

Service Sheeft

We poured 25 years of ITSM experience into an solution



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What is Service Sheeft?

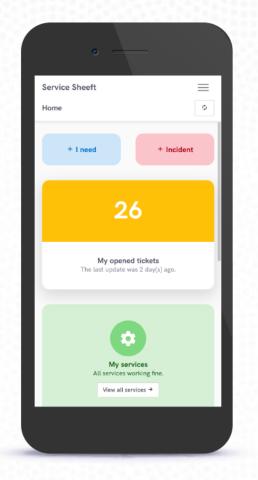
How to turn 25 years of ITSM experience into an app?



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.

We've built the App and approach for easy ITSM best practices on-boarding, based on ITIL, ISO 20000 and 25 years of experience.







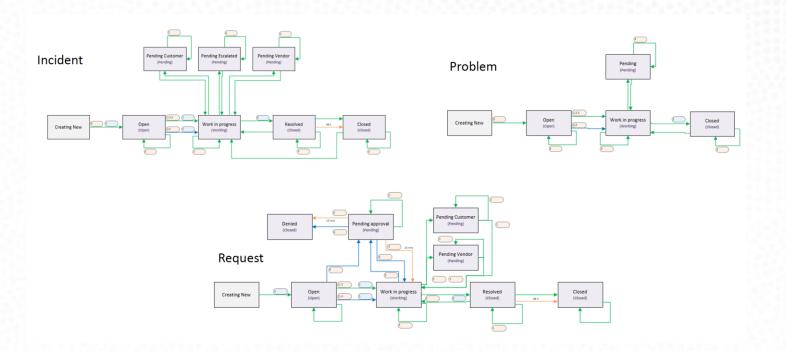
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Key challenges for ITSM implementation

- Implementon of ITSM best practices it's perceived as hard to start
- ITSM process performance is dependent on tool capabilities
- Justification of resources (time & money) spent on ITSM implementation





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Pain points healed with solution





- they complain about their workload
- but when you ask them what they did on that day, they can't remember each individual task
- colleagues and/or end users have to catch them on hallways
- they can't refuse the end user that unexpectedly asks for help and because of that they are late with other assignments



- consider that IT systems are unavailable when they need them the most
- think that IT staff reacts to problem solving too slow



- you as well think that things in your IT department can work much better
- your IT department is overloaded and exhausted
- IT equipment is outdated
- you need new resources, but the Management doesn't approve them
- you want to gain a better understanding from the Management Board

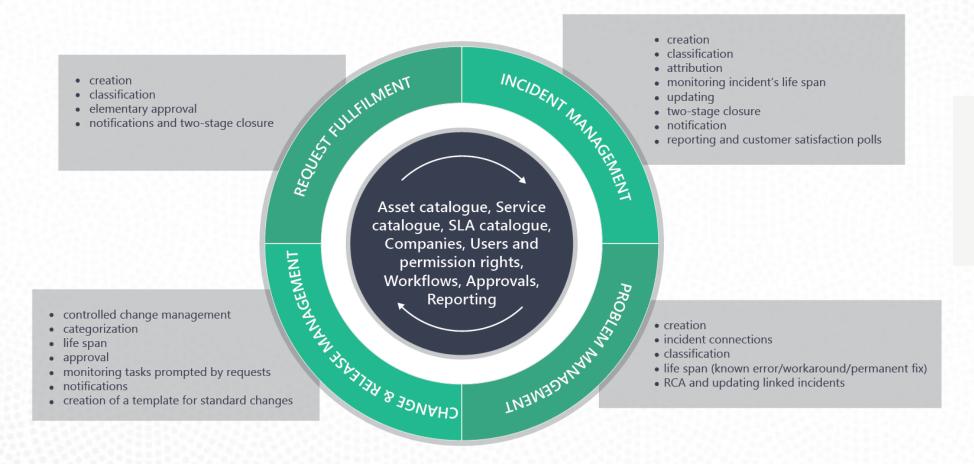


- complains that you are constantly looking for new funds, without any proof that you really need them
- considers that you do not understand the real business needs and focus on business-irrelevant issues
- you can't prove to them that your IT department is overloaded with work



Processes overview





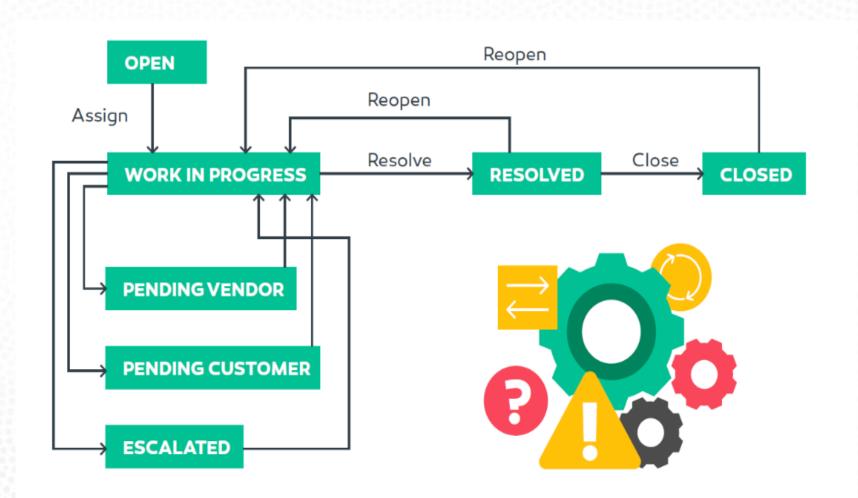
OTHER PROCESSES OVERVIEW

- Asset Management
- **Solution** Business Relationship Management
- Competence Management
- Service Level Management



Ticket Lifecycle





Ticket – a digital record containing a unique identifier (ID), priority, and clearly defined life span (the ticket is closed after a customer's request is resolved or met)





Benefits of Service Sheeft implementation

Justify resources spent on ITSM implementation



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	Improve first-call resolution rate through Service Sheeft	
	Customer reach through portal and mobile phone	
	Keep Customers informed with notifications and status updates	
	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	





Avoid reinventing the wheel!

Justify resources spent on ITSM implementation (or improvement)



IT maturity levels



- Ad-hoc
- Undocumented
- Unpredictable
- Incidents reported by end-users
- No centralized support (e.g. Help Desk)
- No control over infrastructure (no infrastructure management)



- View on IT through inventory
- Always in firefighting mode
- Basic incident mgt.
- Alerting and monitoring implemented
- Measures component availability
- Responsibility devided into technology siloes



- View on IT through workload
- Trend analysis
- Predict incidents in order to avoid them
- Measuring aplication availability
- Standardized toolset
- Manages changes



- View on IT as Service
 Provider
- Monitores and reports per service
- SLA management Understands service costs
- Capacity management through scenarios
- Demand management through pricing



- View on IT through business processes
- IT processes are aligned with business processes
- Reporting is using business language
- Masuring process efficiency
- Cost/benefit/risk analysis
- Continual improvement

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Chaotic Reactive Proactive Service Value

Incident Management Problem Management Service Level Management Asset Management

Request Fulfilment Availability Management Capacity Management Financial Management

Configuration Management Change Management Reporting Management



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ITSM – IT service management tool



Solution content

Processes

- Request management
- Incident management
- Problem management
- Change management

Catalogues (complex structure)

- Asset catalogue
- Service catalogue
- SLA catalogue
- Companies
- Users and permission rights

Workflows

- Approvals
- •

Reports

- Basic reports are in the solution
- Additional reports can be done via complementary tools (Power BI and similar)

Users	what they do	module
End users	report incidents/issues/requests	End user module (responsive)
Operaters	work on tickets, resolve tickets (*)	IT support module
Administrators	power users, administer catalogues help other users (*)	IT support module
Management	high level insight in the system (*)	Prime portal (responsive)
(*) Service Sheeft lic and managers are al	encing (pricing) is done by the number of th so "operaters"	e operaters; administrators





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