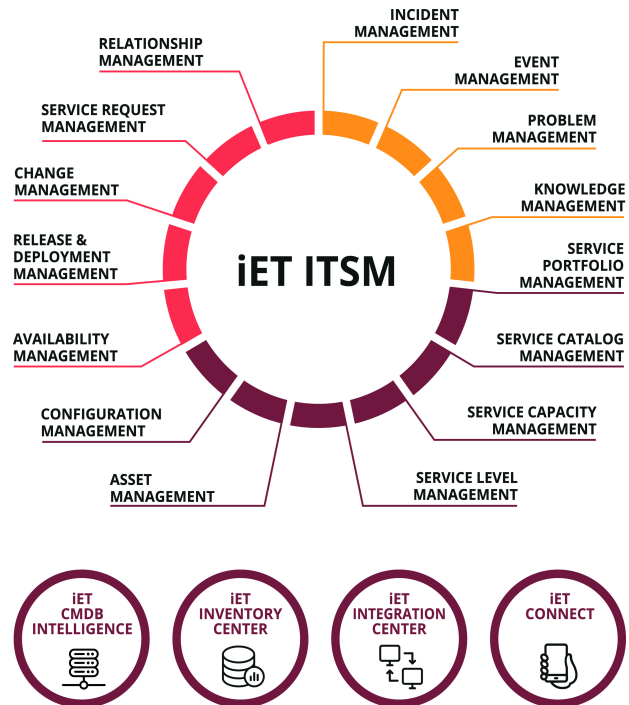


# iET® ITSM: Comprehensive Solution for Service Management



iET Solutions has been awarded with the PinkVERIFY® certificate.

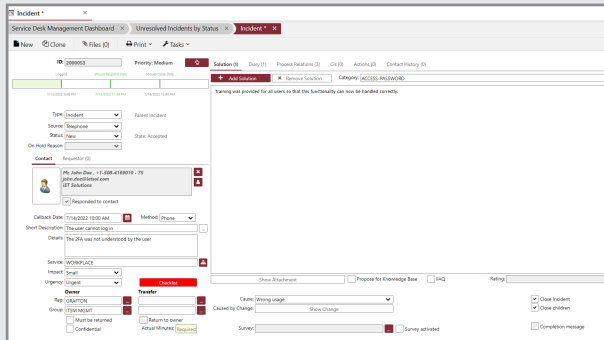
The IT service management solution, iET ITSM, is built around ITSM best practices. Our solution set for IT service management, CMDB/CMS, and software asset management delivers:

- ▶ Proactive service environment to quickly resolve incidents and reduce downtime
- ▶ Holistic, enterprise-wide overview of business services, IT services, and infrastructure
- ▶ IT that is integrated with business goals as well as customer-oriented services
- ▶ Controlled, error-free changes in services, and infrastructure aligned with compliance regulations

For detailed information about our solution offerings please visit [www.iet-solutions.com](http://www.iet-solutions.com)

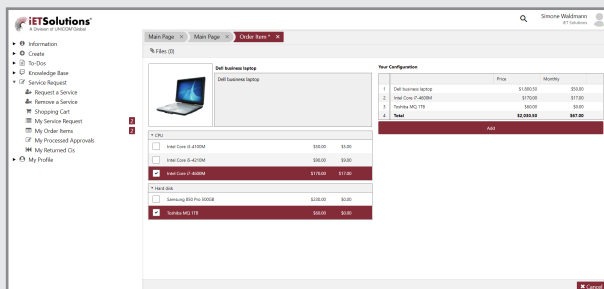


# iET® ITSM: Comprehensive Solution for Service Management



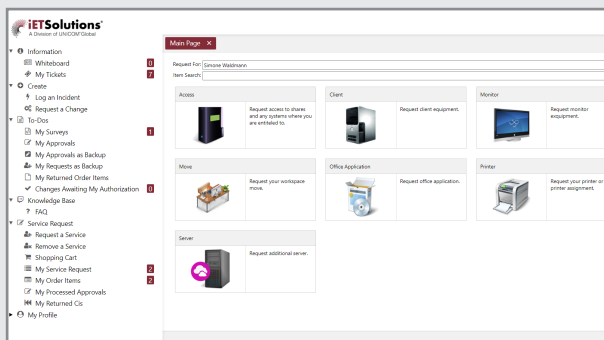
## Incident Management (Service Desk)

- ▶ Receive and prioritize incidents
- ▶ SLA (service level agreement) timeline to show resolution progress
- ▶ Classification by service and technical category
- ▶ Create templates
- ▶ Reactivate closed incidents
- ▶ Definition of major incidents (parent/child)
- ▶ Link incidents to problems, change requests, and configuration items (CIs)
- ▶ Graphical visualization of affected CIs
- ▶ Access solutions in the knowledge database, search by category and/or key word
- ▶ Incident checklist



## Service Request Management

- ▶ Request or cancel any IT service: hardware, software, access rights, data recovery
- ▶ Warehousing: book-in and book-out of IT services
- ▶ Automatic creation of incidents, changes, and CIs based on type of service request
- ▶ Automatic initiation of workflows based on type of service request
- ▶ Approval and fulfillment processes, based on signing permissions and budget authority



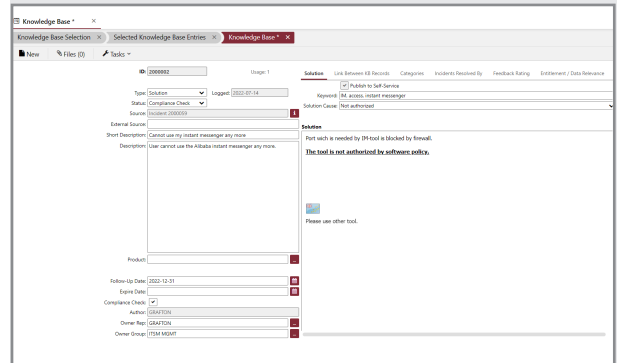
## Self-Service

- ▶ Access for end users, customers, and partners/suppliers
- ▶ Log and track status of incidents, change requests, and service requests
- ▶ Access to own CIs
- ▶ Maintain and edit user profile
- ▶ Online interaction with service desk representatives
- ▶ FAQs and access to knowledge management database
- ▶ Multi-language support

# iET® ITSM: Comprehensive Solution for Service Management

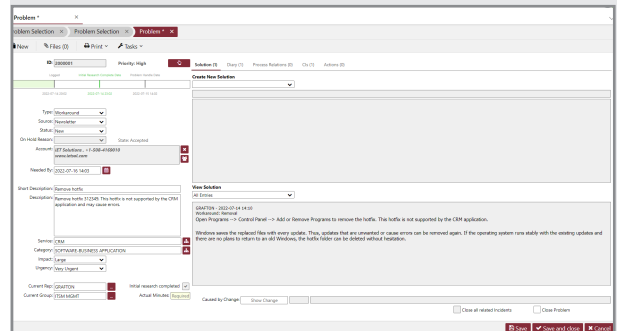
## Knowledge Management

- ▶ Automatically import entries from incident and problem management
- ▶ Prioritize solutions
- ▶ Set expiration dates
- ▶ Edit and publish knowledge database entries
- ▶ Assess quality of solution entries
- ▶ Embed multi-media elements, video storage, graphics, links



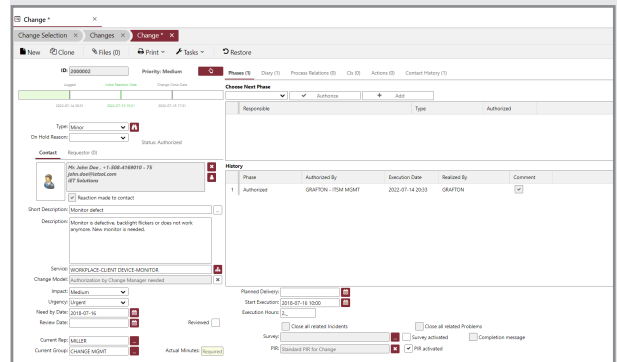
## Problem Management

- ▶ Log and prioritize problems
- ▶ SLA timeline to show resolution progress
- ▶ Graphical visualization of affected CIs
- ▶ Classify by service and technical category
- ▶ Document workarounds and known errors
- ▶ Automatically transfer workarounds to knowledge management database
- ▶ Link to related incidents, change requests, and CIs

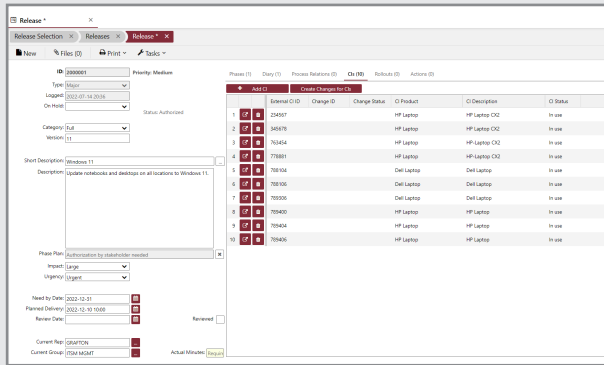


## Change Management

- ▶ Prioritize and log change requests
- ▶ SLA timeline to show resolution progress
- ▶ Graphical visualization of affected CIs
- ▶ Classify by service
- ▶ Create templates
- ▶ Multi-level authorization process: parallel or sequential
- ▶ Electronic signature for authorization
- ▶ Add back-out plan
- ▶ View maintenance windows and change freeze periods
- ▶ Link to incidents, problems, releases, and CIs
- ▶ Impact analysis
- ▶ Process monitoring (graphical workflow editor)
- ▶ Risk analysis

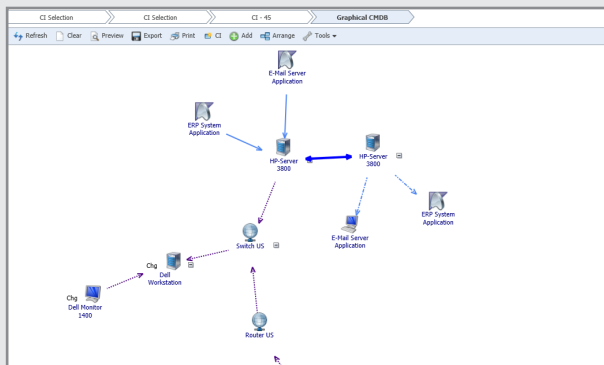


# iET® ITSM: Comprehensive Solution for Service Management



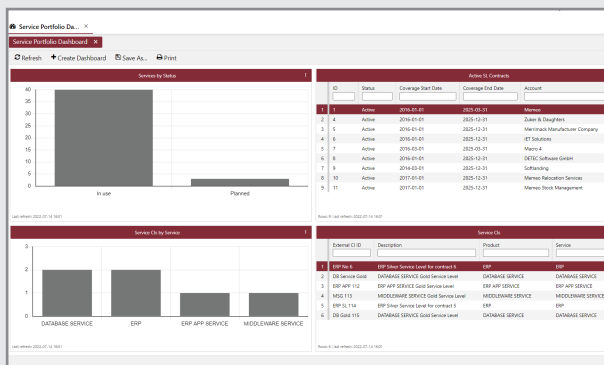
## Release and Deployment Management

- ▶ Store, maintain, prioritize, and track the status of releases
- ▶ Store and maintain rollouts
- ▶ Graphical visualization of affected CIs
- ▶ Create templates
- ▶ Multi-level authorization process: parallel or sequential
- ▶ Electronic signature for authorization
- ▶ Add existing change requests to a release
- ▶ Link to CIs
- ▶ Automatic update of the CMDB



## Service Asset and Configuration Management

- ▶ Create and maintain CMDB and CMS (configuration management system)
- ▶ Gather data about IT assets with iET Inventory Center or 3rd party discovery tools
- ▶ Import and compare variances between the IT infrastructure and CMDB data using iET CMDB Intelligence
- ▶ Batch generation and maintenance of CIs
- ▶ Maintain system CIs/shared services: link CI supporting various services to multiple customers
- ▶ Define and maintain components and attributes of CIs
- ▶ Entitlement concept for attributes, e.g. for related cost
- ▶ Add back-up relations for CIs
- ▶ Classification into critical and end-user CIs
- ▶ History of incidents, problems, changes, releases, and availability
- ▶ Graphical display of CIs including their relations, write CIs back to CMDB
- ▶ Create baseline
- ▶ Baseline comparison with different versions



## Service Portfolio Management

- ▶ Create service portfolio including service hierarchy for structured presentation of services
- ▶ Authorization for lifecycle phases with electronic signature
- ▶ Assign attributes to services

# iET® ITSM: Comprehensive Solution for Service Management

## Service Catalog Management

- ▶ Administration and management of the service catalog
- ▶ Separate between technical service catalog (IT point of view) and business service catalog (customer point of view)
- ▶ Shopping cart: transferring the service and product catalog to the service request process

## Service Capacity Management

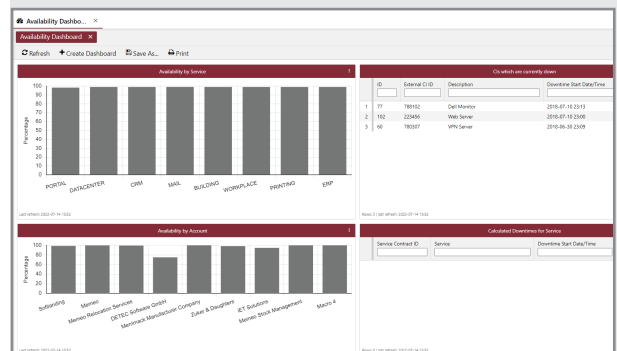
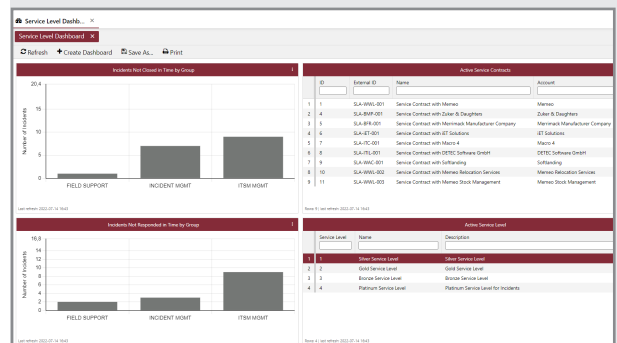
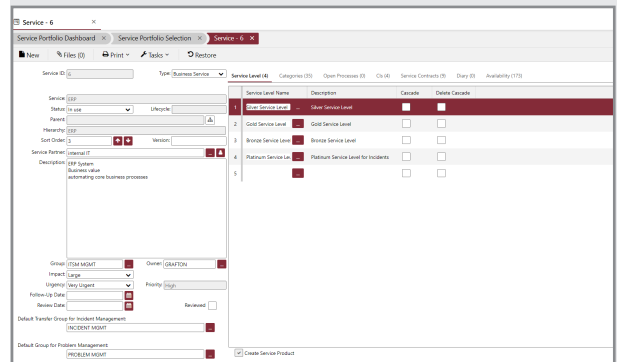
- ▶ Capacity plan creation for services and CIs to ensure that important and/or critical services meet the organization's needs
- ▶ Definition of the expected, designed, and agreed capacity and performance
- ▶ Performance measurement
- ▶ Reactions in the event of a service outage to check how service capacity management is prepared for a service failure

## Service Level Management

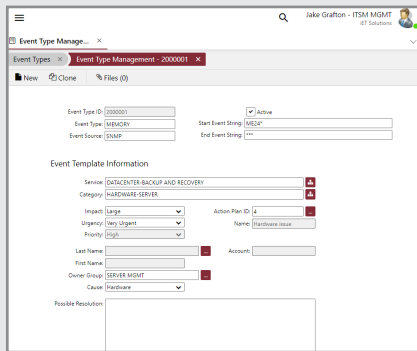
- ▶ SLAs with customers, internal SLAs with other departments, and supplier SLAs with vendors
- ▶ Build customer-specific SLAs based on services, CIs, contacts, and/or locations
- ▶ Track customer-specific pricing agreements for service-based billing
- ▶ Penalty management
- ▶ Set individual milestones
- ▶ Validation check
- ▶ Calendar comparison (work hours, holidays, etc.)

## Availability Management

- ▶ Calculate downtime of CIs and service availability logged in incident, problem, and change management
- ▶ Colored coding of CI availability in incident, problem, and change management
- ▶ Consideration of defined values when calculating availability, e.g.
  - ▶ maintenance windows
  - ▶ back-up systems



# iET® ITSM: Comprehensive Solution for Service Management

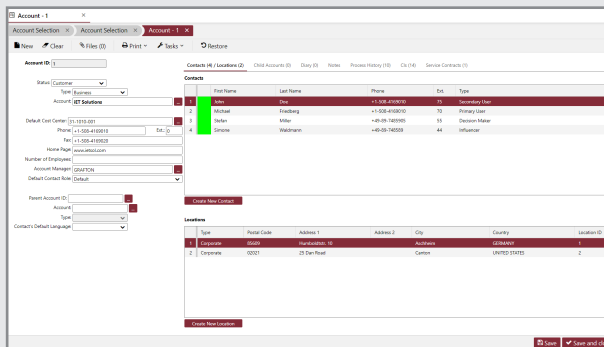


- ▶ affected users
- ▶ service impact

- ▶ Comparison of actual values with SLAs
- ▶ Graphical visualization of CI downtimes
- ▶ Assessment of mean time to repair (MTTR) and mean time between failure (MTBF)
- ▶ Failure log

## Event Management

- ▶ Event design and management including business-related rules
- ▶ Generation of events based on monitoring system data
- ▶ Generation of events based on email and file output
- ▶ Template assignment according to the event type
- ▶ Automatic creation of incidents based on event type



## Financial Management

- ▶ Cost control
- ▶ Management of costs per CI
- ▶ Management of labor costs
- ▶ Administration of cost types
- ▶ Comparison of costs with service level agreement revenues

## Account Management/Supplier Management

- ▶ Location/address management
- ▶ Electronic address book for account contacts
- ▶ Customer/vendor profile
- ▶ Contact profile
- ▶ History
- ▶ Detailed master data

## Relationship Management

- ▶ Stakeholder administration
- ▶ Nomination of stakeholders at customer, supplier, and employee level

# iET® ITSM: Comprehensive Solution for Service Management

- ▶ Assignment of stakeholders to services in which they have a legitimate interest
- ▶ Evaluations of incidents and changes to stakeholder services

## Action Management/Action Plans

- ▶ Define and maintain process related action plans
- ▶ To-do lists
- ▶ Group and user concept
- ▶ Processing status
- ▶ Resource planning
- ▶ System automatic actions based on pre-defined action plans

## High-Level Process Functionality

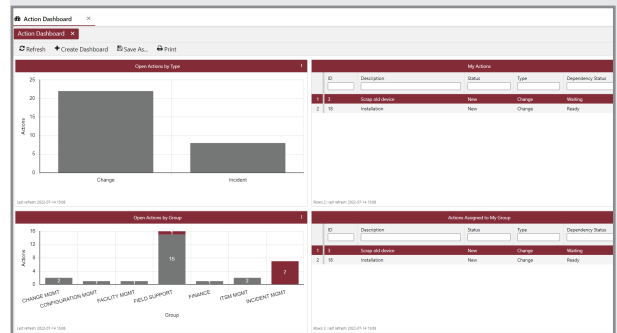
- ▶ User-customizable dashboards to gain insight of the most important information
- ▶ User-customizable charts
- ▶ Data drill-down
- ▶ Diary entries
- ▶ History
- ▶ Customizable notification management
- ▶ Customizable escalation mechanisms
- ▶ Individual, automated workflows

## Functional Administration

- ▶ Customizable priority management
- ▶ Role-based privileges down to the field level
- ▶ Configure content of pull-down menus

## Full Text Search

- ▶ Search across all processes to which the user has access to
- ▶ Search on database and file level
- ▶ Advanced search operators (and, or, not, etc.)





# iET® ITSM: Comprehensive Solution for Service Management

## Reports and Analysis

- ▶ Standard reports
- ▶ Customizable analysis, Crystal Reports and JasperReports support
- ▶ Ad-hoc reports
- ▶ Graphical and list-based analysis

## Technology

- ▶ Full-featured web client in responsive design
- ▶ Smart client based on Microsoft .NET Framework
- ▶ Highly scalable
- ▶ Open data model
- ▶ Easy adaption using the graphical development environment iET Developer Studio
- ▶ Support of relational database management systems such as Oracle and MS SQL Server
- ▶ Data exchange via web services, XML, JSON, etc.
- ▶ Integration of AI models in the own application
- ▶ API interface
- ▶ Integration of 3rd party software (email, ERP, etc.)
- ▶ Integration of mobile devices (iOS, Android)
- ▶ Integration of computer telephony
- ▶ Multi-client capability
- ▶ Two-factor-authentication including time-based one-time password
- ▶ Hash-based passwords
- ▶ Multi-browser support (Edge, Firefox, Chrome)
- ▶ WebSockets for optimized client-server communication

## ABOUT iET SOLUTIONS

iET Solutions, a division of UNICOM® Global, helps large and midsize enterprises to increase the efficiency and security of their IT operations and infrastructure. Organizations around the world use software from iET Solutions for IT service management (ITSM), software asset management (SAM) and enterprise service management (ESM). The company has more than three decades of experience in service management and works with organizations across all industry sectors.

## Locations

### Worldwide Headquarters

iET Solutions, LLC.  
UNICOM Global HQ  
UNICOM Plaza Suite 310  
15535 San Fernando Mission Blvd.  
Mission Hills, CA 91345, United States

Phone: +1 818 838 0606  
info@unicomglobal.com  
www.unicomglobal.com

### European Headquarters

iET Solutions GmbH  
Humboldtstr. 10  
85609 Aschheim, Germany

Phone: +49 89 74 85 89 0  
info@iet-solutions.de  
www.iet-solutions.com

### UK Headquarters

iET Solutions  
Macro 4 Limited  
The Orangery  
Turners Hill Road  
Worth, Crawley  
West Sussex RH10 4SS, United Kingdom

Phone: +44 12 93 87 23 00  
info@iet-solutions.co.uk  
www.iet-solutions.co.uk