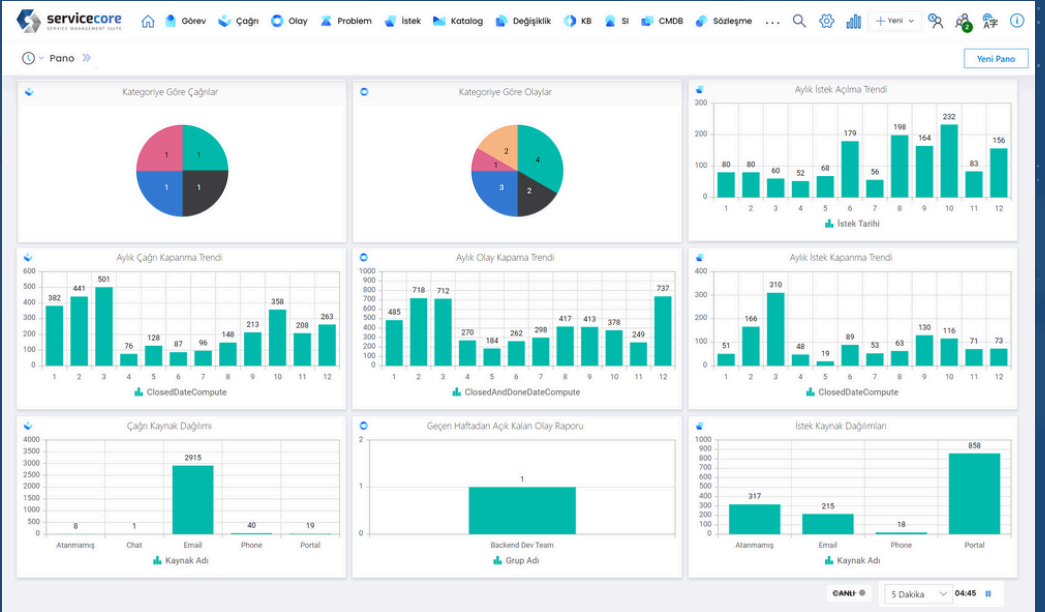




www.servicecore.com.tr

# Servicecore DataSheet



## SERVICE MANAGEMENT AUTOMATION

Meet Servicecore, an integrated service management platform developed according to current ITIL4 practices and fully compatible with ITIL4.

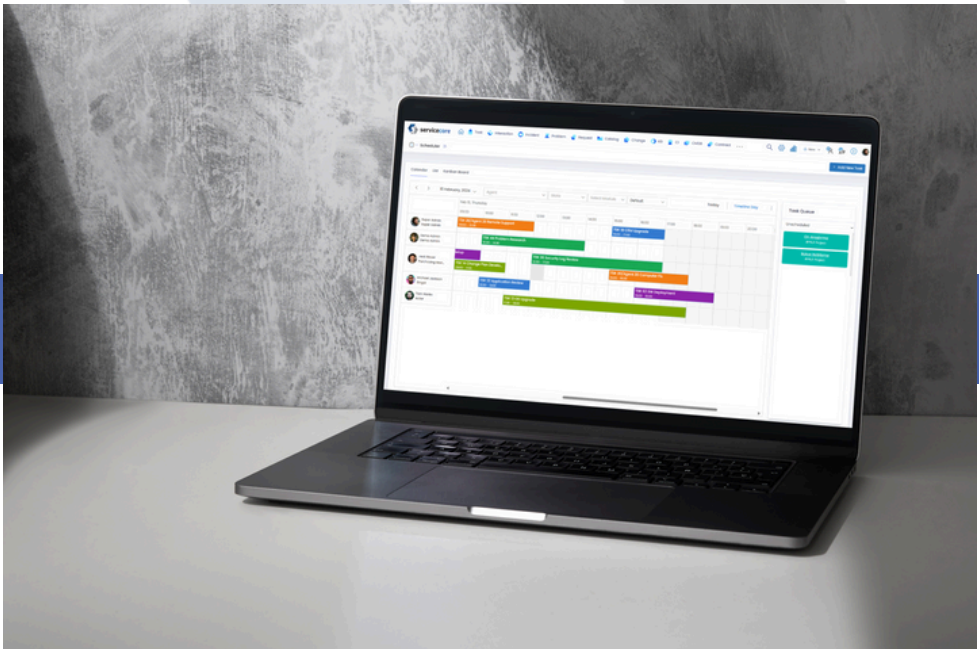
In this innovative platform, where ITIL4 authors are among the designers, it is now much easier to digitize service management and provide service management automation in the enterprise easily and quickly.

Digitize all your end-to-end service management processes with easy and fast installation with integrated modules and increase your customer satisfaction.

20 years of service management experience and R&D work of ITIL Experts are behind the product, developed by engineers and ITIL Experts.

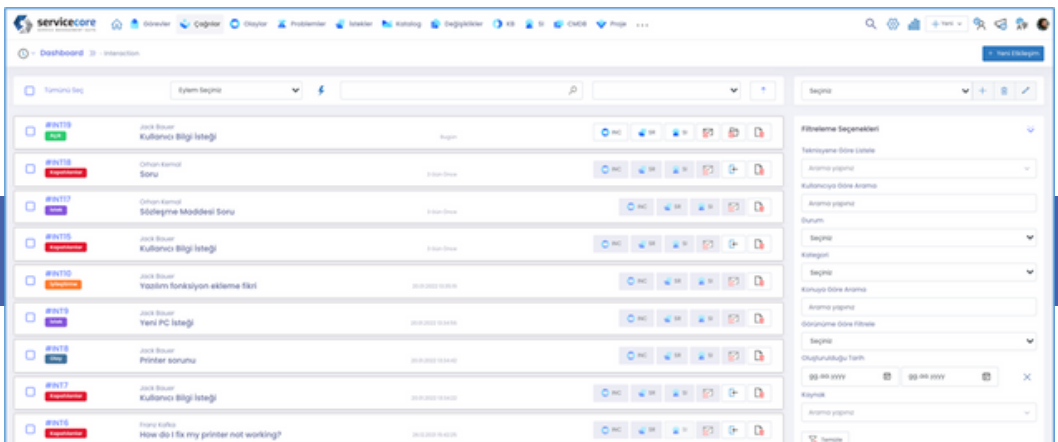
## SERVICECORE ITSM MODULES

1. Service Desk Interaction Management
2. Incident Management
3. Problem Management
4. Request Management
5. Knowledge Management
6. Change Management
7. Asset Management
8. Configuration Management and CMDB
9. Continual Improvement Management
10. Measure/Reporting Management
11. Service Catalog Management
12. Service Level Management
13. Service Automation
14. Service Relations Management
15. Task Management
16. Project Management



## SERVICE DESK & INTERACTION MANAGEMENT

You can record all kinds of unclassified calls of your customers with the Interaction layer, which we also call the service desk module, which is designed as the place where the contact with the customer begins. With the Service Desk / Interaction Management module as the welcoming area where customer/user interactions of the service management product family are recorded, single communication and contact points of interactions from all channels are simulated. All types of user calls coming from all channels such as email, phone, chat, social media, web interface and direct physical application are recorded in a deduplicated area. In this section, singular and combined calls of the user with the omnichannel model are processed at a single central single communication point. At this stage, the irrelevant calls can be eliminated by classifying them. Related calls are Incident, Request, Complaint, Suggestion, Information Request etc. Which of the different processes to continue with is determined at this level. After deciding what the calls/interactions are and with which process they will continue, their transfer to the Event or Request modules is carried out at this stage. Continuous communication with the user, which is a common burden in all Incident, Problem, Request, Change, and Release management processes, can also be covered by Interaction Management. In this way, customer interaction phases are alleviated by Interaction Management while these critical management processes focus on their core activities that are truly valuable. It starts with classifications such as question, problem/breakdown, interruption, service request, information request, complaint, improvement request, change request, business analysis, solution suggestion, improvement suggestion and continues with Event, Problem, Request, Change, Release, Configuration processes. The first starting point of the value stream is clearly defined in ITIL4 as the “Engagement” phase. All interactions with both the user and the customer during this engagement stage should be recorded and evaluated. In this interaction layer, which was emphasized with ITIL4, roles such as business analyst, relationship manager, customer representative, service level manager, service desk employee work together by ITIL4. In traditional service management software, there is no flow or module that ensures that these interactions are collected in a single communication note (SPOC), both process and omnichannel, filtered, prioritized and the correct processes continue. The first ITIL4-compliant solution in this regard is provided by ServiceCore.

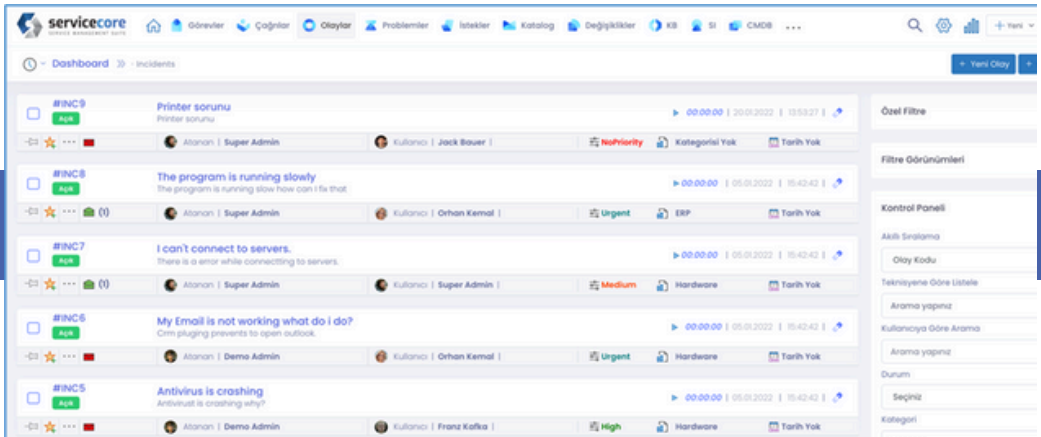


## INCIDENT MANAGEMENT

The primary purpose of incident management, as defined by ITIL4, was to intervene, diagnose, resolve and troubleshoot as quickly as possible to reduce the impact of outages and malfunctions on the business. For this purpose, fast and accurate recording, prioritization and classification of events are the primary steps of the process. With the support of the Interaction Management layer and alarm mechanisms that can be automatically received from integrated systems, the Servicecore Incident Management module makes things easier with its innovative technology for fast detection and diagnosis of incidents. Thanks to the Servicecore event management module, which can capture not only events from users, but also events created by automatic email or integrations from systems, events that are overlooked or intervened late will become a thing of the past.

In solution research and application processes, which are the most important responsibility of incident management, this process step is accelerated thanks to the integration with the knowledge bank, which is the Servicecore internal module, and with external data banks. With the three-layer solution architecture available only in the Servicecore Incident Management module, suggested, implemented and working solutions can be differentiated. Solutions from these layers are automatically classified in the integrated information management module and provide a much faster response to recurring events. Close team collaboration and task management are needed during the solution research and implementation phase.

Thanks to the task management features in the Servicecore Incident Management module, central incident management can be easily coordinated. When necessary, the problem record can be automatically generated directly from the event record, thanks to the integration of temporary or permanent solutions of events with the Problem Management module. Analysis and solution studies to be made over the problem record can be quickly transferred back to the incident management module, thus speeding up the resolution of incidents. Problems and changes arising from the event can be easily tracked in the value stream thanks to the internal association feature, and the user can see the work done on the problem in a transparent manner.



The screenshot displays the Servicecore Incident Management dashboard. The main area shows a list of incidents with the following details:

- #INC9**: Printer sorunu (Printer sorunu) - 00:00:00 | 20.08.2022 | 15:53:27 | Priority: High, Category: Network, Status: Closed.
- #INC8**: The program is running slowly (The program is running slow how can i fix that) - 00:00:00 | 05.08.2022 | 16:42:42 | Priority: Urgent, Category: ERP, Status: Closed.
- #INC7**: I can't connect to servers. (There is a error while connecting to servers.) - 00:00:00 | 05.08.2022 | 16:42:42 | Priority: Medium, Category: Hardware, Status: Closed.
- #INC6**: My Email is not working what do i do? (Com plaining prevents to open outlook.) - 00:00:00 | 05.08.2022 | 16:42:42 | Priority: Urgent, Category: Hardware, Status: Closed.
- #INC5**: Antivirus is crashing? (Antivirus is crashing why?) - 00:00:00 | 05.08.2022 | 16:42:42 | Priority: High, Category: Hardware, Status: Closed.

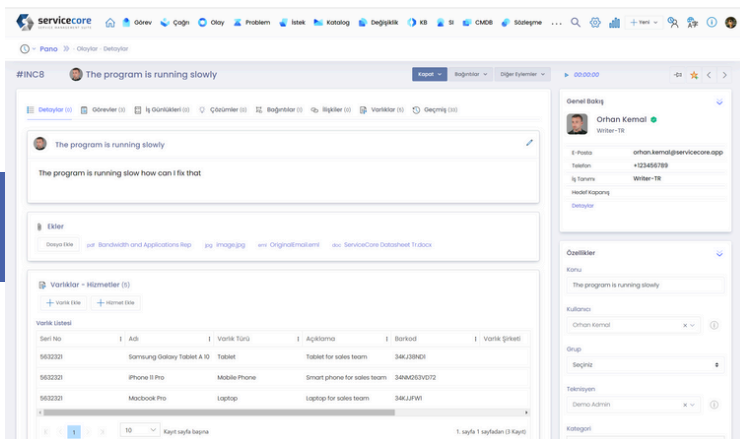
The right sidebar contains a 'Özel Filtre' section and a 'Kontrol Paneli' section with options for 'Arama yapınız', 'Olay Kodu', 'Tekniyene Göre Listele', 'Arama yapınız', 'Kullanıcıya Göre Arama', 'Arama yapınız', 'Durum', 'Seçiniz', and 'Kategori'.

## INCIDENT MANAGEMENT

In the Servicecore Incident Management module, active effort management can also be followed by keeping work logs of all work done. All activities can be tracked retrospectively with the History tracking feature, where all transactions are tracked. Events can be related to the Problem or Change, or similar event records can be combined (ARM®) and managed as a single event record with Auto Record Merge. Incident Linking function has been developed in order to manage related events by connecting them to each other. Duplicate recordings can thus be combined or linked quickly and efficiently. Thanks to the innovative (ATS®) Auto Time Spent feature, the time spent on an event log can be calculated automatically. Another original Servicecore development (STE®), the Servicecore Time Engine, automates time calculation and timesheet entry of active tasks and worklogs.

All innovations necessary for the comfortable working of technical personnel have been developed by service management experts and technical teams for this purpose. Another innovation that enables technicians to collaborate easily is that event logs can be shared between technicians and users. In this way, all information about the same event record can be shared between both technical teams and users. On the other hand, thanks to the automatic mail fetcher (automatic email parser) of all correspondence (AMF®), all the meetings with both the technical team, the user and the external stakeholders are historically listed in the “Conversations” section, avoiding the confusion.

There is no need for the technical team to talk to the user and external support institutions via e-mail, and a historical knowledge is provided that allows other technicians to work on an event record to quickly master the event. The (RCP®) Recording Control Panel has been developed to increase control over recording. Continuous and very fast updates can be made from a single panel. In this way, it is ensured that the time spent on event records is reduced. “Pining” and “Following” features have been developed for fast tracking and easy filtering. Easy use is aimed by pinning and tracking for priority works. Asset and configuration relationship, which is one of the important issues in event records, is also made available to the technician in the event management panel. Thanks to the active asset matching, it is possible to see all the assets related to the event on a single screen and to make transactions.



The screenshot displays the Servicecore web interface for incident management. The main content area shows a problem record titled "#INCS The program is running slowly". Below the problem description, there is a section for "Etkiler" (Effects) and a table of "Vankılar - Hizmetler" (Assets - Services). The table lists various assets with columns for Serial No, Adı, Vankı Türü, Açıklama, Barkod, and Vankı Grubu.

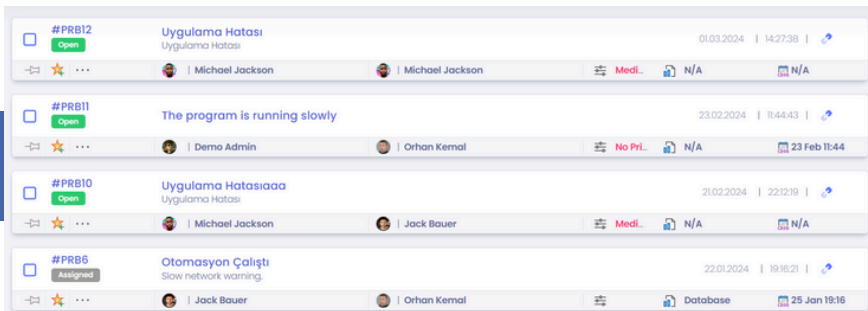
Serial No	Adı	Vankı Türü	Açıklama	Barkod	Vankı Grubu
563220	Samsung Galaxy Tablet A 10	Tablet	Tablet for sales team	34KJ29KH	
563220	iPhone 5i Pro	Mobile Phone	Smart phone for sales team	34M05V0172	
563220	Macbook Pro	Laptop	Laptop for sales team	34KJ4F6V	

## PROBLEM MANAGEMENT

The purpose of problem management practice is to reduce the likelihood and impact of problems. Identifying real and probable causes of events, and managing workarounds and known bugs. The Servicecore Problem Management module has three steps designed in full compliance with ITIL4. The first step, problem definition, is also divided into two; While reactive problem identification is aimed at investigating the cause of events after they occur, proactive problem identification is an approach to identifying and recording problems before they occur.

While the first type of problems can be made automatically by association from the event management module, the second type of problems can be opened manually from within the relevant module or automatically by integrating with system monitoring tools. At this stage, the problems were quickly recorded. Thanks to the preliminary information coming from the integration with the Interaction and Incident modules, the prioritization and classification processes have been completed, and the second stage, the Problem control, can be started quickly. In the problem control phase, the focus is on the analysis of the problems, and in the Servicecore Problem Management module, the cause and symptoms (symptoms) of the problem are recorded during the analysis phase. At this stage, the necessary configuration and CI information for analysis can be accessed and reviewed through the integrated entity module.

The asset and configuration information needed for problem analysis is available in Servicecore Asset and Servicecore CMDB modules. When problems are analyzed, they are assigned a "known error" status. At this point, the problem can be recorded as a known error. In the third stage, error control studies will be recorded in the Problem Management module. When a problem is analyzed, it should be checked. Support can be obtained from all internal and external sources by using task management and conversation engine for error control. In addition, this module, which is integrated with the Knowledge Management module, allows searching both internal and external information sources for temporary or permanent recording of solutions. All correspondence and assignments for active solution research can be carried out online in a single registration environment with the tools on the module. All findings, all solution alternatives are recorded in the integrated solution tab. If necessary, change records can be opened automatically from the Problem Management module for the elimination of the problem and the implementation of the solutions. In this way, how the value stream develops from the Interaction and Incident modules for change management practice can be followed retrospectively.



#PRB12	Uygulama Hatası	Uygulama Hatası	01.03.2024	14:27:38	
#PRB11	The program is running slowly		23.02.2024	11:44:43	23 Feb 11:44
#PRB10	Uygulama Hatasıaaa	Uygulama Hatası	21.02.2024	22:12:19	
#PRB6	Otomasyon Çalıřtı	Slow network warning	22.01.2024	19:16:21	25 Jan 19:16

## REQUEST MANAGEMENT

In this module, where user requests are met, a modern request fulfillment and presentation process compatible with ITIL4's latest request management practices is simulated. Customer requests, which start by being requested from the integrated service catalog, can be managed end-to-end thanks to the request management module.

The requests of the users can be recorded both automatically from the interaction module and automatically by email and triggered from the service catalogue. Changes, versions and projects resulting from requests can be transferred to other modules thanks to the internal association feature and can be monitored throughout the ITIL4 compliant service value stream. In this way, it is ensured that the user can see the work done on his/her request in a transparent manner.

When necessary, external integrations and requests can be followed by connecting to the environments where they are followed by internal and external stakeholders on different platforms. In the Servicecore Request Management module, active effort management can also be followed by keeping work logs of all work done. All activities can be tracked retrospectively with the History tracking feature, where all transactions are tracked.

Requests can be associated with the change or managed as a single event record with Auto Record Merge by combining similar request records (ARM®). Duplicate recordings can thus be combined or linked quickly and efficiently. Thanks to the innovative (ATS®) Auto Time Spent feature, the time spent by technicians on request records can be calculated automatically.

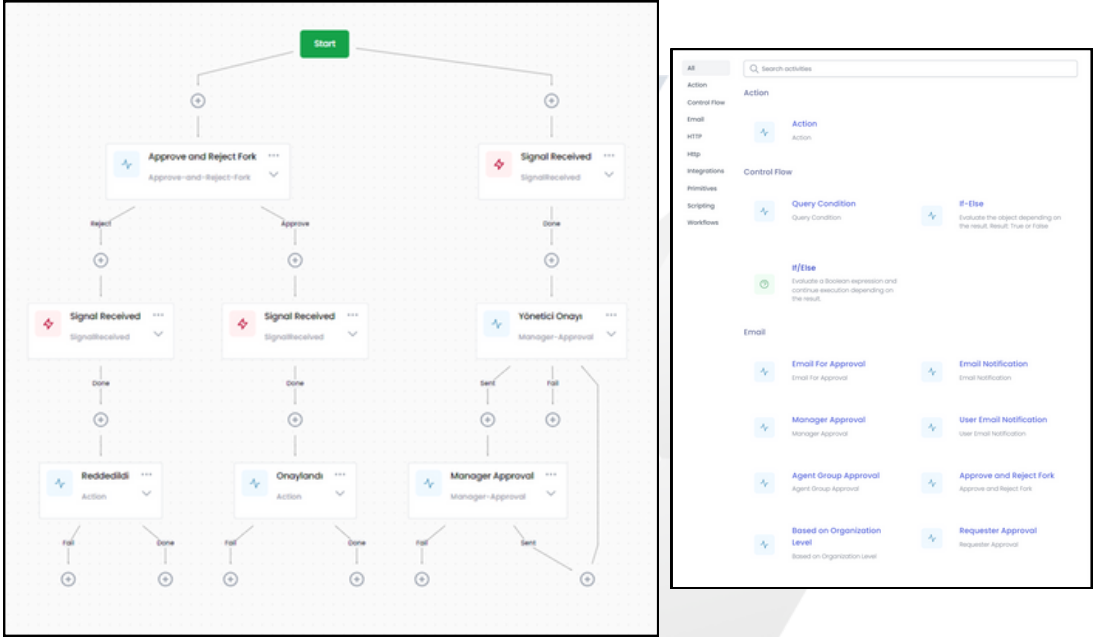
Another unique Servicecore development (STE®) Servicecore Time Engine, automates effort calculation of active tasks and worklogs, and effort/job log entries. All innovations necessary for the comfortable working of technical personnel have been developed by service management experts and technical teams for this purpose.

#SR36	Kulaklık İsteği YENİ İŞE BAŞLAYACAK PERSONEL HAKK	19.03.2024   08:48:06	Unassigned	Super Admin	No Priority	Kulaklık İsteği	26 Mar 16:00
#SR35	Mouse İsteği YENİ İŞE BAŞLAYACAK PERSONEL HAKK	19.03.2024   08:48:05	Unassigned	Super Admin	No Priority	Mouse İsteği	26 Mar 16:00
#SR34	Laser Yazıcı İsteği YENİ İŞE BAŞLAYACAK PERSONEL HAKK	19.03.2024   08:48:05	Tom Hanks	Super Admin	No Priority	Laser Yazıcı İsteği	26 Mar 16:00
#SR33	Telefon İsteği YENİ İŞE BAŞLAYACAK PERSONEL HAKK	19.03.2024   08:48:05	Unassigned	Super Admin	No Priority	Telefon İsteği	26 Mar 16:00
#SR31	Change my car's tyre My email account isn't working. Please help!	22.02.2024   10:29:48	Michael Jackson	Franz Kafka	No Priority	Erişim Yetki İsteği	N/A

## REQUEST MANAGEMENT

One of the important features found in the request management module and other modules is the Servicecore Workflow Engine module, where various conditional workflows can be designed according to the organization's needs.

Approval workflows, standard workflows, conditional state changes, process automation, and more can be easily created to meet needs. This allows for the automation of processes with many checkpoints and conditions, as well as tracking at which stage the process is.



Approvals operate automatically with predefined, phased, and multi-layered flows. Additionally, stages can be added incrementally, and automatic approval notifications are sent to all users and technicians, allowing approvals to be completed seamlessly.

Detaylar (0) [Servis Onay Aşamaları](#) Görevler (3) İş Günlükleri (0) Çözümler (5) Bağlantılar (0) İlişkiler (0) Varyantlar (5)

Geçmiş (14)

[+ Onay Aşaması Ekle](#) Bu isteğin bir onay aşamasının onaylanması yeterlidir

Aşama Numarası	Aşama Adı	Aşama Tipi	Aşama Grup İsmi	Durum	Düzenleme
1	Onay Adımı 1	Grup Onayı	Finance Approve Team	Onay bekliyor	➤ Onay İçin Gönder <a href="#">Detaylar</a>
2	Onay Adımı 2	Kullanıcı Onayı		Onay İçin Gönderilmeyi Bekliyor	➤ Onay İçin Gönder <a href="#">Detaylar</a>



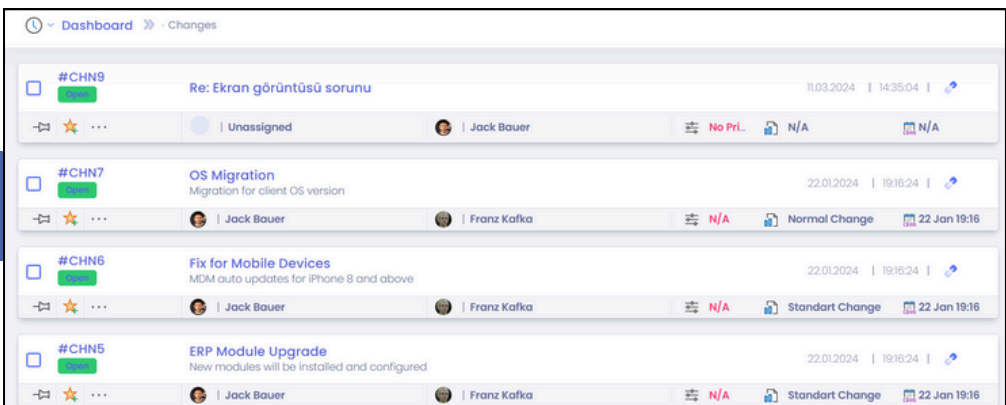
## CHANGE MANAGEMENT

In this module, which facilitates the recording and coordination of changes, technicians come across a management panel that is compatible with flows specific to all change types. In this module, change requests can be received by integrating from different modules such as Event, Problem, Request, and backward relationships can be followed.

The process, which starts with the registration of the change request (RFC), continues with the planning phase of the change. At this stage, the impact of the change, its risks, how it will be done, escape plans and coordination requirements are recorded. After this stage comes the stage of gathering opinions and approvals to review the plan and change details. Advisory and approval processes can be sent to the change advisory board and opinions and approvals can be collected quickly via email. Advisory committees can be determined dynamically for each change. In this way, it can be ensured that every change is actually consulted with the relevant people. Thanks to the digitized consultation/approval process, this step of the changes, which causes the most time loss, can be turned into an efficient and fast-running activity.

In this module, which was developed in accordance with ITIL4 current change management practices, the lengthy and bureaucratic approval stages are replaced by dynamic advisory boards. Approvals to be obtained from both in-house and external experts can be made quickly without leaving the module with the email automatic merge feature. In the next step regarding the implementation of the changes, the task management module comes into play, where a change manager can digitally perform all the coordination he needs.

The tasks put in the queue through this module are completed and the change is implemented in a fast and healthy way. In case the changes turn into a version or a project, the work can be transferred to other modules thanks to its integration capabilities. Asset and configuration information, which is one of the important requirements in the analysis of changes, is also provided through the integrated Asset Management and Configuration Management modules, and it is ensured that impact and risk analyzes can be made quickly with information accessible from the same screen.



Change ID	Change Title	Description	Created At	Created By	Priority	Impact	Change Type	Start Date
#CHN9	Re: Ekran görüntüsü sorunu		11.03.2024	Jack Bauer	No Pri.	N/A	N/A	14:35:04
#CHN7	OS Migration	Migration for client OS version	22.01.2024	Jack Bauer	N/A	Normal Change	22 Jan 19:16	19:16:24
#CHN6	Fix for Mobile Devices	MDM auto updates for iPhone 8 and above	22.01.2024	Jack Bauer	N/A	Standart Change	22 Jan 19:16	19:16:24
#CHN5	ERP Module Upgrade	New modules will be installed and configured	22.01.2024	Jack Bauer	N/A	Standart Change	22 Jan 19:16	19:16:24

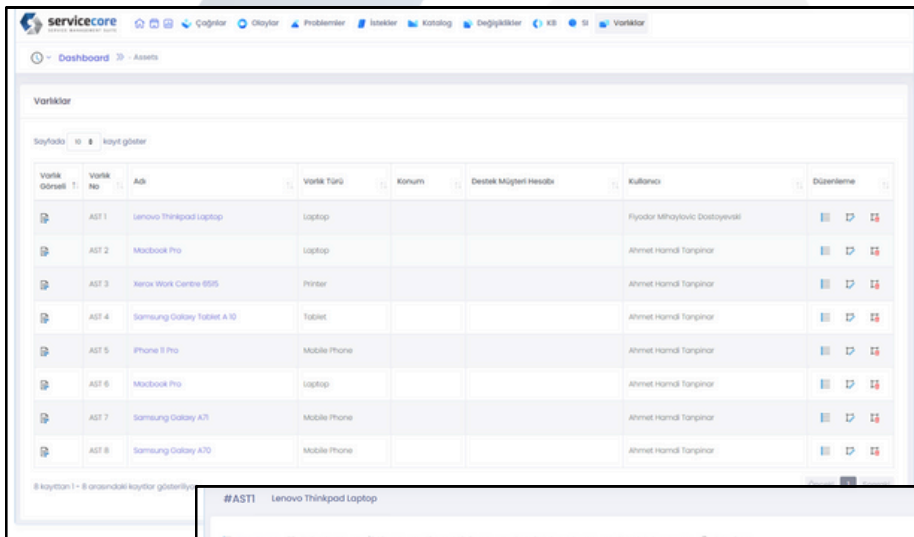
## ASSET MANAGEMENT

Meet with easy, fast and integrated asset management... Simplify your work with continuous access to current, active and valid information with an application module that monitors the status, ownership, and financial information of assets throughout their lifecycle...

Customizable asset attributes required for detecting and recording all IT and non-IT assets can be created in the system. Let Servicecore handle the attributes that need to be managed with the large library of configuration objects.

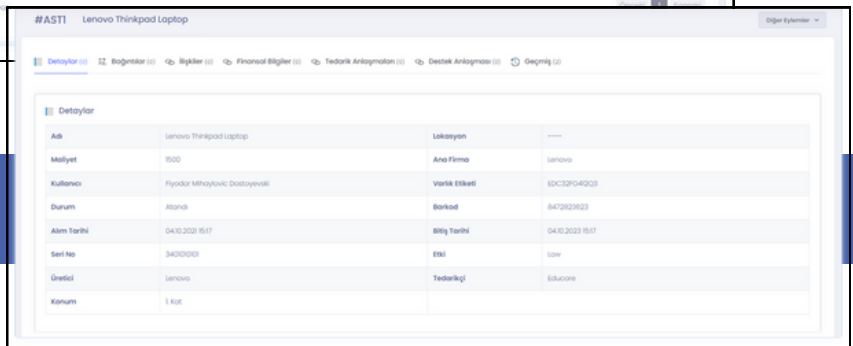
In this module, all assets are equipped with features that can be recorded in stages so that all assets can be proactively managed throughout their life cycle.

Asset module is natively integrated with all other Servicecore modules and provides up-to-date asset information needed by all other service management processes with a single click.



The screenshot shows the Servicecore dashboard for the 'Assets' module. It features a navigation bar with various icons and a main content area titled 'Varlıklar' (Assets). Below the title, there is a search bar and a table listing assets. The table has columns for 'Varlık ID'si', 'Varlık No', 'Adı', 'Varlık Türü', 'Konum', 'Destek Müşteri Hesabı', 'Kullanıcı', and 'Düzenleme'. The table contains 8 rows of data, each representing a different asset type like laptops, printers, and mobile phones.

Varlık ID'si	Varlık No	Adı	Varlık Türü	Konum	Destek Müşteri Hesabı	Kullanıcı	Düzenleme
AST 1		Lenovo Thinkpad Laptop	Laptop			Fiyodor Mihaylovic Dostoyevski	
AST 2		Macbook Pro	Laptop			Ahmet Hamdi Tangirler	
AST 3		Xerox Work Centre 6515	Printer			Ahmet Hamdi Tangirler	
AST 4		Samsung Galaxy Tablet A 10	Tablet			Ahmet Hamdi Tangirler	
AST 5		iPhone 8 Pro	Mobile Phone			Ahmet Hamdi Tangirler	
AST 6		Macbook Pro	Laptop			Ahmet Hamdi Tangirler	
AST 7		Samsung Galaxy A71	Mobile Phone			Ahmet Hamdi Tangirler	
AST 8		Samsung Galaxy A70	Mobile Phone			Ahmet Hamdi Tangirler	



The screenshot shows the detailed view for asset '#AST1 - Lenovo Thinkpad Laptop'. It features a navigation bar with tabs for 'Detaylar', 'Bağlantılar', 'Bilgiler', 'Finansal Bilgiler', 'Tedarik Anlayışları', 'Destek Anlayışları', and 'Geçmiş'. The 'Detaylar' tab is active, displaying a table of asset attributes.

Adı	Lenovo Thinkpad Laptop	Lehişyon	----
Malîyet	500	Ara Firma	lenovo
Kullanıcı	Fiyodor Mihaylovic Dostoyevski	Varlık Etiket	EDC32F042231
Durum	Aktif	Seri No	847822923
Alın Tarihi	04.10.2023 15:17	Bilgi Tarihi	04.10.2023 15:17
Seri No	34202020	Etiket	500
Üretici	lenovo	Tedarikçi	Sturone
Konum	1. Kat		



## KNOWLEDGE MANAGEMENT

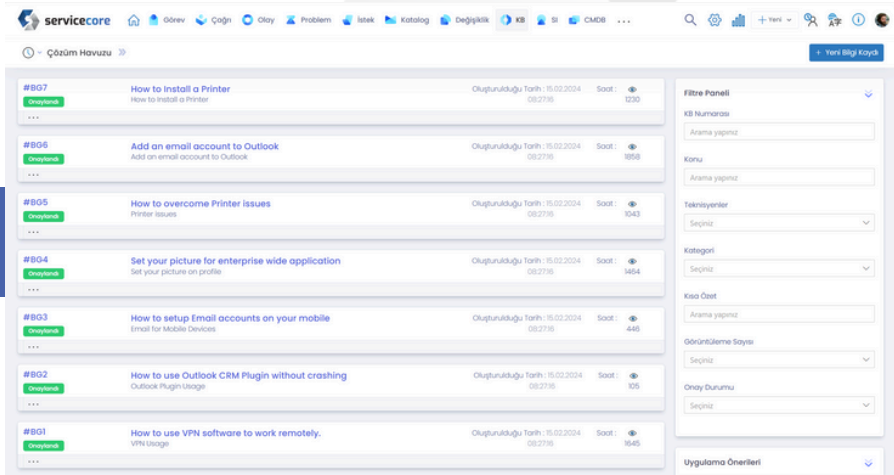
Record your service management information with an easy-to-use and integrated knowledge base. The opportunity to record the information required by all service management processes and to ensure corporate continuity and to be easily accessible from all processes.

In this module, which allows the solutions to be recorded in categories, direct access to the solutions is provided from modules such as event, request, and problem when necessary. In this way, the resolution of requests and incidents is accelerated, and the resolution times can be shortened by recording information about repeated incidents and requests.

In addition to automatic solution and information search from event and request records, automatic collection of solutions from request and event modules is also provided.

In this module, which is designed as a central service information management system (SKMS), the information produced in all processes and modules is stored for reuse. With the authorization mechanism, continuous access to information is provided for both technicians and users.

In addition to direct access from the technician modules, access to the knowledge base is provided from the end-user portal with a self-service model. By entering and publishing the information that users will use as selfservice, the number of service calls is reduced.



The screenshot displays the Servicecore Knowledge Management interface. The main content area shows a list of articles with the following details:

Article ID	Title	Olupunuşu Tarihi	Saat
#B07	How to install a Printer	15.02.2024	1230
#B06	Add an email account to Outlook	15.02.2024	1058
#B05	How to overcome Printer issues	15.02.2024	1043
#B04	Set your picture for enterprise wide application	15.02.2024	1054
#B03	How to setup Email accounts on your mobile	15.02.2024	440
#B02	How to use Outlook CRM Plugin without crashing	15.02.2024	105
#B01	How to use VPN software to work remotely.	15.02.2024	1045

The right sidebar contains a 'Filtre Paneli' (Filter Panel) with the following sections:

- KB Numarası:** Arama yapınız
- Konu:** Arama yapınız
- Tekniyerler:** Seçiniz
- Kategori:** Seçiniz
- Kino Özet:** Arama yapınız
- Görüntüleme Sayısı:** Seçiniz
- Onay Durumu:** Seçiniz
- Uygulama Önerileri:** Seçiniz

## SERVICE CATALOG MANAGEMENT

Standardize your services with advanced automation features and digitize your customer services from end to end.

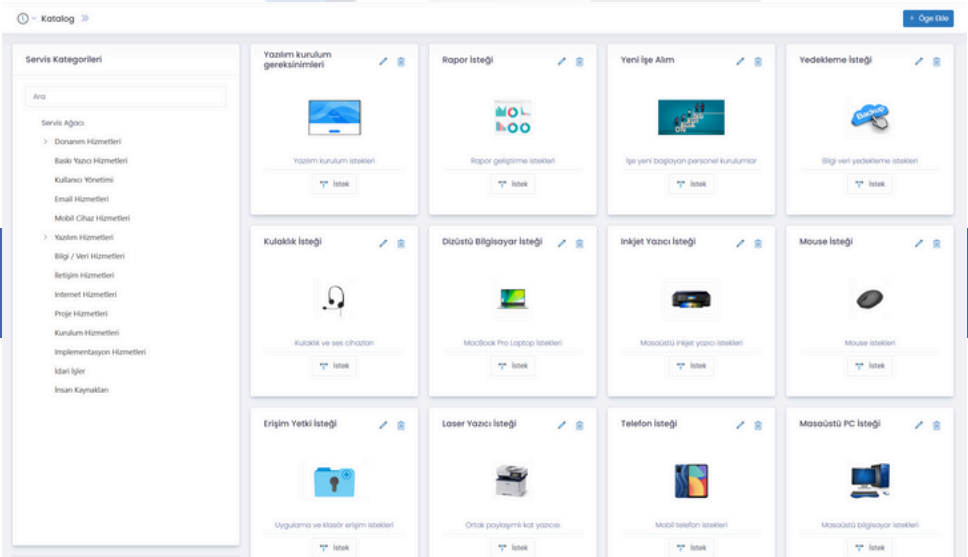
With the Servicecore SCM module, quickly develop your multi-layered service catalogs with easy-to-use interfaces and keep them constantly updated.

The SCM module, which was developed to standardize all service management activities in the background of request management and to ensure sustainable service quality, provides the necessary basis for a modern user request management.

Customize all services with features such as customizing pre-defined request forms according to service, pre-defined approval stages, and editing service level agreements on a service basis.

The quality assurance of service management is provided with the ability to define pre-defined workflows behind each service and to perform automatic task distribution at each repetition of the service.

Service manageability and user satisfaction are ensured through standardized workflows.



The screenshot displays the Servicecore Service Catalog Management interface. On the left, there is a sidebar with a search bar and a tree view of service categories. The main area shows a grid of service cards, each with a title, an icon, a description, and a 'İstek' (Request) button. The services listed are:

- Yazılım kurulum gereksinimleri (Software installation requirements)
- Rapor İsteği (Report request)
- Yeni İşe Alım (New hiring)
- Yedekleme İsteği (Backup request)
- Kulaklık İsteği (Headset request)
- Dişüstü Bilgisayar İsteği (Desktop computer request)
- İnkjet Yazıcı İsteği (Inkjet printer request)
- Mouse İsteği (Mouse request)
- Erişim Yetki İsteği (Access rights request)
- Lazer Yazıcı İsteği (Laser printer request)
- Telefon İsteği (Phone request)
- Masaüstü PC İsteği (Desktop PC request)

## SERVICE LEVEL MANAGEMENT

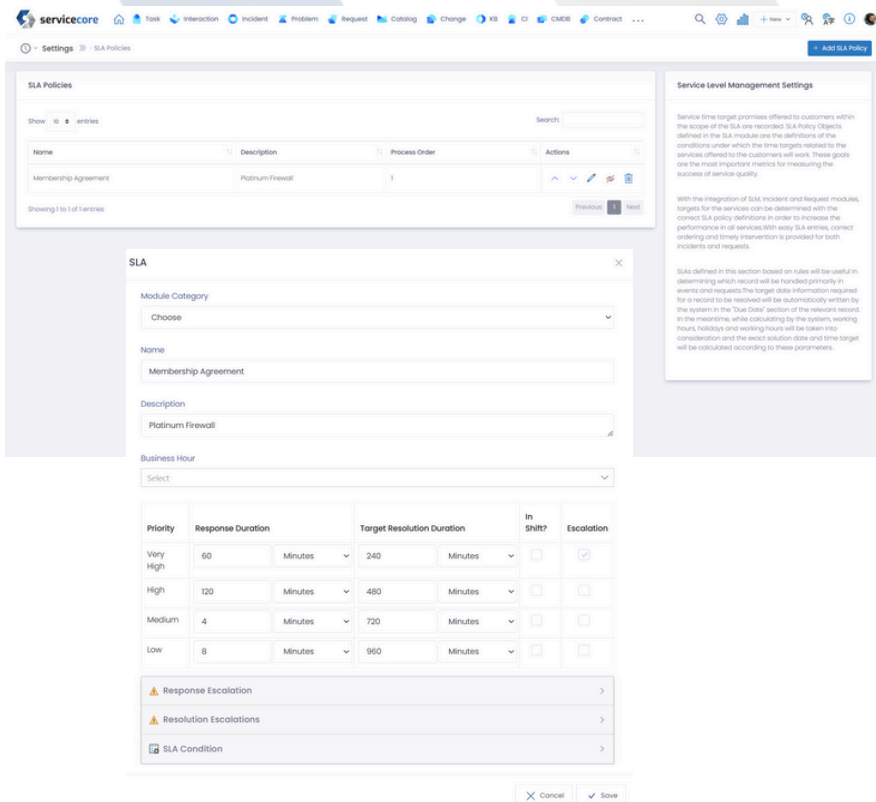
Increase the performance of all your service management processes with integrated service level management.

Performance is under your control with the application of parametric service level agreements, where you can easily manage the definitions of customer expectations regarding both events and requests.

Automate the prioritization burden with accurate definition of expectations regarding availability and service delivery times.

Increase the service quality with the service level management module that automates the prioritization work, which is one of the priority and challenging activities of the incident and request management processes.

Equipped with multi-level service level agreement (Multi-Level SLA) definition capabilities, this module automates the need to accurately determine customer service time expectations and present all activities with the right timing. With easy SLA entries, correct ordering and timely intervention is provided for both incidents and requests.



The screenshot shows the Servicecore SLA Management interface. At the top, there is a navigation bar with icons for Task, Interaction, Incident, Problem, Request, Catalog, Change, KPI, CMDB, and Contract. Below this, the breadcrumb path is 'Settings > SLA Policies'. A '+ Add SLA Policy' button is visible in the top right corner.

The main content area is divided into two sections:

- SLA Policies:** A table listing existing policies. One entry is visible:
 

Name	Description	Process Order	Actions
Membership Agreement	Platinum Firewall	1	[Edit] [Delete]
- Service Level Management Settings:** A text box providing information about SLA policy objectives and performance metrics.

A modal window titled 'SLA' is open, allowing for the creation or editing of a policy. It includes the following fields:

- Module Category:** A dropdown menu set to 'Choose'.
- Name:** 'Membership Agreement'
- Description:** 'Platinum Firewall'
- Business Hour:** A dropdown menu set to 'Select'

Below these fields is a table for defining SLA parameters:

Priority	Response Duration	Target Resolution Duration	In Shift?	Escalation
Very High	60 Minutes	240 Minutes	<input type="checkbox"/>	<input checked="" type="checkbox"/>
High	120 Minutes	480 Minutes	<input type="checkbox"/>	<input type="checkbox"/>
Medium	4 Minutes	720 Minutes	<input type="checkbox"/>	<input type="checkbox"/>
Low	8 Minutes	960 Minutes	<input type="checkbox"/>	<input type="checkbox"/>

At the bottom of the modal, there are sections for 'Response Escalation', 'Resolution Escalations', and 'SLA Condition', each with a right-pointing arrow. At the very bottom of the modal are 'Cancel' and 'Save' buttons.

## MEASUREMENT AND REPORTING MANAGEMENT

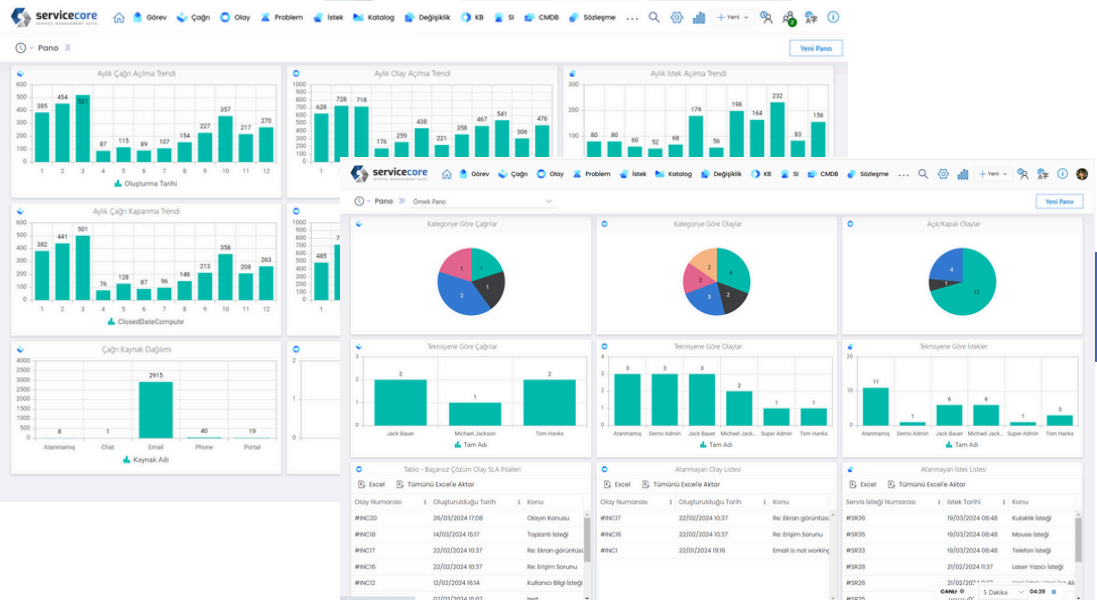
We cannot manage what we cannot measure. Data from all management processes within the scope of the Servicecore integrated suite are transformed into meaningful information through reports.

MRM process, which is defined as an important practice with ITIL4, is modeled on Servicecore to work with the necessary measurement and reporting tools. Required and commonly used reports in service management have been previously prepared and made available in the report library.

Unlike classical reporting, a measurement method based on the objectives as defined in ITIL4 has been created. In addition to operational reports, strategic and analytical reports can also be developed.

Performance indicators for measuring process and service quality and their dynamic views according to different components were made available to managers in detailed reports. The design of the new reports needed can also be done easily with the service report wizard (SRW - Service Report Wizard). These reports can be displayed as components (widgets) on dashboards (Dashboards) customized for different management levels, looking at processes and services from different perspectives.

The first step of continuous improvement is based on the identification of problematic and poor performance areas in processes and services. According to ITIL4, the starting point of the service management application is precisely the regions where these process and service vulnerabilities exist. For this reason, the reporting module is an indispensable tool for the continuous improvement process in terms of monitoring and improvement of all other processes.



## SELF SERVICE PORTAL

Provide your customers and users with a unique service request and follow-up experience. One of the indispensable needs of a professional service provider is a service access and follow-up screen they will offer to their customers and users.

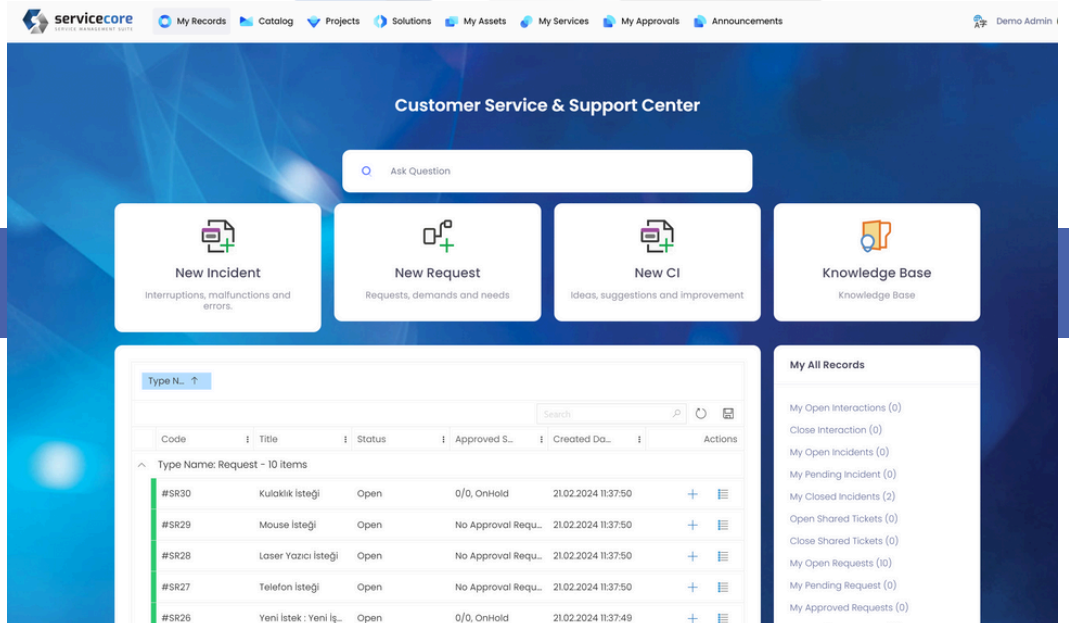
Increase your customer satisfaction with the easy and modern interfaces offered by Servicecore Self Service Portal.

Users can easily submit support requests, service requests and track the status of their current requests through the self-service portal. With detailed request and event tracking screens, it can both monitor the situation and carry out correspondence with the technical teams from the same environment.

Users can easily access information about events and requests through the knowledge base and quickly access self-service solutions. Users can see the service catalog on the portal and select their requests from the catalog and forward them to the technical teams.

All the services offered are pre-made packages in the SCM module and users can find the right service on this panel by searching the search engine or browsing the catalogue. They can follow the service requests they have opened on the same portal and see their details.

Assets assigned to users can also be viewed on this portal, and a user can track the status of their assets from here.



The screenshot displays the Servicecore Self Service Portal interface. At the top, there is a navigation bar with the Servicecore logo and menu items: My Records, Catalog, Projects, Solutions, My Assets, My Services, My Approvals, and Announcements. The user is logged in as Demo Admin.

The main header is "Customer Service & Support Center". Below it is a search bar labeled "Ask Question".

There are four main service cards:

- New Incident**: Interruptions, malfunctions and errors.
- New Request**: Requests, demands and needs.
- New CI**: Ideas, suggestions and improvement.
- Knowledge Base**: Knowledge Base.

Below the cards is a table of requests. The table has columns for Code, Title, Status, Approved S..., Created Da..., and Actions. The table shows 10 items, with the first 5 visible:

Code	Title	Status	Approved S...	Created Da...	Actions
#SR30	Kulaklık İsteği	Open	0/0, OnHold	21.02.2024 11:37:50	+
#SR29	Mouse İsteği	Open	No Approval Requ...	21.02.2024 11:37:50	+
#SR28	Laser Yazıcı İsteği	Open	No Approval Requ...	21.02.2024 11:37:50	+
#SR27	Telefon İsteği	Open	No Approval Requ...	21.02.2024 11:37:50	+
#SR26	Yeni İstek : Yeni İş...	Open	0/0, OnHold	21.02.2024 11:37:49	+

On the right side, there is a "My All Records" section with a list of interaction counts:

- My Open Interactions (0)
- Close Interaction (0)
- My Open Incidents (0)
- My Pending Incident (0)
- My Closed Incidents (2)
- Open Shared Tickets (0)
- Close Shared Tickets (0)
- My Open Requests (10)
- My Pending Request (0)
- My Approved Requests (0)



## CONTINUAL IMPROVEMENT

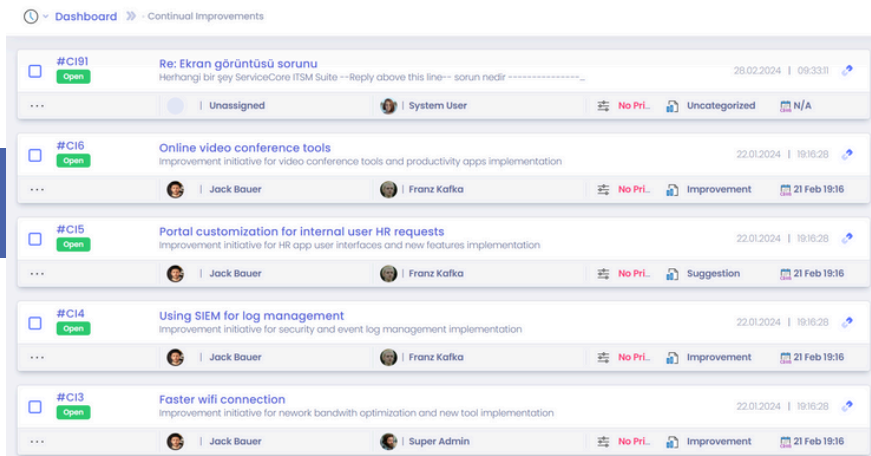
Continual improvement is the main application method of service management. According to ITIL4, service management should be implemented with an endless continuous improvement method.

Continuous improvement is ITIL4's main application methodology. Continual improvement practices are at the backbone of every service management system. The natural component of a service management process and service automation work is continuous improvement practice.

The CI module has developed the recording and tracking mechanism of the initiatives required for continuous compliance with targets, due diligence, determination and elimination of weaknesses, and continuous improvement of assignments and improvements.

As a continuous improvement records (CI Register) environment, the CI module provides the necessary infrastructure for tracking CI initiatives from start to finish. In addition to the results from the process and service reports, improvement suggestions from all technical teams and users are captured at the interaction layer and followed up in the CI module as opportunities for improvement.

In the Servicecore CI module, this evaluation is processed in three stages. "Analysis" in the first stage, "Evaluation" in the second stage, and "Consultation-Advisory" in the third stage. Other processes that contribute to this three-stage decision-making process under the leadership of the CI Manager, who owns the CI practice; Business analysis, service level management, relationship management, service portfolio management, risk management, service finance management, service catalog management, request management processes.



Dashboard » Continual Improvements

#CI191	Re: Ekran görüntüsü sorunu Herhangi bir şey ServiceCore ITSM Suite ---Reply above this line--- sorun nedir -----	28.02.2024   09:33:31
Open	Unassigned   System User	No Pri.   Uncategorized   N/A
#CI16	Online video conference tools Improvement initiative for video conference tools and productivity apps implementation	22.01.2024   19:16:28
Open	Jack Bauer   Franz Kafka	No Pri.   Improvement   21 Feb 19:16
#CI15	Portal customization for internal user HR requests Improvement initiative for HR app user interfaces and new features implementation	22.01.2024   19:16:28
Open	Jack Bauer   Franz Kafka	No Pri.   Suggestion   21 Feb 19:16
#CI14	Using SIEM for log management Improvement initiative for security and event log management implementation	22.01.2024   19:16:28
Open	Jack Bauer   Franz Kafka	No Pri.   Improvement   21 Feb 19:16
#CI13	Faster wifi connection Improvement initiative for network bandwidth optimization and new tool implementation	22.01.2024   19:16:28
Open	Jack Bauer   Super Admin	No Pri.   Improvement   21 Feb 19:16

## CONTINUAL IMPROVEMENT

In the Servicecore digital service management application, such non-standard requirements can be analyzed and evaluated according to the following headings as improvement initiatives.

### 1- What is the contribution of this proposal to the objectives of the institution?

It is necessary to ask how the requirements, which are generally stated as "urgent and priority" needs by the end user or a department, are related to and contribute to the goals and objectives of the institution. In the context of ITIL4 and "value orientation", the number one rule of the service management world, all improvements should be evaluated by looking at the corporate targets.

### 2- What are the concrete benefits of the proposed improvement?

Does this improvement cover a user, a business unit, or an entire organization? What are the benefits of the gain to be obtained in terms of financial, efficiency and quality? At this stage, a persuasive, concrete, achievable goal should be stated. Modern Service Management Platform [www.servicecore.app](http://www.servicecore.app)

### 3- What is the effort required to achieve this improvement?

The user or internal customers cannot be expected to know the required effort behind the proposed improvement. At this stage, realistic workforce should be calculated.

### 4- What are the costs?

The cost required to reap the benefits of improvement must be clearly known. A cost improvement is expected to be at a level that complies with the criteria asked in Questions 1 and 2 and is worth the investment.

### 5- What are the risks of making and not making this improvement?

What will be lost if I do not implement the improvement idea in question? If it is implemented, what threats and systemic effects will there be with the change? At this stage, threats and probabilities are calculated with the contribution of the risk management process. The next step in the Servicecore CI module is evaluation scoring for prioritization based on the following criteria. Other institution-specific criteria can be added to the criteria here.

#CII New Customer Mobile App Development
Close (0) ▼ More Actions ▼

Details (0)
CI Analysis
CI Evaluation
Advisory
Implementation
CI Review
Worklogs (0)
History (0)

CI Risk Level	High <span style="font-size: 0.8em;">▼</span>
CI Cost Level	High <span style="font-size: 0.8em;">▼</span>
CI Objective Support Level	Low <span style="font-size: 0.8em;">▼</span>
CI Speed Level of Implementation	Low <span style="font-size: 0.8em;">▼</span>
CI Return of Investment Speed	Low <span style="font-size: 0.8em;">▼</span>
CI Evaluation Result -> % 40	<div style="border: 1px solid #ccc; padding: 2px 5px; display: inline-block; color: #666;">Save</div>

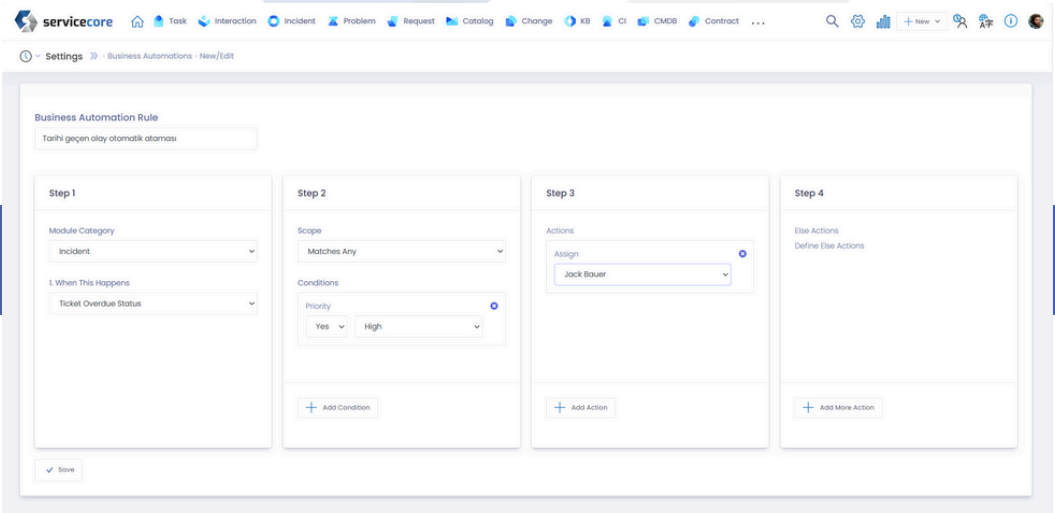
## SERVICE AUTOMATION

Many manual management activities are automated with a rule-based business engine, thanks to the service automation rule service (SARE-Service Automation Rules Engine), which is equipped with automatic business rules definition and dynamic management of events and requests depending on conditions.

With easily definable rules, actions depending on conditions can be made automatically, thus dynamically updating all service records and accelerating flows.

It has been made possible to automate all actions that depend entirely on the imagination of the technician and the process manager in every possible situation, without the need for manual data updating.

Many automatic processes, from simple actions that can be easily defined from the administration panel, to dynamic rules with many preconditions, multi-layers and multi-actions, are predefined to provide more automation in workflows and higher speed in services.



The screenshot displays the 'Business Automation Rule' configuration page in the Servicecore system. The page title is 'Business Automation Rule' with a subtitle 'Tarihli geçen olay otomatik atamasi'. The interface is divided into four steps:

- Step 1:** 'Module Category' is set to 'Incident'. Under 'I. When This Happens', 'Ticket Overdue Status' is selected.
- Step 2:** 'Scope' is 'Matches Any'. 'Conditions' include 'Priority' set to 'High'.
- Step 3:** 'Actions' include 'Assign' with 'Jack Bauer' selected.
- Step 4:** 'Else Actions' section with the instruction 'Define Else Actions'.

Each step has an '+ Add Condition' or '+ Add More Action' button. A 'Save' button is located at the bottom left of the configuration area.

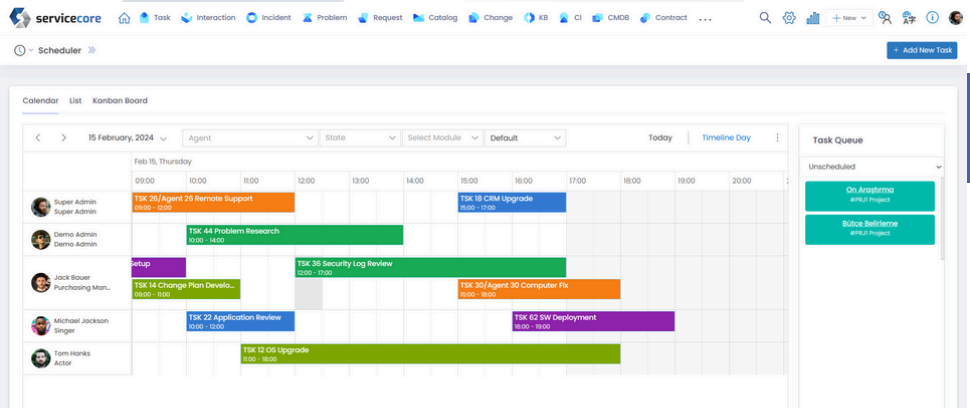
## TASK MANAGEMENT (WORKFORCE AND TALENT MANAGEMENT)

Thanks to the duties carried out by the technicians in all service management processes, the work can continue.

Every event, request, problem, change, release, project and all other processes can be completed thanks to the fulfillment of many tasks by technical teams. The Servicecore Task Management joint function can provide both cooperation throughout the processes and central workload coordination by recording all activities carried out independently of the processes.

Workforce management, which is the basis of Workforce and Talent Management practice, which is one of the most important processes that comes with ITIL4, is provided with this module.

The only way to see the resource usage and compliance of all technicians with a single coordination is to record all the tasks performed throughout the modules. Unrecorded, off-platform, unregistered, emailed or verbally followed tasks lead to unmeasurable, unproven, invisible workloads and unbalanced resource use.

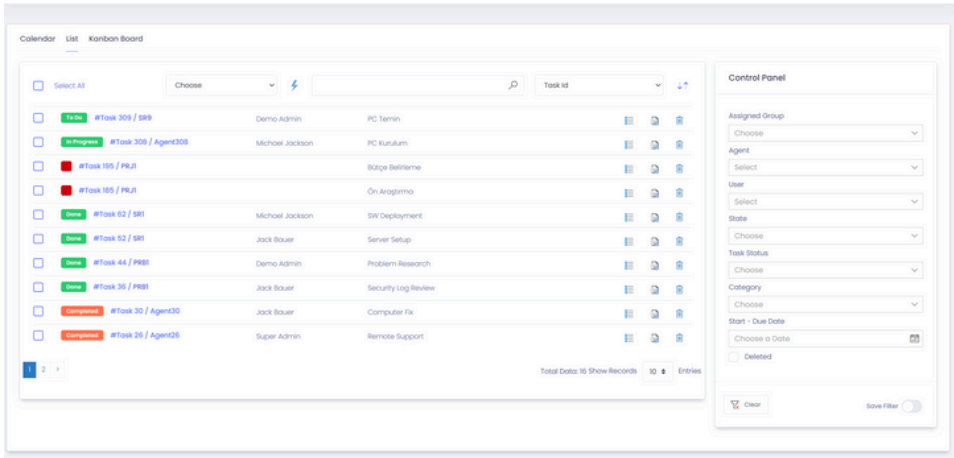


In this way, the following problems arise in institutions that work without registration and without task management:

1. Uneven distribution of work
2. Unjust distribution of duties
3. Waste of competencies
4. Uncontrolled change of priorities
5. The work done is not visible
6. Lack of resource management
7. Inability to see common agendas
8. Unhappy working of technicians in a multi-manager environment
9. Failure to develop competencies
10. Failure of processes

## TASK MANAGEMENT (WORKFORCE AND TALENT MANAGEMENT)

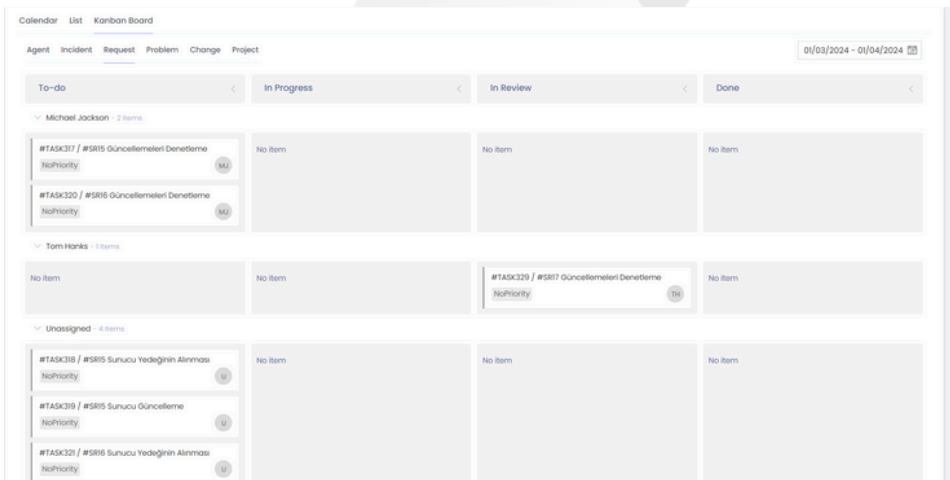
A central resource/workforce and task management is required to eliminate all these problems. Workload and resource management is facilitated by the (WTE®) Workforce and Tasks Engine and another technology supporting this (STE®) Servicecore Time Engine. The chronic problems listed above can be eliminated thanks to the modules for the management of tasks under the common agenda and common task lists.



Task ID	Agent	Task Name	Status
#Task 309 / SR9	Demo Admin	PC Temini	To-do
#Task 309 / Agent308	Michael Jackson	PC Kurulum	In Progress
#Task 195 / RLJ	Bülge Belirleme	On Arayışma	Done
#Task 195 / RLJ	Michael Jackson	SW Deployment	Done
#Task 52 / SR1	Jack Bauer	Server Setup	Done
#Task 44 / PR8	Demo Admin	Problem Research	Done
#Task 36 / PR8	Jack Bauer	Security Log Review	Done
#Task 30 / Agent30	Jack Bauer	Computer fix	Completed
#Task 26 / Agent26	Super Admin	Remote Support	Completed

### Kanban Module

Kanban module developed for tracking and updating the status of all tasks with the Kanban model. Employees and managers can easily follow the status of their tasks through the visual interface. Thanks to this module, which combines not only the daily tasks of the Technician, but also all the tasks of the Incident, Problem, Request, Change and Project modules on a single screen, an integrated workforce and task management can be done easily.



Agent	To-do	In Progress	In Review	Done
Michael Jackson (2 items)	#TASK317 / #SR5 Güncellemeleri Denetleme NoPriority	No item	No item	No item
Tom Hanks (1 item)	No item	No item	#TASK329 / #SR7 Güncellemeleri Denetleme NoPriority	No item
Unassigned (4 items)	#TASK318 / #SR5 Sunucu Yedeğinin Alınması NoPriority #TASK319 / #SR5 Sunucu Güncelleme NoPriority #TASK321 / #SR6 Sunucu Yedeğinin Alınması NoPriority	No item	No item	No item

## PROJECT MANAGEMENT

Project management is a practice that is used extensively in service management, especially in areas such as implementing comprehensive changes, managing improvement works, and coordinating multi-stakeholder transformations. With ITIL4, the project management process has become a natural part of ITSM and a mandatory practice.

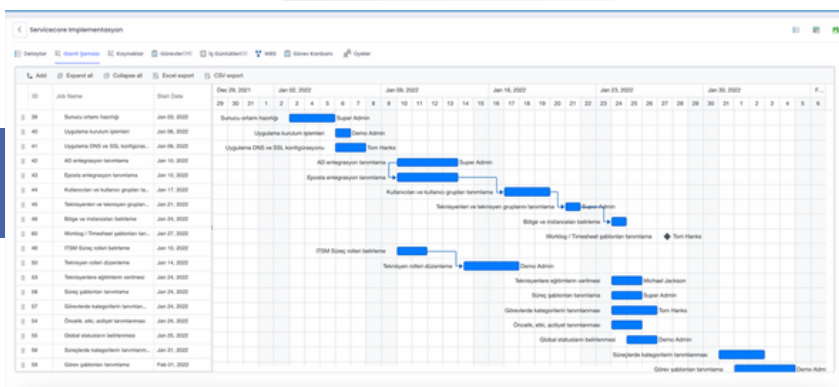
The birth of projects is always triggered by processes such as improvement, change, and demand, and project outputs often require feedback to these processes. Operating project management as an integrated module in the service management platform is critical for tracking tasks on a single platform.

An employee should be able to see his/her duties from the project management on the same screen as well as his/her work in the service management processes, and task conflicts should be prevented.

Carrying out service management on a separate platform and project management on another platform can cause serious costs, unnecessary integration efforts, infrastructure, license, maintenance, support, etc. for two separate products. leads to unnecessary additional costs.

Establishing project management as a separate product apart from the service management platform causes all customer needs, which are prioritized and regulated by continuous improvement, request and change management processes, out of the control of the service provider and IT.

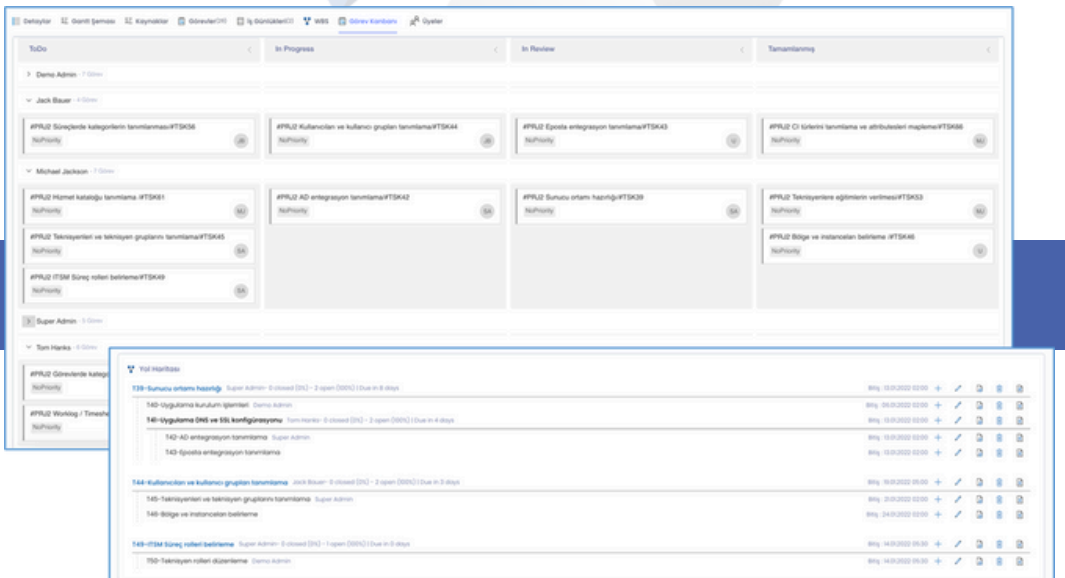
By using a project management product that is disconnected from service management processes, project management activities that are unrelated, unrelated and unaware of resource use also cause the emergence of a second uncontrolled service platform.



## PROJECT MANAGEMENT

Servicecore offers a holistic digital management system with its integrated Project Management module. With this module, which includes all modern project management tools, the following operations can be performed:

- Project Task Management
- Project Roadmap
- Project Gantt Charts
- Project WBS Views
- Project Team Management
- Project Time Management
- Project Timesheet Entries
- Project Kanban Panels
- Project Resource Management
- Integrated Task Tracking with Central Task Management
- Task Assignments That Do Not Conflict With Central Planning
- Integrated Workforce Reports with Central Tasks
- Integration with Event, Problem, Desire, Change and Continuous Improvement
- Ability to Include End Users and External Users in the Project Being Involved in Project Management via End User External Portal
- Ability to Include All IT and Non-IT Resources in Projects and Unlimited End Users
- Ability of End Users and External Users to Undertake Tasks in Projects
- Ability of External Project Teams to Manage Projects Even as Users



The screenshot displays the Servicecore Project Management interface. The top navigation bar includes options like 'Detaylar', 'Genel Bilgi', 'Kaynaklar', 'Görevler', 'WBS', 'Sistem Kanban', and 'Oyler'. The main area is titled 'Kanban' and shows a grid of task cards. Each card represents a task, such as 'Sürüşçü kategorisi tanımlama' or 'Kullanıcı ve kullanıcı grupları tanımlama'. The cards are organized into columns representing different stages of the project. A detailed view of a task is shown in a pop-up window at the bottom, listing task details like 'Sürüşçü entegrasyonu', 'Uygulama DNS ve SSL konfigürasyonu', 'Kullanıcı ve kullanıcı grupları tanımlama', and 'ITSM süreç rolleri belirleme'. Each task entry includes a title, assignee, status, and a progress bar.

## ENTERPRISE SERVICE MANAGEMENT

The primary purpose of Servicecore ESM is to optimize an organization's overall service management and business processes. This results in better collaboration between departments, enhanced service quality, and ultimately strengthens an organization's competitive advantage.

Servicecore encompasses all service processes within it and adopts an approach focused on these processes. This includes service management applications not only for the IT department but also for other departments and business units. The Servicecore ESM approach aims to improve a company's overall service efficiency and customer satisfaction.

Some key elements of Servicecore ESM include:

**Service Management:** Servicecore ESM encompasses service delivery and management processes across all departments of an organization. This includes IT service management, customer services, human resources management, and other functions.

**Process Standardization:** Servicecore ESM aims to standardize service processes across different departments and business units. This includes tools for enhancing service quality, effectiveness, and efficiency.

**Automation:** Servicecore ESM facilitates the automation of business processes. Automation enables the reduction of manual tasks and the faster and error-free execution of service processes.

**Customer Focus:** Servicecore ESM aims to improve services for both internal and external customers and provides better customer experiences. This involves promptly addressing customer requests and considering customer feedback.

**Business Continuity and Security:** Servicecore ESM ensures the secure execution of business processes and business continuity.







**servicecore**

SERVICE MANAGEMENT SUITE

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