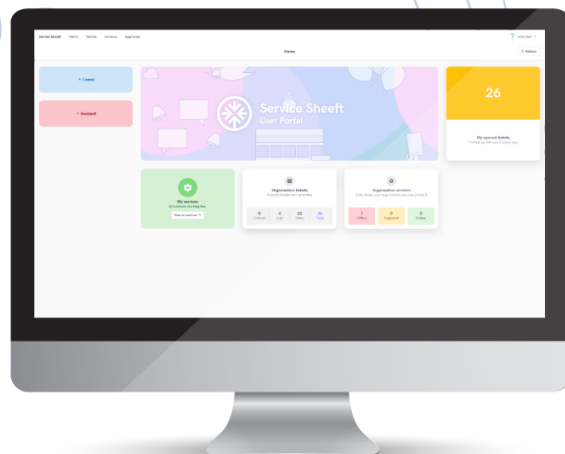
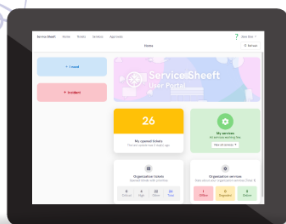




# Service Sheeft

## IT Service Management tool

We have poured 25 years of ITSM experience into a solution!



### What is Service Sheeft?

Service Sheeft is a tool for efficient processing of key ITSM processes created in line with the best ITIL practices and the ISO 20000 standard.

### Why is the IT services management system important?

A systematic and organized recording of incidents, requirements and changes provides for efficient management of IT challenges and leads to a quicker problem-solving. Service Sheeft enables you to **stay organized, focused** and **efficient** while receiving and resolving tickets.

You can view the status of the services, organize the creation of tickets on the dashboard, monitor their automated openings, update tickets and the arising tasks and participate in their resolution and closing.

### Main components:

**IT Support** – intended for power users and ticket management

**User portal** – intended for end user and ticket submission

**Prime portal** – intended for middle and top management. Brief, organized and clear overview of tickets

### Save time and money

- ✓ Every, even the shortest, downtime incurs expenses
- ✓ Implement sound practices and standard requirements to increase the level of IT maturity
- ✓ Solve your problems faster and continue operating as soon as possible with minimum financial losses value

### Increase efficiency of IT services

- ✓ Prioritize problems – first deal with those that have the greatest impact
- ✓ recognize the recurring incidents (those that have occurred several times) or those that you believe might occur in the future
- ✓ increase the visibility of IT in your organization – toward management and customers

### Increase stakeholder satisfaction

- ✓ Ensure high-quality communication so that customers are aware of what you do for them and when their incidents will be resolved
- ✓ high-quality reporting ensures that IT is not perceived as an expense center, but rather as an active participant in cost reduction
- ✓ align IT services with business needs

„Span as an ITSM tool vendor has experience and accumulated know-how in ITSM and IT infrastructure integration. Valamar has recognized Span as a long term partner, both in service delivery and consulting. Service Sheeft implementation project, with all its processes and features, has lived up to high expectations, adding another dimensions to our business relation.“

Vlastimir Ivančić, Director of the IT and user support sector, Valamar Riviera d.d.

# Service Sheeft processes overview

## Incident Management

An incident is an event that causes or may cause degradation or unavailability of IT services. **Purpose** - restore IT service/s as soon as possible, with the least possible negative impact on operations.

Incident management implies **creating, classifying, attributing, monitoring incident's life span, updating, two-stage closure, notification, reporting and customer satisfaction polls.**

## Problem Management

A Problem Management is directly linked to Incident Management. **Purpose** – it allows proactive operations activity through the process of removing cause that led to the event that created an incident. It helps in decreasing the number of incidents and their impact on IT service.

Problem management consists of **creation, incident connections, classification, life span (known error/workaround/permanent fix), RCA and updating linked incidents.**

## Request Fulfilment

Request Fulfilment is the process of fulfilling customer requests that are known and clearly defined. **Requests** are simple changes approved in advance, or changes that require single person authorization. Their fulfilment (with authorization when needed) does not affect the manner of providing or availability of the IT service in question.

Request fulfilment includes **creation, classification, elementary approval, notifications and two-stage closure.**

## Change and Release Management

Change and release management is responsible for efficient and controlled management of IT service life cycle. **Change Management** allows for the introduction of all changes to IT systems in a controlled manner, with minimum interruptions to the delivery of IT and business services. Change management is a somewhat more complex process, as Change Tickets could be created independently or could arise from Problems and/or Incidents.

The changes can be standard, normal and urgent. Urgent changes have a summary procedure and are usually created from the highest priority incidents. Change management consists of: **controlled change management, categorization, life span, approval, monitoring tasks prompted by requests, notifications, creation of a template for standard changes.**

## Other processes overview

### Asset Management

- ✓ successful and measurable performance of all process through information about service components, their interdependence and configuration.

### Business Relationship Management

- ✓ maintain positive relationships between IT service providers (internal IT organizations) and end-users (business parties).

### Competence Management

- ✓ Fully autonomous competence management module to help streamline ticket management through their lifecycle.

### Service Level Management

- ✓ set key performance indicators (KPIs) and metrics in relation to business requirements and expectations through **Service Portfolio Catalog and SLA** (Service Level Agreement)



**By implementing Service Sheeft you are enabling your IT to grow in maturity, increase IT visibility and align IT services with business needs.**

## Why Span?

Span is the leading Croatian company in providing professional services in the design and development of information systems and technical user support. We have achieved this position and we have, what is more important, strengthened our customers with proactive cooperation, where by listening to their needs we have built reliable, scalable and secure information systems.

Span is founded in 1993 with years of experience in the ICT sector. We are proud of our proactive cooperation with customers and Microsoft Gold Certified Partner status with several Gold and Silver competencies. We have over 200 local and international clients from various sectors of industry, including the financial sector, telecommunications, industry and public administration and we are respectable partner to many globally recognized and successful companies.