

# FaMa+ ITSM

REGISTRATION AND MANAGEMENT OF CALL SLIPS, INCIDENTS, IDENTITIES, CHANGES AND OTHER IT AND NON-IT PROCESSES

**FaMa+ ITSM** is a complete modular solution that covers the entire **life cycle of different types of requests** since the creation of demand through its classification and processing, requests from multiple processes in modules, addresses the requirements in the form of tasks, or generates purchase orders and invoices disposal.

**FaMa+ ITSM** solution for requirements management, events or problems is based on internationally recognized standards library ITIL V3 (IT Infrastructure Library) for managing IT services. Library standards ITIL V3 is the most successful and most widely used approach to IT service management (ITSM) and represents the so-called "best practices" in the IT field.

Modules to choose from:

Request management	Incident management	Problem management	Change management
Identity management	Configuration management	Event Administration	Work order management
Service management	Basic registers view	Integration relationships	

## REQUEST MANAGEMENT

- Simple and easy tool for an overview of the requirements and related information.
- Possibility to communicate with service providers and researchers.
- It is possible to implement a specific form and process, set the communication tools and the notification message for every possible situation.
- The module can be implemented for request input via various available channels (e.g. through general Web form from the very client in SilverLight itself, via e-mail, telephone, etc.).

## IDENTITY MANAGEMENT

- Incident register and management (= failure, unscheduled interruption of service or decrease in quality).
- The module provides the collection of incidents, their categorization, the register of essential information for resolution, service bindings and automatic or manual calculations.
- The aim of the module is to restore normal service operation as quickly as possible and minimize the adverse impact on business operations.

## PROBLEM MANAGEMENT

- Problem registration and management (problem = cause of one or more incidents).
- The objective of the module is to prevent the occurrence of problems and subsequent incidents, to eliminate recurring incidents and minimize the impact of those incidents, which can be prevented.
- A full-featured approval system is available for problem solving.

## CHANGE MANAGEMENT

- Change registration and management.
- The objective of the module is to allow the realization of beneficial changes in minimum disruption to the services and to respond to the changing business requirements of the customer.
- A full-featured approval system is available for change troubleshooting.
- Possibility to link changes with the other modules streamlines their planning and at the same time allows you to share information from other modules.

## IDENTITY MANAGEMENT

- Registration and identity management (identities = the user accounts and roles of the various integrated systems).
- The module covers role management, role requests, the approval of allocation of roles and accountability of all changes.
- The module makes use of centralized access control in order to ensure the security policy (protection of digital assets against misuse).
- Thanks to the connection to the service management, the module enables users to enter structured requests for access rights (e.g., the establishment of users in the application, deleting users, data changes, etc.).

## CONFIGURATION MANAGEMENT

- Record keeping and management of assets, services and configurations.
- The module provides accurate information and control over all assets and relationships that make up the infrastructure of the organization.
- The module can be used to record both the IT items (hardware and software), as well as other items that need to be monitored (e.g. assets, documents, etc.).



## EVENT ADMINISTRATION

- Support module for monitoring and follow-up process event management.
- The module can be connected (via module Integration links) to third-party monitoring tools and thus collect the defined events (e.g. errors, system outages, etc.).
- The module subsequently provides the ability to define appropriate actions in order to react to these events (e.g. generate incidents or requests, register the events, assign partners, etc.).
- The module provides the registration of the essential logs from infrastructure and systems.

## WORK ORDER MANAGEMENT

- Support module that provides direct support for the parallel solution of any other processes (including the possibility of solution decomposition to partial steps).
- Each of these tasks can be applied to any of the services and can have defined the appropriate process for both the task and the employee working on it.
- The implementation of this module therefore pushes the possibilities of the solution to higher levels and offers

a cleaner and more sophisticated service control management (while having all the benefits of the system – monitoring, reporting, etc.).

- The module is integrated into all of the other modules of the FaMa + ITSM.

## SERVICE MANAGEMENT

- Basic module of the FaMa + ITSM.
- A powerful tool for service registration and management as well as for the definition and functional deployment of service parameters in the form of service contracts. The module is also used in direct processes for reports on the operation of efficient services (number of requests, number of incidents, costs, etc.).
- Registration of services and the service catalog, describing the nature of the services offered, their parameters and established records.
- Definition of SLA (Service Level Agreement) contracts, providing access to services and specifying SLA parameters of services for both beneficiaries and providers.
- Monitoring and evaluation of parameters and metric services according to ITIL V3.

## BASIC REGISTERS VIEW

- A module to provide responsible staff access to the selected parts of the information system of basic registers (ISBR) - Population register, Personnel register, and the Register of territorial identification, addresses, and real estates.
- Registration of approaches of responsible staff to the ISBR.
- Logging of the sent queries and responses.
- The delegation of authority with the help of a comprehensive tool for the management of allocation of roles and rights.

## INTEGRATION RELATIONSHIPS

- Openness of the product towards the surrounding systems is a fundamental requirement of the FaMa + ITSM.
- The module Integration relationships offers a dynamic interface for all integration links (whether you need to send the information to other systems or to receive it).
- These activities can be connected to any of the events in the system - they can be created periodically, they can wait for user input or for the input from other systems, or they can passively wait for requests by third parties.

## Solution benefits

- ✓ Collection, management, and evaluation of requests that users enter on services and full support of life cycles of requirements in the context of needs of their providers.
- ✓ Registration and monitoring of incidents in services or configurations – monitoring performance indicators of services on the basis of the evaluation of the incident.
- ✓ Proactive and reactive solutions to the causes of incidents and service streamlining.
- ✓ Change request management, approval, planning, and implementation of changes of configurations and services to minimize the risks and raise the quality of services.
- ✓ Knowledge database – as a supporting tool for finding answers or solutions more efficiently in all processes, both for the beneficiary, the responsible personnel and the service provider.
- ✓ Implementing analyses, statistics, reporting and thus support for the continuous service and element evaluation over all the recorded data.

## Technology

Architecture of FaMa+ ITSM is designed as three tier, when individual levels are mutually integrated into functional whole:

- **presentation layer:** MS SilverLight
- **database layer:** Oracle or MS SQL Server
- **application layer:** MS .NET

## Reference projects

**Regional Authority of the Olomouc Region**  
**Statutory city of Přerov**  
**Vinohrady Teaching Hospital**  
**Czech National Bank**  
**Centre for Regional Development**  
**The Office for Personal Data Protection**  
Etc.

Software FaMa+ ITSM User Interface - module Incident management