

IT-Service and Workflow Explorer for SDE

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Explorer overview

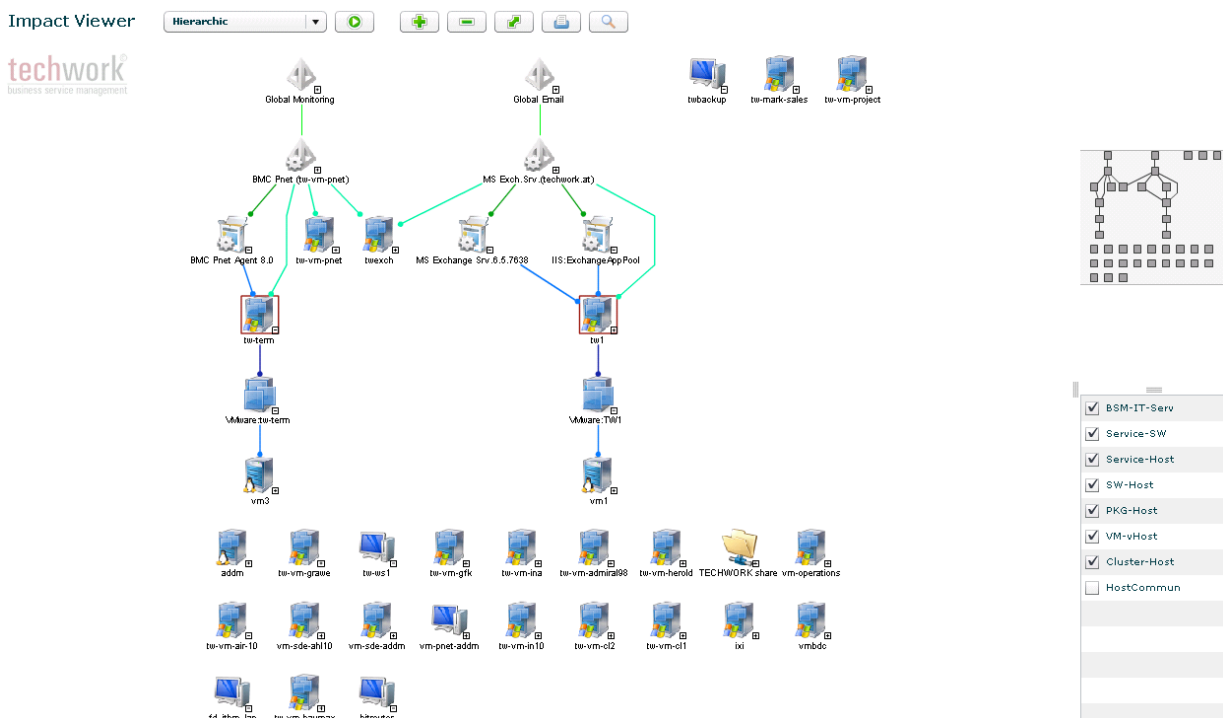
The explorer itself is an easy to install and easy to use add-on for BMC SDE. It is fully integrated. You can use it within SDE dashboards and forms. It helps IT personnel to understand the infrastructure-, application- and Service landscape. In the context of Change management it provides a graphical WorkFlow view in order to get a better understanding of the Change path. However, it can be integrated in any CMDB or database.

Business relevance

Category	Explorer feature	Business relevance
IT Service / CI	<ul style="list-style-type: none"> IT infrastructure, application and desktop staff do not need to click through a number of different records and / or forms to get information about component and system relationships. 	Time saver.
IT Service / CI	<ul style="list-style-type: none"> IT personnel knows which IT-Services / Business Services / Service Instance does not work if a component goes down 	IT personnel can inform affected users instantly without time wasting manual search effort.
IT Service / CI	<ul style="list-style-type: none"> The Explorer provides impact analysis 	Less Incidents are generated by changes

Category	Explorer feature	Business relevance
IT Service / CI	<ul style="list-style-type: none"> • Drill down feature 	The Explorer provides the “big picture” which yields understanding and “analysis” capabilities which yields know how.
Workflow	<ul style="list-style-type: none"> • Overview of each change 	Personnel get an “Change at the glance” overview of each Change request
Workflow	<ul style="list-style-type: none"> • Category / Status of Workorders 	The category / Status is shown graphically of each work order

Screenshot: IT Services



Screenshot: Change Workflow

