

how Issuetrak supports Information Technology Infrastructure Library (ITIL®) standards

The Information Technology Infrastructure Library (ITIL®) is the most widely known and accepted framework for IT Service Management (ITSM) in the world. ITIL is a set of best practices designed to provide guidance for the identification, planning, delivery, and support of IT services to business. ITIL is organized around a Service Lifecycle comprised of: Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement (CSI).

service strategy

Service Strategy provides guidance for identifying, prioritizing, and selecting new opportunities to serve customers and market spaces. The elements of Service Strategy include:

1. *Perspective*: distinctive vision and direction.
2. *Position*: the basis on which the provider will compete.
3. *Plan*: how the provider will achieve their vision.
4. *Pattern*: the fundamental way of determining decisions and actions over time.

Once you're determined your strategy, Issuetrak gives you the tools and features to implement the plan determined for your organization.

service design

Service Design uses established design processes to ensure the IT infrastructure can provide services integrated with your business needs while fully supporting these services. Service Design also involves creating and coordinating design specifications for the assets that deliver the services. Service Design encompasses the relationship between:

1. *People*: the people, skills, and competencies involved in the provision of IT services.
2. *Products*: the technology and management systems used in the delivery of IT services.
3. *Processes*: the processes, roles, and activities involved in the provision of IT services.
4. *Partners*: the vendors, manufacturers, and suppliers used to assist and support IT service provision.

Issuetrak allows you to identify the people, processes and partners required to implement your service design. By focusing your resources, establishing your processes, and providing a single repository, Issuetrak makes it easy to deliver your service strategy and establish your framework.

service transition

Service Transition provides guidance for introducing new services and capabilities into supported environments. Successful Service Transition requires the effective application of change management, quality assurance, and risk management at each stage throughout the process. Service Transition establishes and confirms progress against current requirements – not just for one service, but all services in transition. Service transition includes the following processes:

1. *Transition Planning and Support*
2. *Change Management*
3. *Service Asset and Configuration Management (SACM)*
4. *Release and Deployment Management*
5. *Service Validation and Testing*
6. *Change Evaluation*
7. *Knowledge Management*

Issuetrak provides features to support your automation and transition strategies. Using predefined issue templates with attached processes allows you to quickly implement services across your organization. Issuetrak's features such as automatic assignments, customizable reporting, escalations and workflow help ensure that any transition items can be effectively designed and maintained.

service operation

Service Operation offers guidance for efficiently delivering and supporting services to ensure customer satisfaction. Service Operation is crucial to keeping services up and running and delivers four main functions:

1. *Service Desk*: the central point of contact for all clients and users of IT services.
2. *Technical Management*: knowing what resources the IT organization has at its disposal.
3. *Operations Management*: scheduling all activities and managing all the resources.
4. *Application Management*: maintaining applications and providing technical support, as well as subject matter expertise throughout the application lifecycle.

The key processes of Service Operation are:

1. *Event Management*
2. *Incident Management*
3. *Problem Management*
4. *Request Fulfillment*
5. *Access Management*



Issuetrak's business operations software gives you the tools to implement the key processes of service operation using SLA's, Linked and Global Issues, Workflow, Auto-Assignments, and Escalations. Issuetrak's flexible configuration enables you to better manage your service operations by allowing you to choose available features such as Email Processing, Asset Management, Surveys, and Active Directory Integration. This provides you with a single tool to manage your service operations.

continual service improvement (CSI)

CSI is responsible for managing improvements to IT service management processes and services. The performance of the IT service provider is continually measured and improvements are made to processes, IT services, and IT infrastructure. CSI is an important part of business as it will increase efficiency, effectiveness, and cost effectiveness. CSI minimizes redundancies, errors, and poor use of resources and ensures business-critical services are stable, reliable, and secure.

Issuetrak's multiple methods of reporting, using a real-time dashboard and customizable reports, provide quick and easy access to the information necessary to measure your efficiency and make continual modifications to your operations. Additionally, available surveys allow you to monitor your customer feedback, identify trends, and generate information to improve services.

ITIL is a set of general guidelines for best practices. Each business can pick and choose exactly which elements are appropriate for their organization. Issuetrak's approach to IT Service Management (ITSM) helps identify and create a personalized framework without an enormous investment of time and resources.

