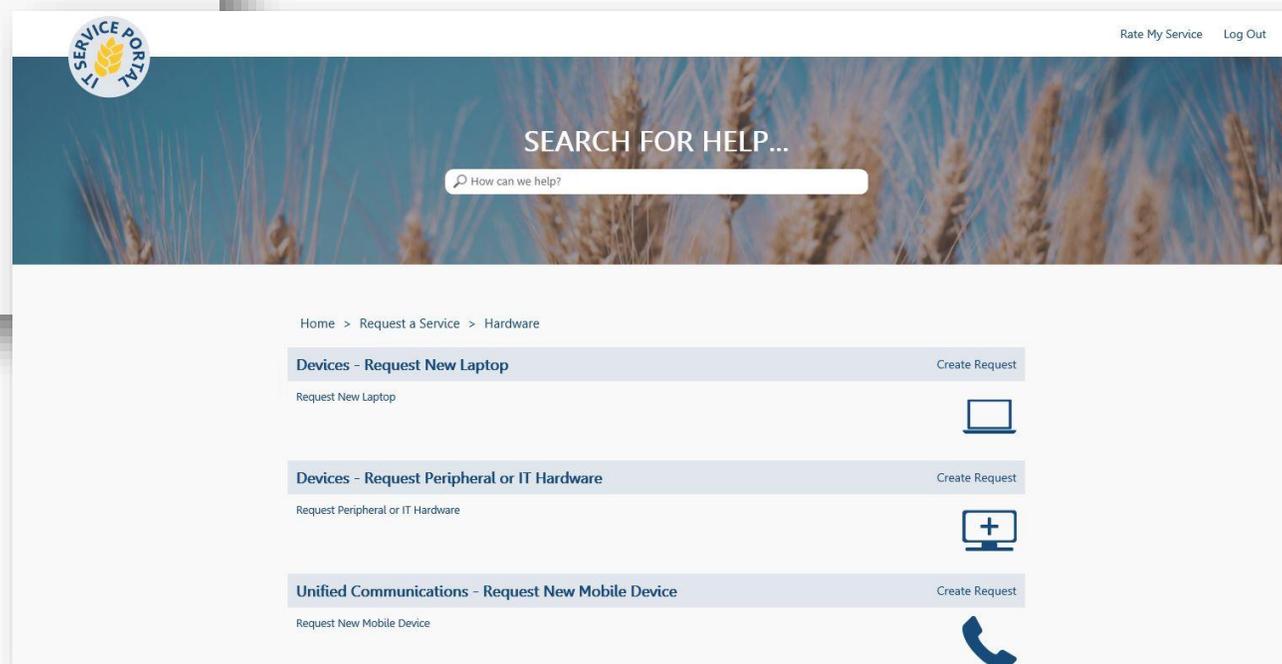
Automation

- Auto classification and routing of Requests (team, assignee, tracker).
- Sub request creation - parallel handling of tasks ensuring consistency and quality of the end-to-end process.
- Customer notifications – keeping your customers informed and updated.





Branding example



ual: News Knowledge Items

MySupport IT Services

Home > IT Services

MyAccount	MyDevice	MyIT Security
MySoftware	Projects, Consultancy & Analysis	Quick Request
Suggestions, Feedback & Complaints	UAL Infrastructure	

Branding example

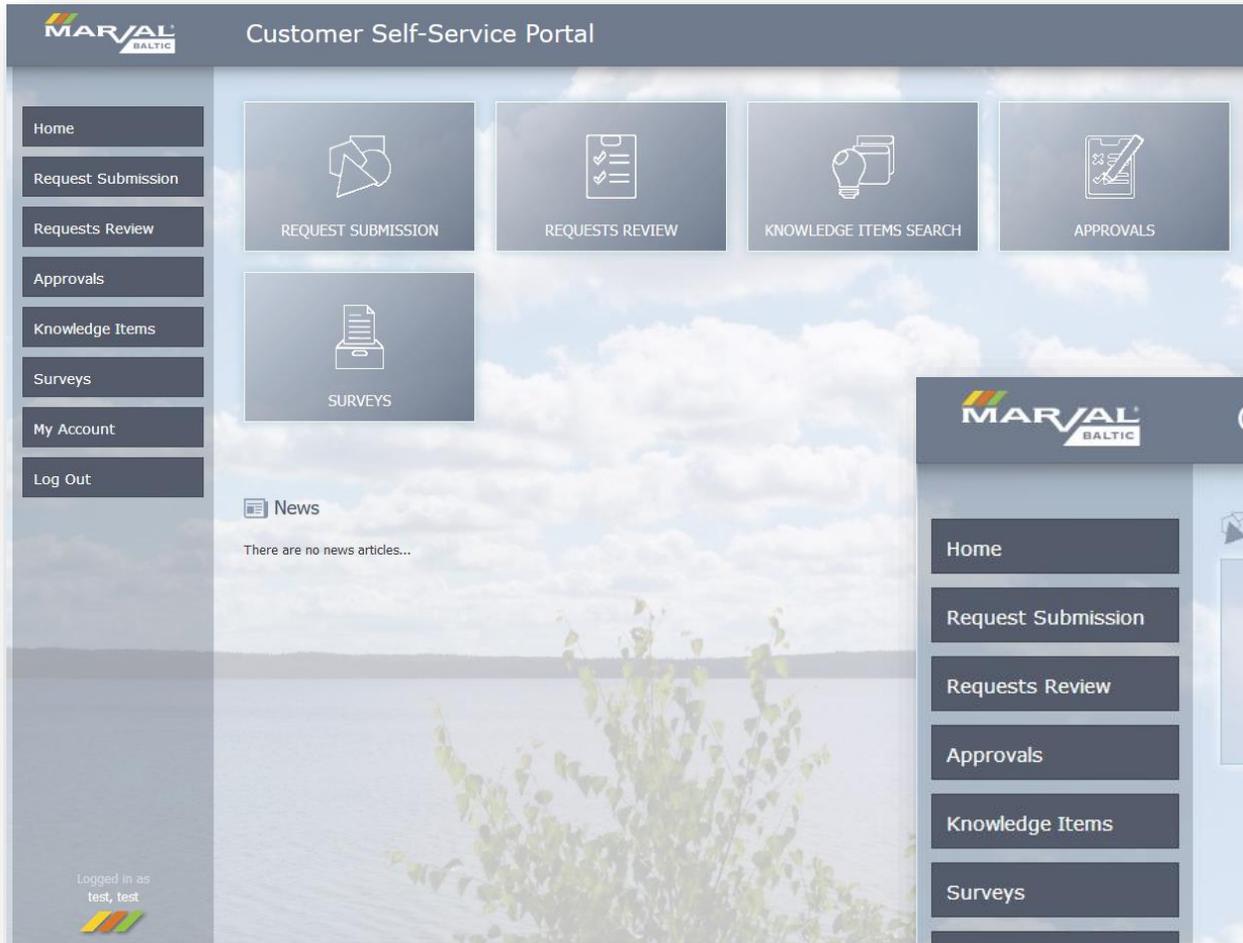
ual: News Knowledge Items

MySupport

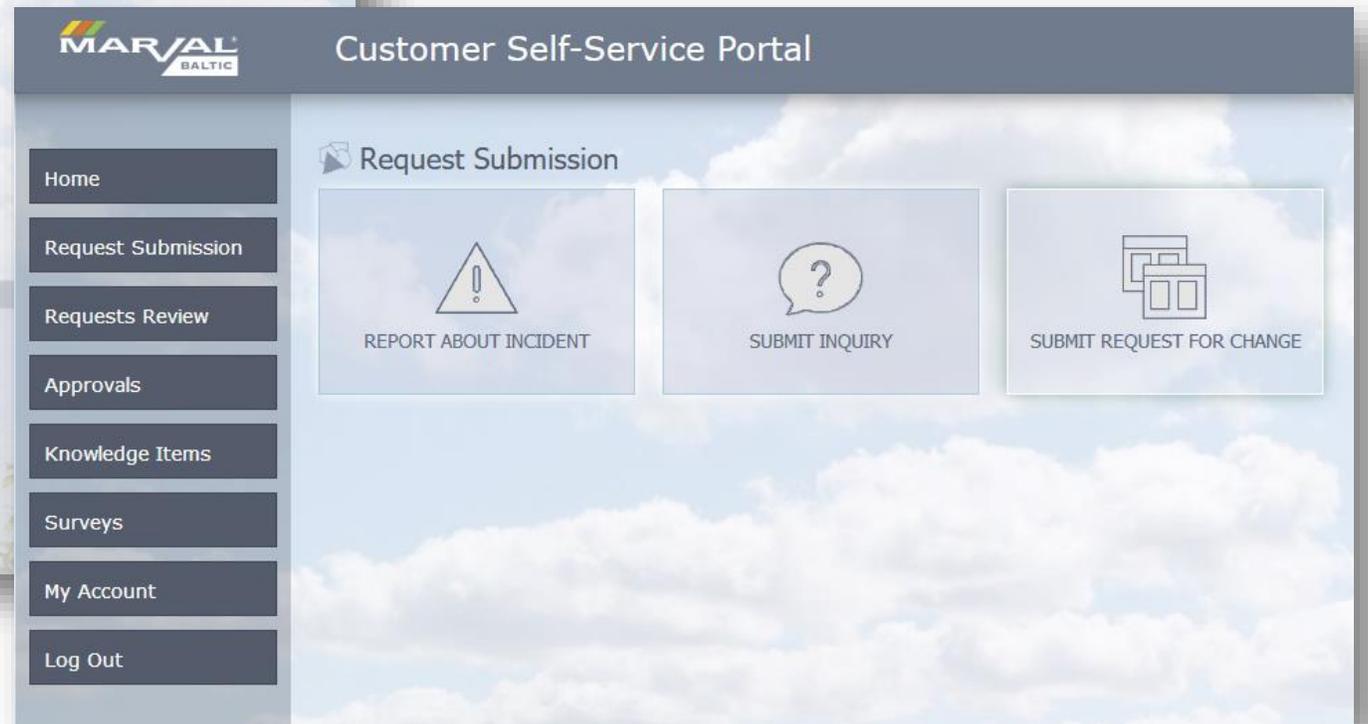
Home

Digital Learning Support	Finance Helpdesk
IT Services	Registry Systems

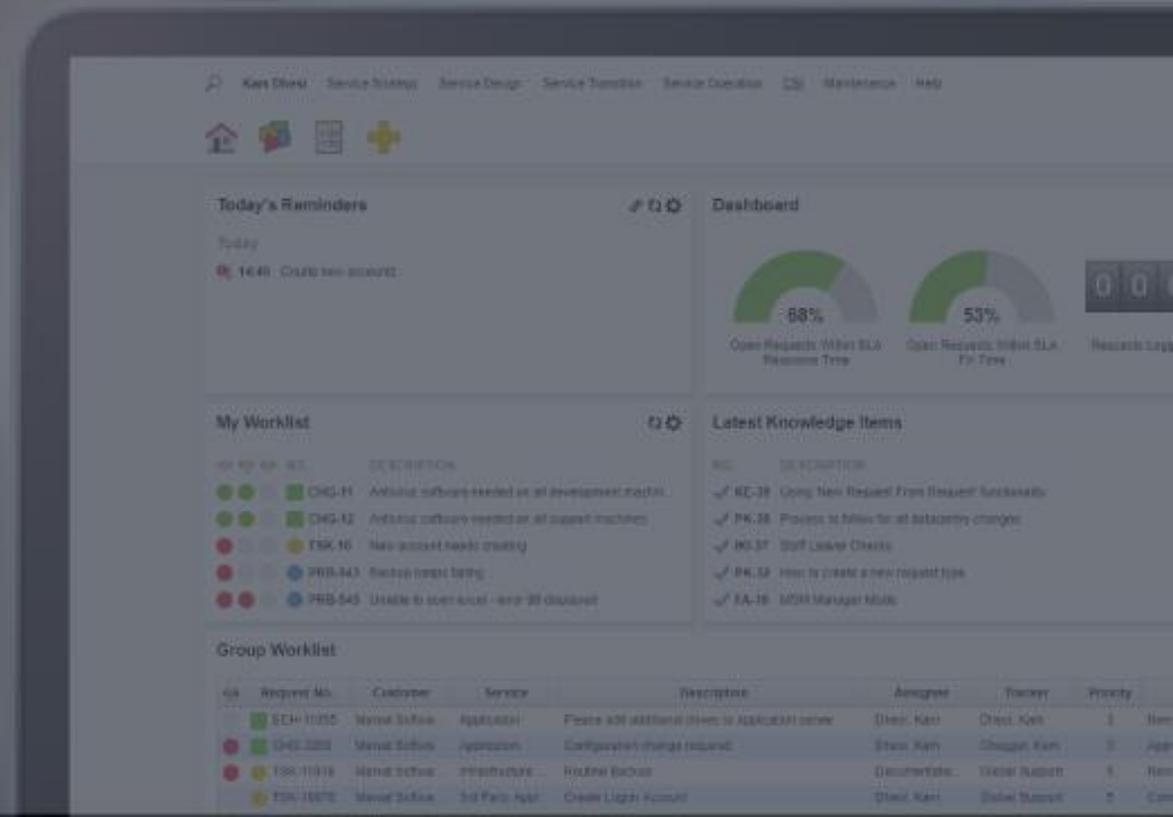




Branding example

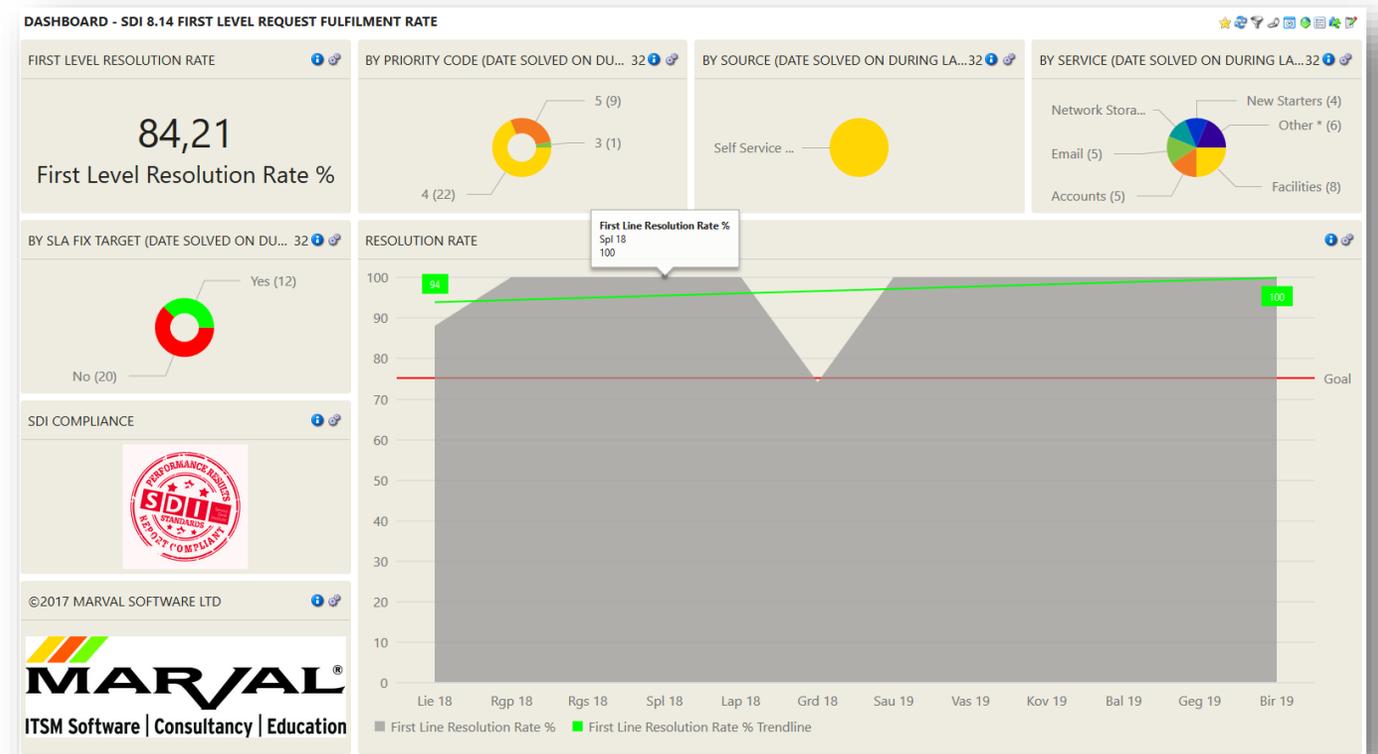


Reporting

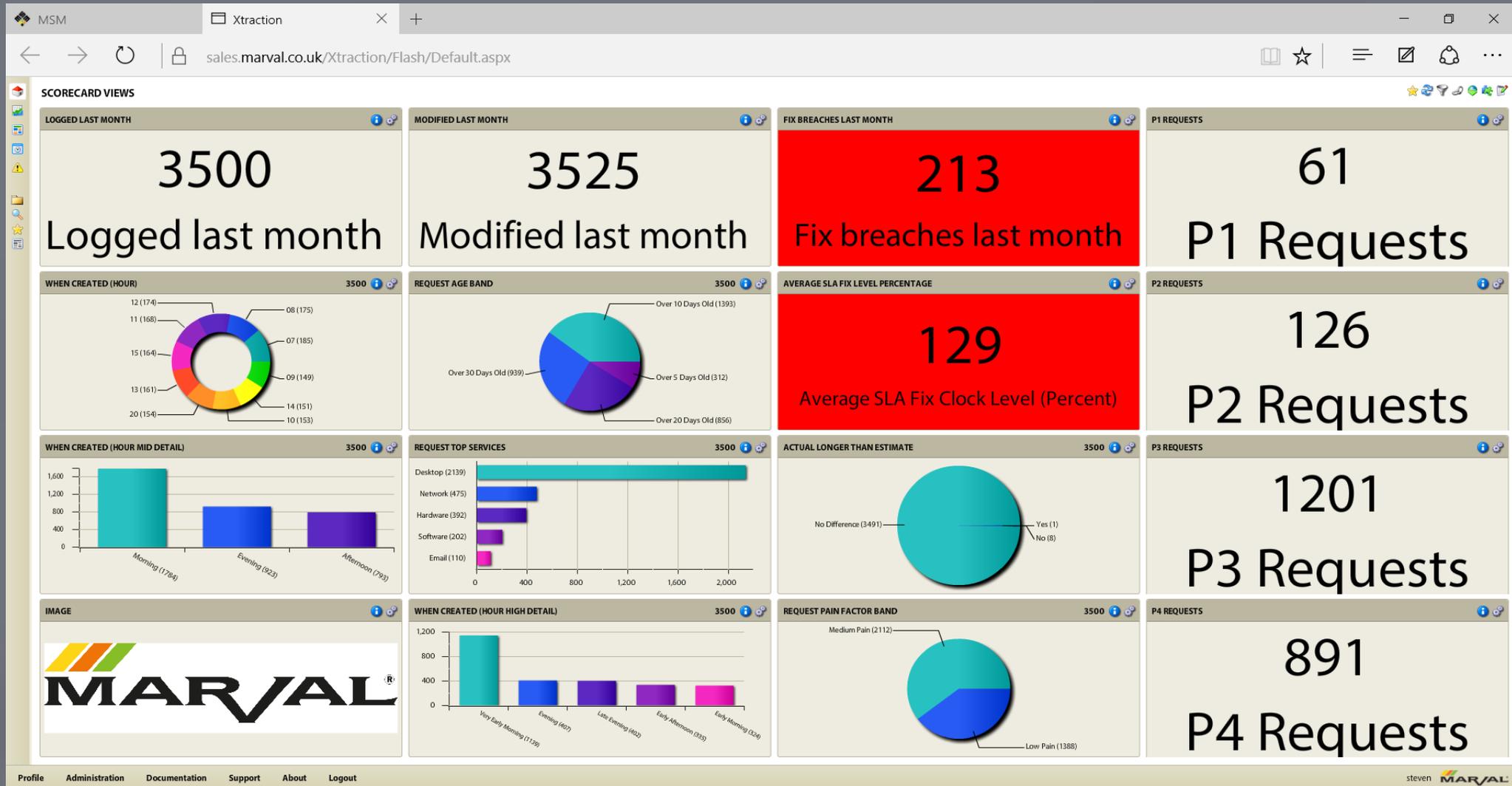


Xtraction – reporting module

- Real-time data usage
- Interactive creation of dashboards
- Consolidation of charts, tables and other types of dashboards to reports
- Interactive creation and review of reports:
 - Drag and Drop for filters and parameters
 - Drill Down for analysis
- Open requests directly from the dashboard
- Dashboards and reports distribution
- Alerts for keeping track of data status changes



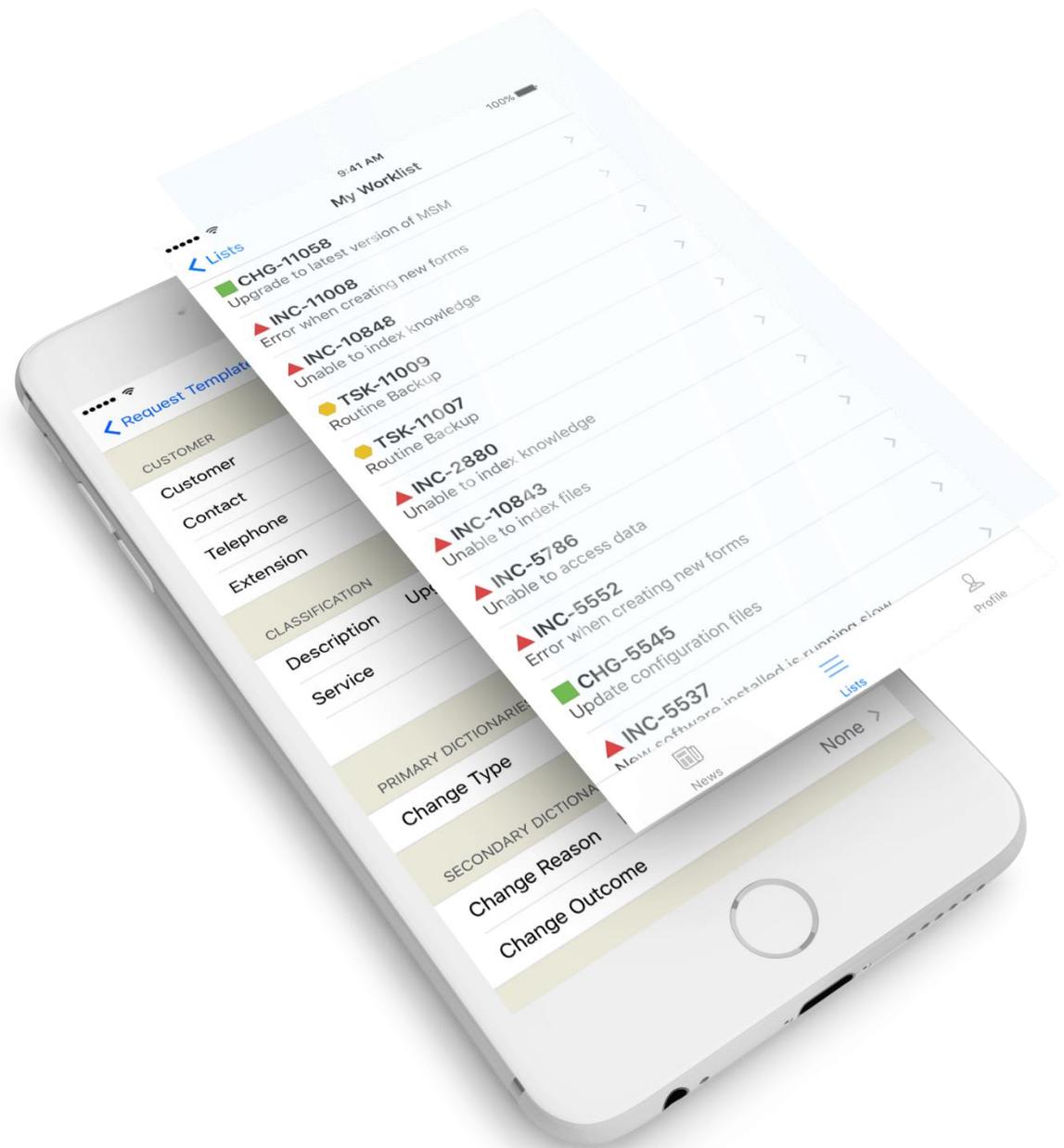
Dashboard example



MSM Mobile

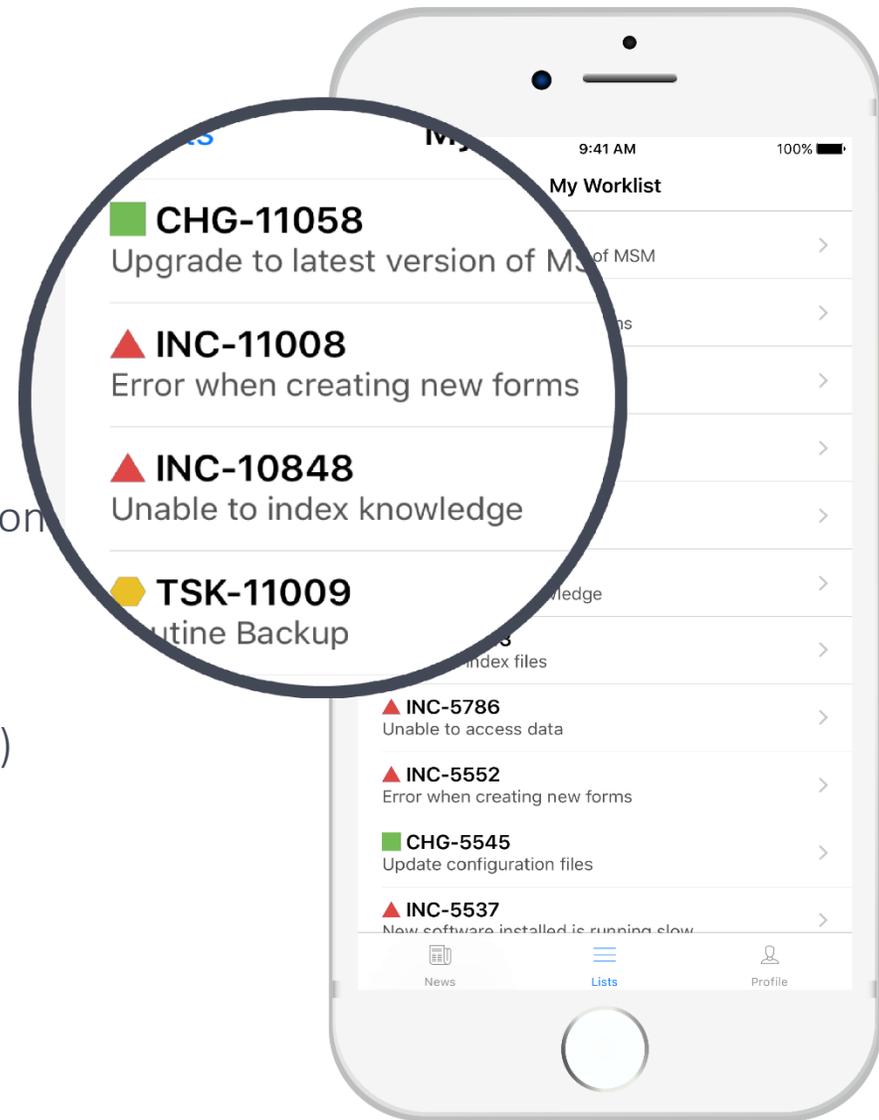


MSM Mobile
empowers service
management
professionals to
work anywhere,
anytime



Take your service desk with you with MSM Mobile:

- Raise requests
- Update requests (add note, move status, reassign, reclassify and add attachments)
- Create configuration items
- Read the news
- Search for (and view) requests, knowledge items and configuration items
- Find configuration items by their barcode
- Access your lists
- Update configuration items (change status and add attachments)
- Update knowledge items (add attachments)



Thank You

