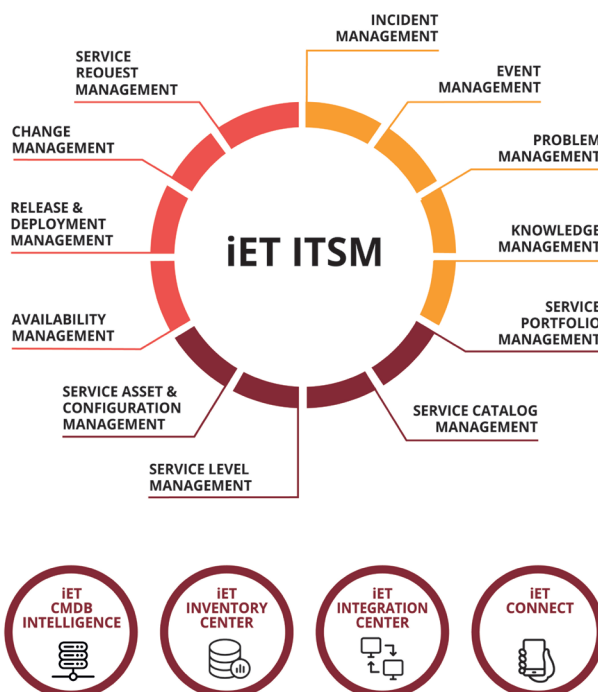


iET® ITSM: Comprehensive Solution for Service Management



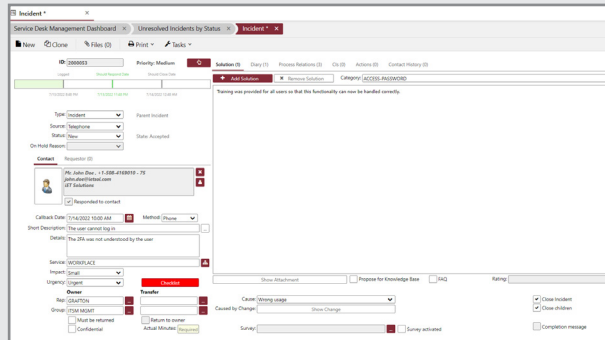
iET Solutions has been awarded with the PinkVERIFY® certificate.

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,
- ▶ integrated, enterprise-wide view of business services, IT services & infrastructure,
- ▶ IT that is integrated with business goals, as well as customer-oriented services,
- ▶ controlled, error-free changes in services & infrastructure aligned with compliance regulations.

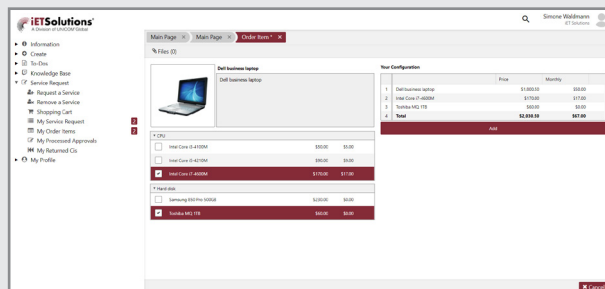
For detailed information about our solution offerings please visit www.iet-solutions.com

iET® ITSM: Comprehensive Solution for Service Management



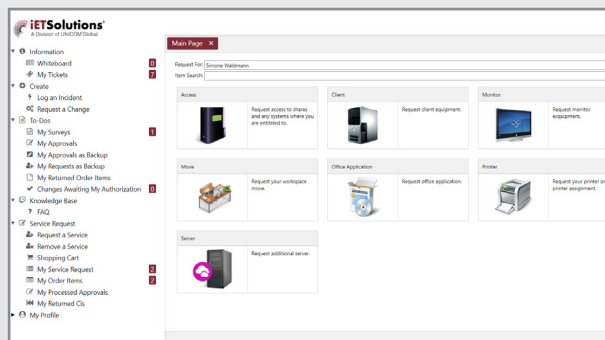
Incident Management (Service Desk)

- ▶ Receive and prioritize incidents
- ▶ SLA (Service Level Agreement) timeline to show resolution progress
- ▶ Classification by service and technical category
- ▶ Create templates
- ▶ Reactivate closed incidents
- ▶ Associate superior 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 & fulfillment processes, based on signing permissions and budget authority
- ▶ Incident checklist



Self-Service

- ▶ Access for end users, customers and partners/vendors
- ▶ 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
- ▶ News-ticker and whiteboard for current news
- ▶ Multi-language support

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Knowledge Management

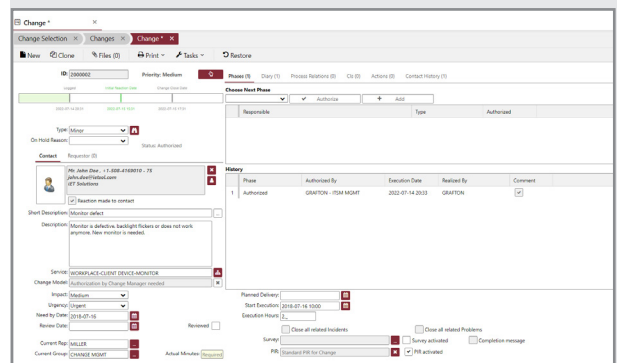
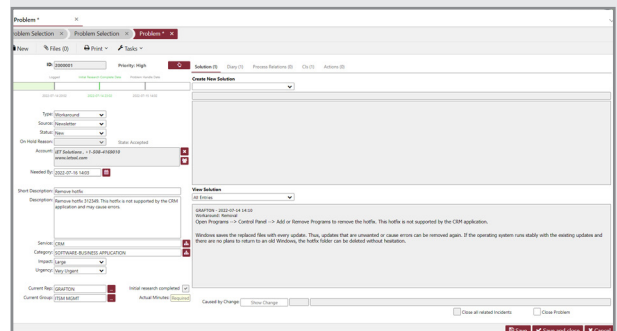
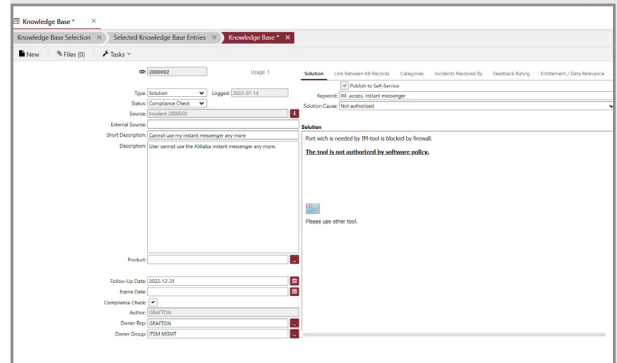
- ▶ Automatically import entries from incident and problem management
- ▶ Prioritize solutions
- ▶ Set expiration dates
- ▶ Edit, publish knowledge database entries
- ▶ Assess quality of solution entries
- ▶ Embed multi-media elements, video storage, graphics, links

Problem Management

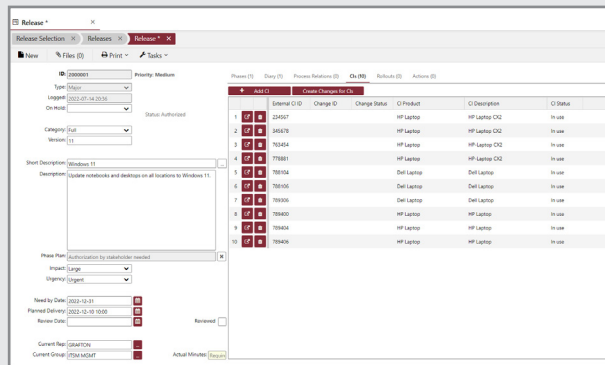
- ▶ Log and prioritize problems
- ▶ SLA timeline to show resolution progress
- ▶ Graphical visualization of affected CIs
- ▶ Classify by service and technical category
- ▶ Automatically transfer workarounds to knowledge management database
- ▶ Document workarounds and known errors
- ▶ Link to related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

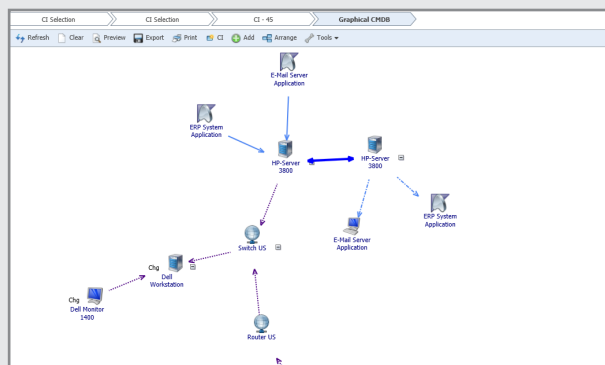


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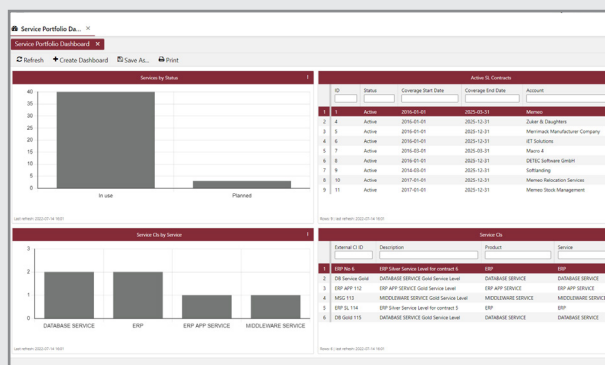
Release and Deployment Management

- ▶ 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
- ▶ Create templates
- ▶ User cross reference
- ▶ 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
- ▶ Lifecycle view of service portfolio offerings
- ▶ Assign attributes to services

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Service Catalog Management

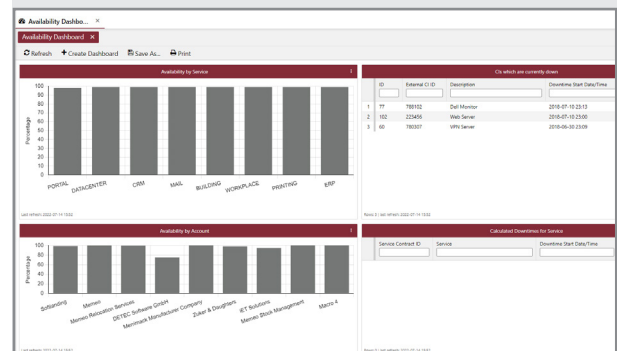
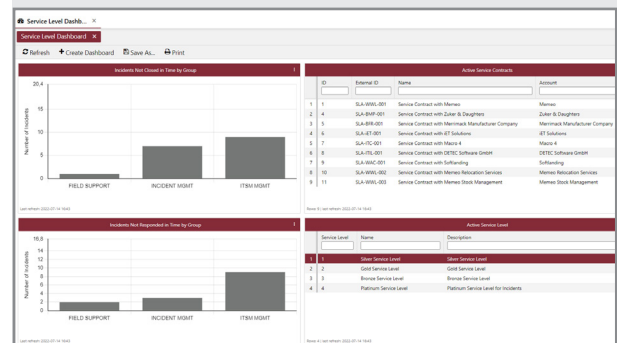
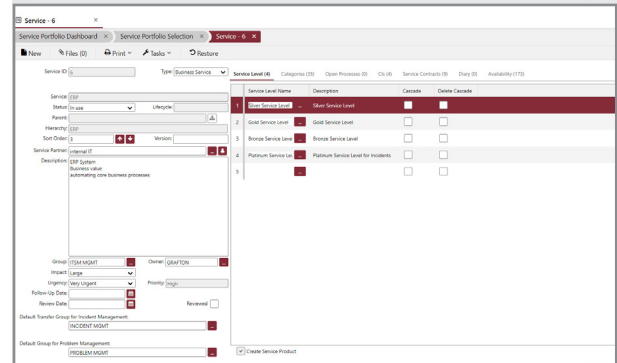
- ▶ Administration and management of the service catalog
- ▶ Separate between technical service catalog (IT point of view) & business service catalog (customer point of view)
- ▶ Shopping cart: integration of service catalog with service request process

Service Level Management

- ▶ Manage contracts: service level agreements, operational level agreements, underpinning contracts
- ▶ 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
 - ▶ affected users
 - ▶ service impact
- ▶ Comparison of actual values with SLAs
- ▶ Graphical visualization of CI downtimes
- ▶ Assessment of “mean time to repair” (MTTR) & “mean time between failure” (MTBF)
- ▶ Failure log



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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
- ▶ Automatic fill-out of templates based on event type
- ▶ Automatic generation of incidents based on event type

Financial Management

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

Supplier Management/Account Management

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

Superior Functionality for all Processes

Administration

- ▶ 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 mechanism
- ▶ Customizable, automated workflows

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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

Functional Administration

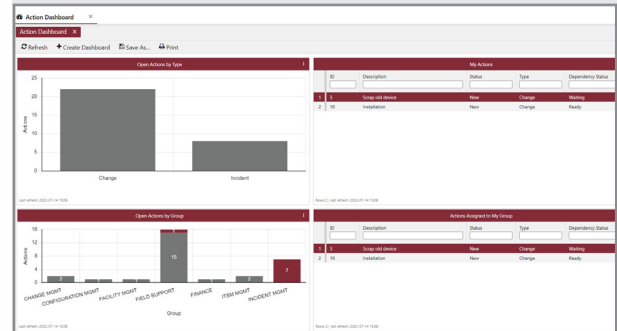
- ▶ Customizable priority management
- ▶ Role-based privileges down to the field level
- ▶ Manage content of pull-down menus

Full Text Search

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

Reports and Analysis

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



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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 developer's environment iET Developer Studio
- ▶ Support of relational database management systems such as MS SQL and Oracle
- ▶ Data exchange via web services, XML, JSON, etc.
- ▶ Integration of AI models in the own application
- ▶ API interface
- ▶ Integration of 3rd party software (E-Mail, 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.

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