

## IT SERVICE MANAGEMENT AUTOMATION

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

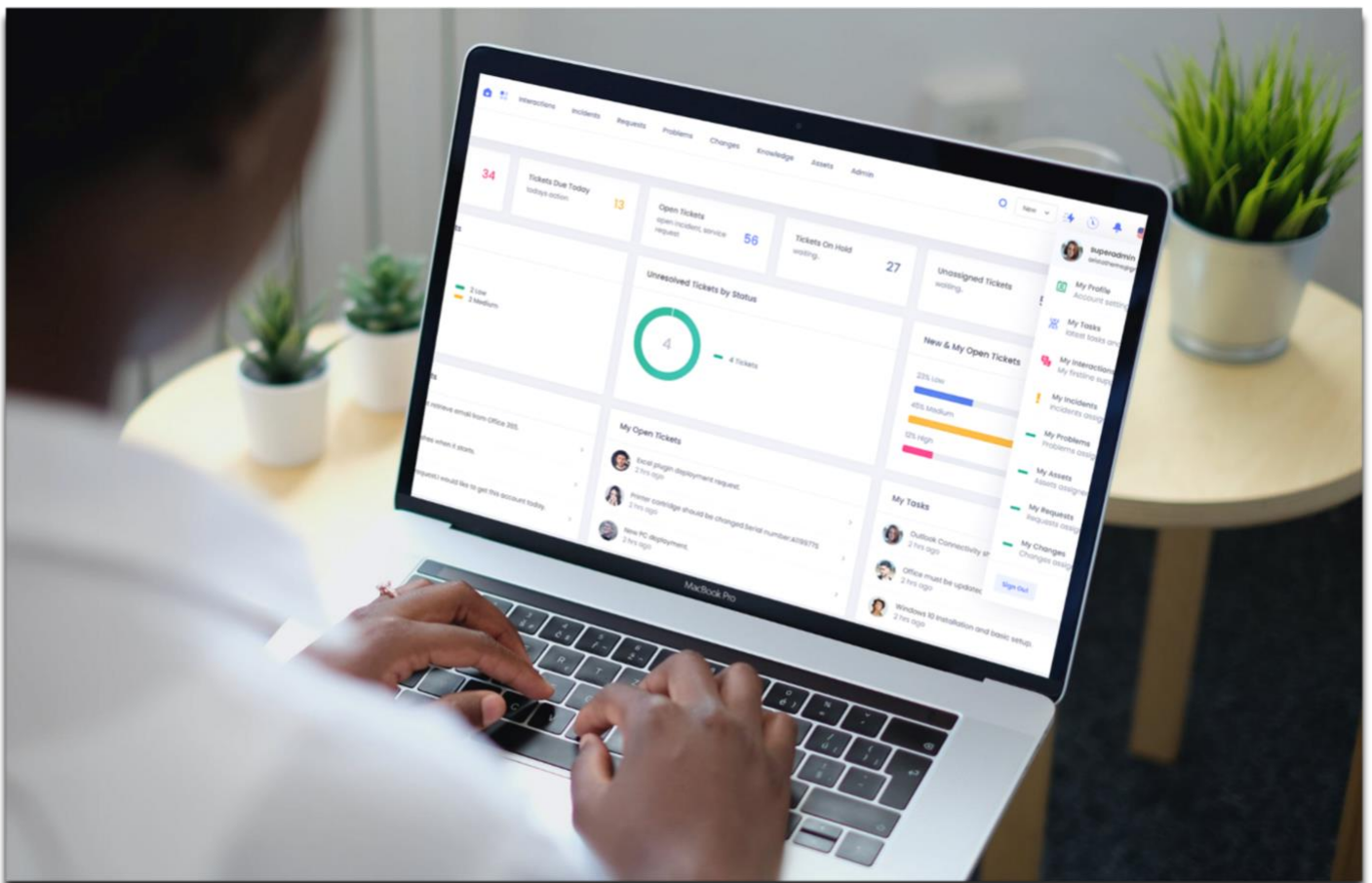
In this innovative platform, where ITIL4 authors are among the designers, it is now much easier to digitize service management and provide service management automation in the enterprise easily and quickly.

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.

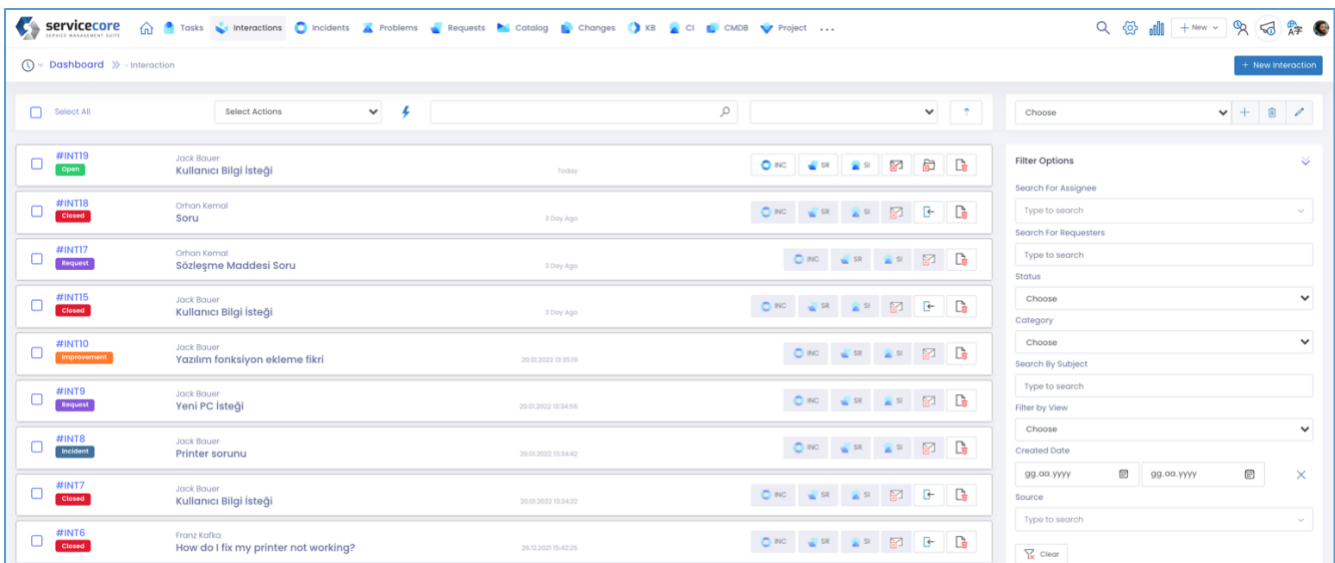
All types of user calls coming from all channels such as email, phone, chat, social media, web interface and direct physical application are recorded in a deduplicated area. In this section, singular and combined calls of the user with the omnichannel model are processed at a single central single communication 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.



The screenshot displays the ServiceCore Interaction Management dashboard. The main area shows a list of interactions with columns for ID, user, subject, and status. The interactions listed include:

- #INT19 (Open): Jack Bauer, Kullanıcı Bilgi İsteği
- #INT18 (Closed): Orhan Kemal, Soru
- #INT17 (Request): Orhan Kemal, Sözleşme Maddesi Soru
- #INT15 (Closed): Jack Bauer, Kullanıcı Bilgi İsteği
- #INT10 (Improvement): Jack Bauer, Yazılım fonksiyon ekleme fikri
- #INT9 (Request): Jack Bauer, Yeni PC İsteği
- #INT8 (Request): Jack Bauer, Printer sorunu
- #INT7 (Closed): Jack Bauer, Kullanıcı Bilgi İsteği
- #INT6 (Closed): Franz Kafka, How do I fix my printer not working?

The right sidebar contains 'Filter Options' with search fields for Assignee, Requesters, and Subject, and dropdown menus for Status, Category, and Filter by View. A date range selector is also present.

# 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 ServicCore 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.

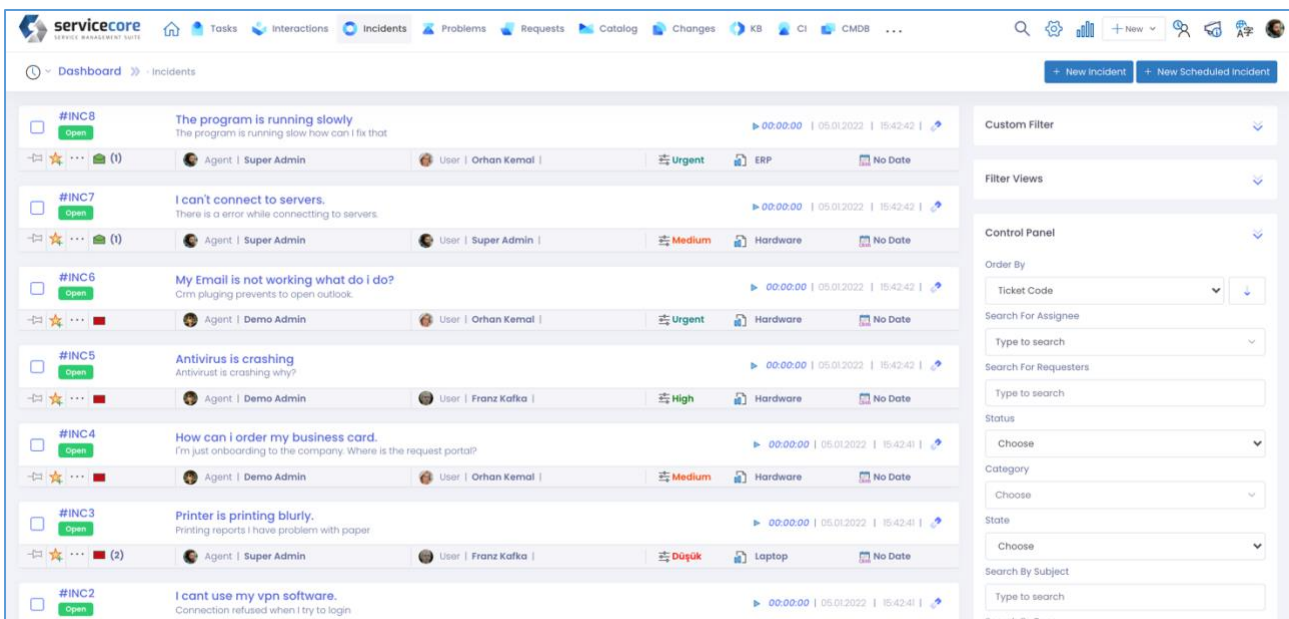
In solution research and application processes, which are the most important responsibility of incident management, this process step is accelerated thanks to the integration with the knowledge bank, which is the Servicecore internal module, and with external data banks.

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 interface. The top navigation bar includes icons for Dashboard, Tasks, Interactions, Incidents, Problems, Requests, Catalog, Changes, KB, CI, and CMDB. The main content area shows a list of incidents with details such as incident ID, title, description, agent, user, priority, and category. A right-hand sidebar contains a 'Custom Filter' section, 'Filter Views', and a 'Control Panel' with dropdown menus for 'Order By', 'Search For Assignee', 'Search For Requesters', 'Status', 'Category', 'State', 'Search By Subject', and 'Search By Tags'.

Incident ID	Title	Description	Agent	User	Priority	Category	Status
#INC8	The program is running slowly	The program is running slow how can I fix that	Super Admin	Orhan Kemal	Urgent	ERP	No Date
#INC7	I can't connect to servers.	There is a error while connecting to servers.	Super Admin	Super Admin	Medium	Hardware	No Date
#INC6	My Email is not working what do i do?	Cim plugging prevents to open outlook.	Demo Admin	Orhan Kemal	Urgent	Hardware	No Date
#INC5	Antivirus is crashing	Antivirus is crashing why?	Demo Admin	Franz Kafka	High	Hardware	No Date
#INC4	How can I order my business card.	I'm just onboarding to the company. Where is the request portal?	Demo Admin	Orhan Kemal	Medium	Hardware	No Date
#INC3	Printer is printing blurry.	Printing reports I have problem with paper	Super Admin	Franz Kafka	Düşük	Laptop	No Date
#INC2	I cant use my vpn software.	Connection refused when I try to login					

# 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.

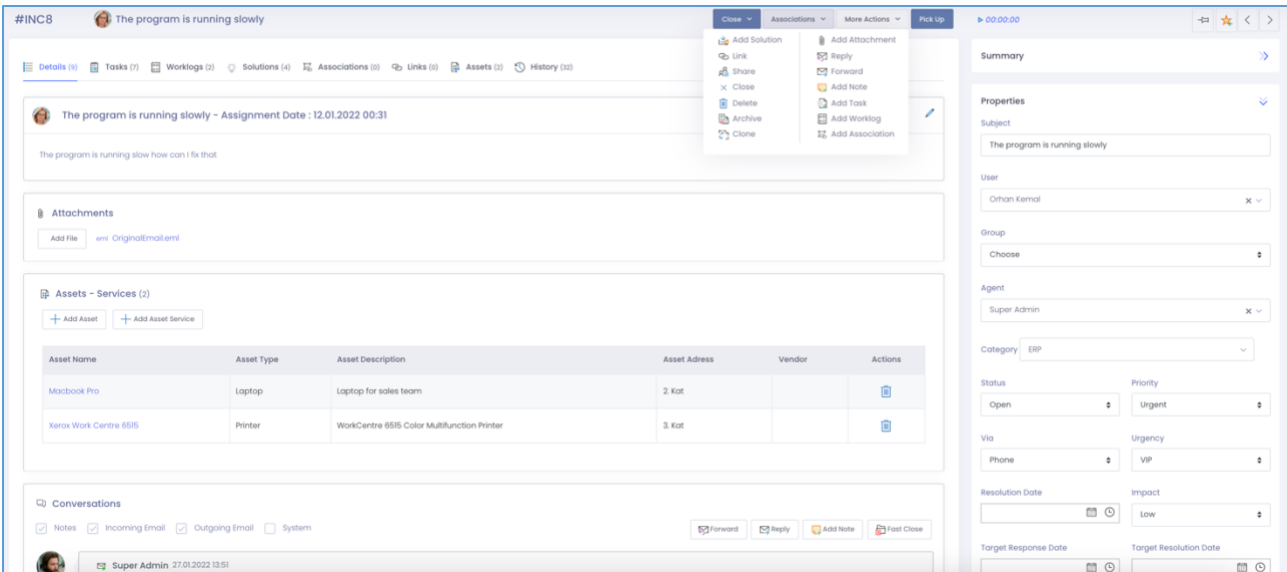
Another original Servicecore development (STE®), the Servicecore Time Engine, automates time calculation and timesheet entry of active tasks and worklogs. All innovations necessary for the comfortable working of technical personnel have been developed by service management experts and technical teams 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 Incident Management interface for an incident titled "#INC8 The program is running slowly". The interface is divided into several sections:

- Header:** Shows the incident ID (#INC8), title, and assignment date (12.01.2022 00:31).
- Details:** A text area containing the description: "The program is running slow how can i fix that".
- Attachments:** A section for adding files, currently showing "OriginalEmails".
- Assets - Services (2):** A table listing related assets:
 

Asset Name	Asset Type	Asset Description	Asset Address	Vendor	Actions
Macbook Pro	Laptop	Laptop for sales team	2. Kot		
Xerox Work Centre 6515	Printer	WorkCentre 6515 Color Multifunction Printer	3. Kot		
- Conversations:** A section for managing communication, including notes, incoming/outgoing emails, and system messages. A recent message from "Super Admin" is visible.
- Summary/Properties Panel (Right):** A sidebar containing various fields for incident details:
  - Subject:** The program is running slowly
  - User:** Orhan Kemal
  - Group:** Choose
  - Agent:** Super Admin
  - Category:** ERP
  - Status:** Open
  - Priority:** Urgent
  - Via:** Phone
  - Urgency:** VIP
  - Resolution Date:** (empty)
  - Impact:** Low
  - Target Response Date:** (empty)
  - Target Resolution Date:** (empty)

# 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.

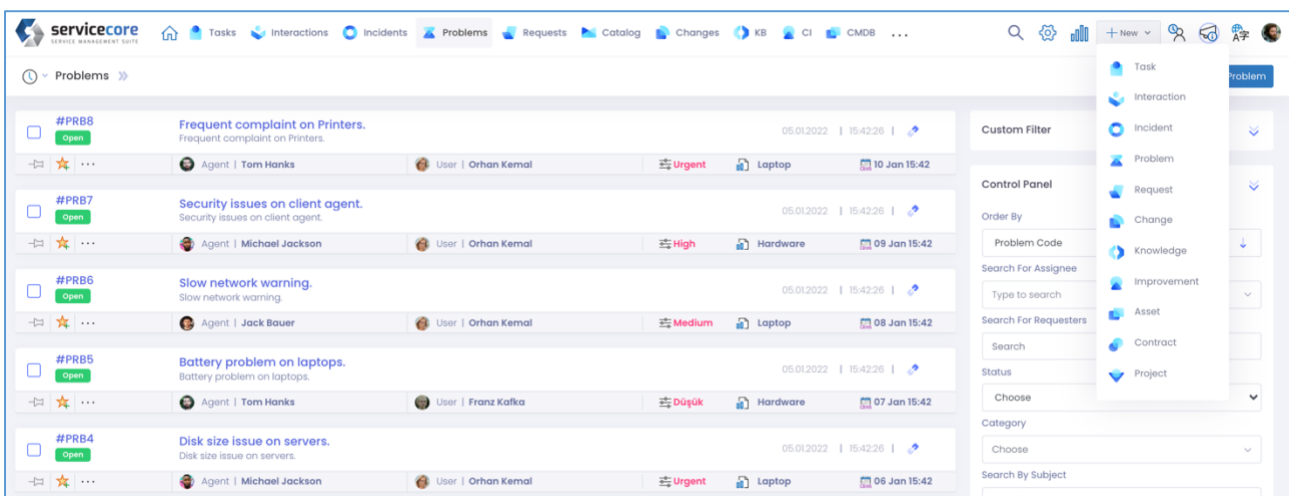
The first step, problem definition, is also divided into two; While reactive problem identification is aimed at investigating the cause of events after they occur, proactive problem identification is an approach to identifying and recording problems before they occur. While the first type of problems 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.



The screenshot displays the Servicecore Problem Management interface. The main area shows a list of five open problems, each with a unique ID, title, description, agent, user, priority, category, and due date. The sidebar on the right contains a search and filter panel with sections for Custom Filter, Control Panel, Order By, Search For Assignee, Search For Requesters, Status, Choose, Category, and Search By Subject.

Problem ID	Title	Description	Agent	User	Priority	Category	Due Date
#PRB8	Frequent complaint on Printers.	Frequent complaint on Printers.	Agent   Tom Hanks	User   Orhan Kemal	Urgent	Laptop	10 Jan 15:42
#PRB7	Security issues on client agent.	Security issues on client agent.	Agent   Michael Jackson	User   Orhan Kemal	High	Hardware	09 Jan 15:42
#PRB6	Slow network warning.	Slow network warning.	Agent   Jack Bauer	User   Orhan Kemal	Medium	Laptop	08 Jan 15:42
#PRB5	Battery problem on laptops.	Battery problem on laptops.	Agent   Tom Hanks	User   Franz Kafka	Düşük	Hardware	07 Jan 15:42
#PRB4	Disk size issue on servers.	Disk size issue on servers.	Agent   Michael Jackson	User   Orhan Kemal	Urgent	Laptop	06 Jan 15:42



# Problem Management

Thanks to the innovative (ATS®) Auto Time Spent feature, the time spent on a problem record can be calculated automatically.

Another original Servicecore development (STE®), the Servicecore Time Engine, automates time calculation and timesheet entry of active tasks and work logs. All innovations necessary for the comfortable working of technical personnel have been developed by service management experts and technical teams for this purpose.

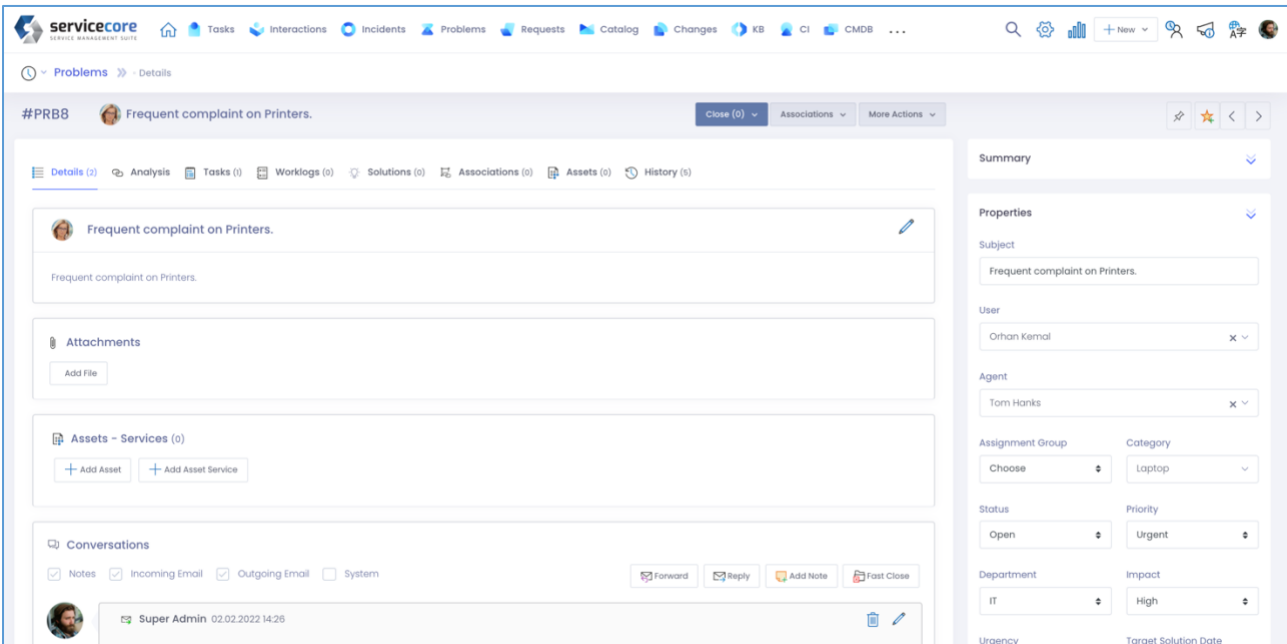
Another innovation that enables technicians to collaborate easily is the ability to share problem logs between technicians and users. In this way, all information about the same event record can be shared between both technical teams and users. On the other hand, thanks to the automatic mail fetcher (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.

(RCP®) Record Control Panel has been developed to increase the control over the 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 problem records, is also available to technicians in the problem management panel. Thanks to the active asset matching, it is possible to see all the assets related to the problem on a single screen and to take action.

In the Servicecore Problem 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.



The screenshot displays the Servicecore Problem Management interface. The main header shows the Servicecore logo and navigation tabs for Tasks, Interactions, Incidents, Problems, Requests, Catalog, Changes, KB, CI, and CMDB. The current view is 'Problems >> Details' for problem #PRB8, titled 'Frequent complaint on Printers'. The interface is divided into several sections:
 

- Summary:** Shows the problem ID (#PRB8), title, and a 'Close (0)' button.
- Properties:** A form containing fields for Subject (Frequent complaint on Printers), User (Orhan Kemal), Agent (Tom Hanks), Assignment Group (Choose), Category (Laptop), Status (Open), Priority (Urgent), Department (IT), and Impact (High).
- Attachments:** A section with an 'Add File' button.
- Assets - Services (0):** A section with '+ Add Asset' and '+ Add Asset Service' buttons.
- Conversations:** A section with checkboxes for Notes, Incoming Email, Outgoing Email, and System, and buttons for Forward, Reply, Add Note, and Fast Close. A message from 'Super Admin' dated 02.02.2022 14:26 is visible.

# 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.

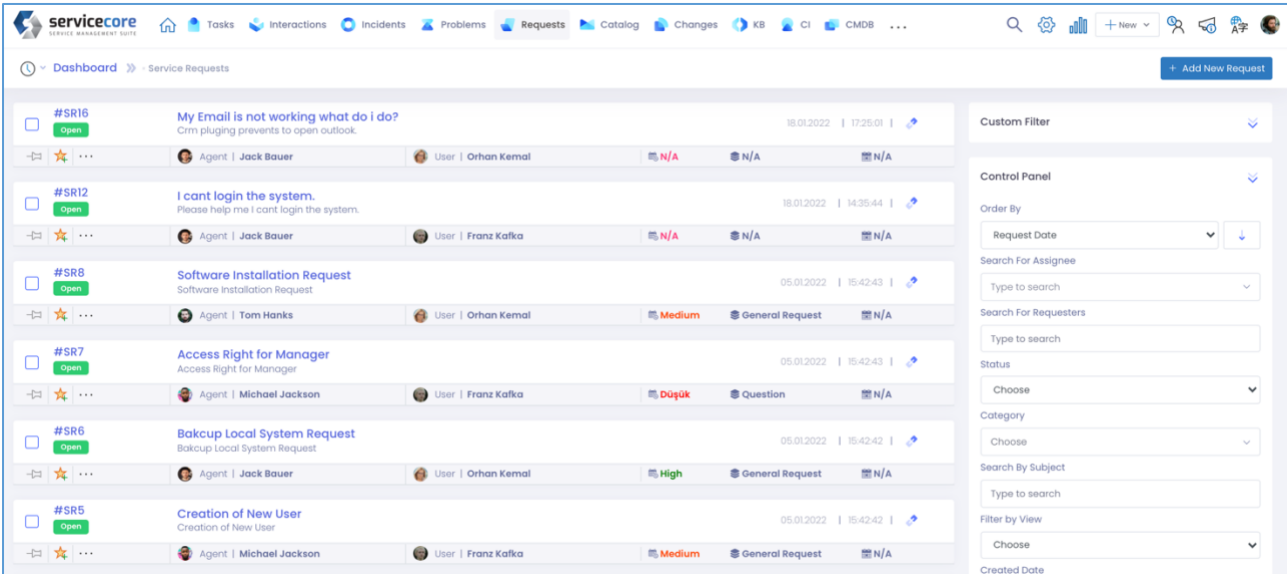
When necessary, external integrations and requests can be followed by connecting to the environments where they are followed by internal and external stakeholders on different platforms.

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.



The screenshot displays the Servicecore Request Management interface. The main area shows a list of service requests with the following details:

ID	Title	Agent	User	Priority	Category	Status	Date	Time
#SR16	My Email is not working what do i do?	Jack Bauer	Orhan Kemal	N/A	N/A	Open	18.01.2022	17:25:01
#SR12	I cant login the system.	Jack Bauer	Franz Kafka	N/A	N/A	Open	18.01.2022	14:35:44
#SR8	Software Installation Request	Tom Hanks	Orhan Kemal	Medium	General Request	Open	05.01.2022	15:42:43
#SR7	Access Right for Manager	Michael Jackson	Franz Kafka	Dușuk	Question	Open	05.01.2022	15:42:43
#SR6	Bakcup Local System Request	Jack Bauer	Orhan Kemal	High	General Request	Open	05.01.2022	15:42:42
#SR5	Creation of New User	Michael Jackson	Franz Kafka	Medium	General Request	Open	05.01.2022	15:42:42

The right-hand side of the dashboard features a 'Control Panel' with the following filters and options:

- Order By:** Request Date
- Search For Assignee:** Type to search
- Search For Requesters:** Type to search
- Status:** Choose
- Category:** Choose
- Search By Subject:** Type to search
- Filter by View:** Choose
- Created Date:** (Dropdown menu)

# 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.

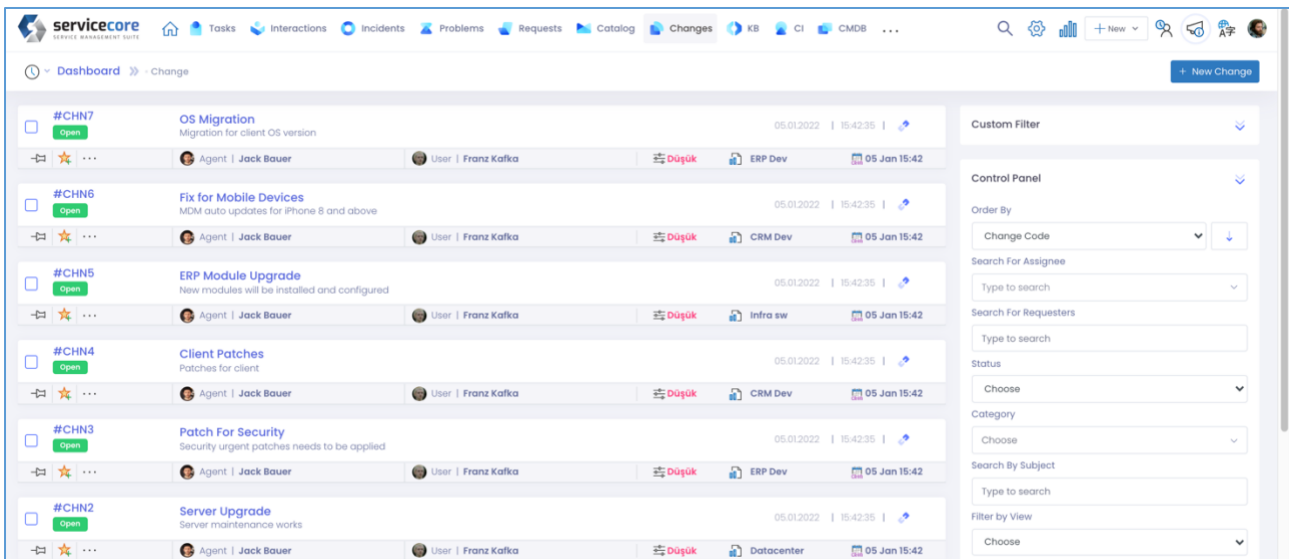
Advisory and approval processes can be sent to the change advisory board and opinions and approvals can be collected quickly via email. Advisory committees can be determined dynamically for each change. In this way, it can be ensured that every change is actually consulted with the relevant people. Thanks 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.



The screenshot displays the Servicecore Change Management interface. The top navigation bar includes various modules like Tasks, Interactions, Incidents, Problems, Requests, Catalog, Changes, KB, CI, and CMDB. The main content area shows a list of change requests with details such as ID, title, description, date, time, status, priority, and assigned users. A right-hand sidebar contains a 'Custom Filter' section and a 'Control Panel' with various search and filter options.

ID	Title	Description	Date	Time	Status	Priority	Category	Assigned To
#CHN7	OS Migration	Migration for client OS version	05.01.2022	15:42:35	Open	Düşük	ERP Dev	Agent   Jack Bauer, User   Franz Kafka
#CHN6	Fix for Mobile Devices	MDM auto updates for iPhone 8 and above	05.01.2022	15:42:35	Open	Düşük	CRM Dev	Agent   Jack Bauer, User   Franz Kafka
#CHN5	ERP Module Upgrade	New modules will be installed and configured	05.01.2022	15:42:35	Open	Düşük	Infra sw	Agent   Jack Bauer, User   Franz Kafka
#CHN4	Client Patches	Patches for client	05.01.2022	15:42:35	Open	Düşük	CRM Dev	Agent   Jack Bauer, User   Franz Kafka
#CHN3	Patch For Security	Security urgent patches needs to be applied	05.01.2022	15:42:35	Open	Düşük	ERP Dev	Agent   Jack Bauer, User   Franz Kafka
#CHN2	Server Upgrade	Server maintenance works	05.01.2022	15:42:35	Open	Düşük	Datacenter	Agent   Jack Bauer, User   Franz Kafka

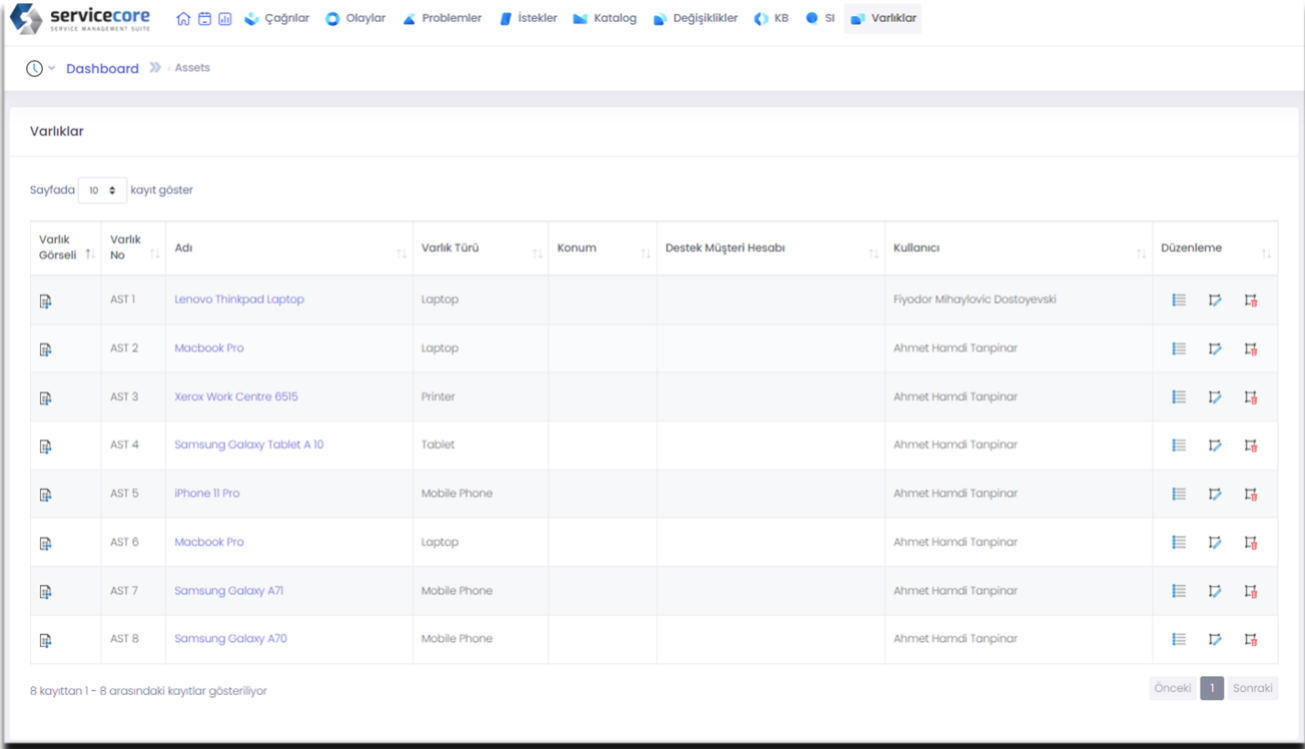


# Asset Management

























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.

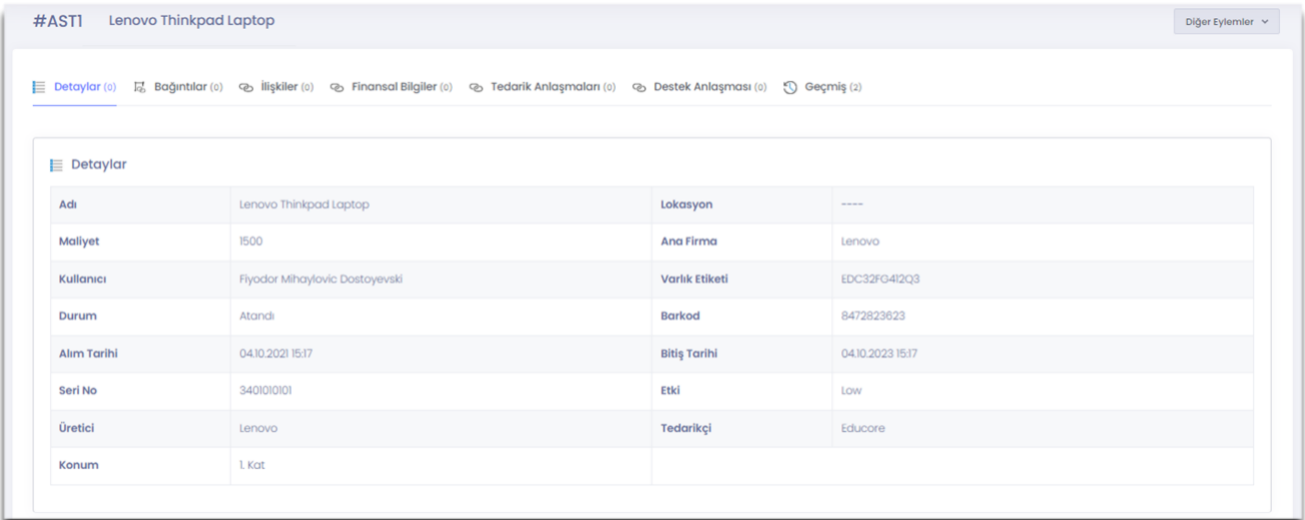
Asset module is natively integrated with all other Servicecore modules and provides up-to-date asset information needed by all other service management processes with a single click.



The screenshot shows the Servicecore Assets management interface. The top navigation bar includes the Servicecore logo and various menu items like Çağrılar, Olaylar, Problemler, İstekler, Katalog, Değişiklikler, KB, SI, and Varlıklar. The main content area is titled 'Varlıklar' and displays a table of assets. The table has columns for Varlık Görseli, Varlık No, Adı, Varlık Türü, Konum, Destek Müşteri Hesabı, Kullanıcı, and Düzenleme. The assets listed are:

Varlık Görseli	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 Tanpınar	 
	AST 3	Xerox Work Centre 6515	Printer			Ahmet Hamdi Tanpınar	 
	AST 4	Samsung Galaxy Tablet A 10	Tablet			Ahmet Hamdi Tanpınar	 
	AST 5	iPhone 11 Pro	Mobile Phone			Ahmet Hamdi Tanpınar	 
	AST 6	Macbook Pro	Laptop			Ahmet Hamdi Tanpınar	 
	AST 7	Samsung Galaxy A71	Mobile Phone			Ahmet Hamdi Tanpınar	 
	AST 8	Samsung Galaxy A70	Mobile Phone			Ahmet Hamdi Tanpınar	 

8 kayıttan 1 - 8 arasındaki kayıtlar gösteriliyor. Önceki 1 Sonraki



The screenshot shows the Servicecore Asset Details interface for a Lenovo Thinkpad Laptop. The top navigation bar includes the Servicecore logo and various menu items like Detaylar, Bağlantılar, İlişkiler, Finansal Bilgiler, Tedarik Anlaşmaları, Destek Anlaşması, and Geçmiş. The main content area is titled '#AST1 Lenovo Thinkpad Laptop' and displays a table of asset details.

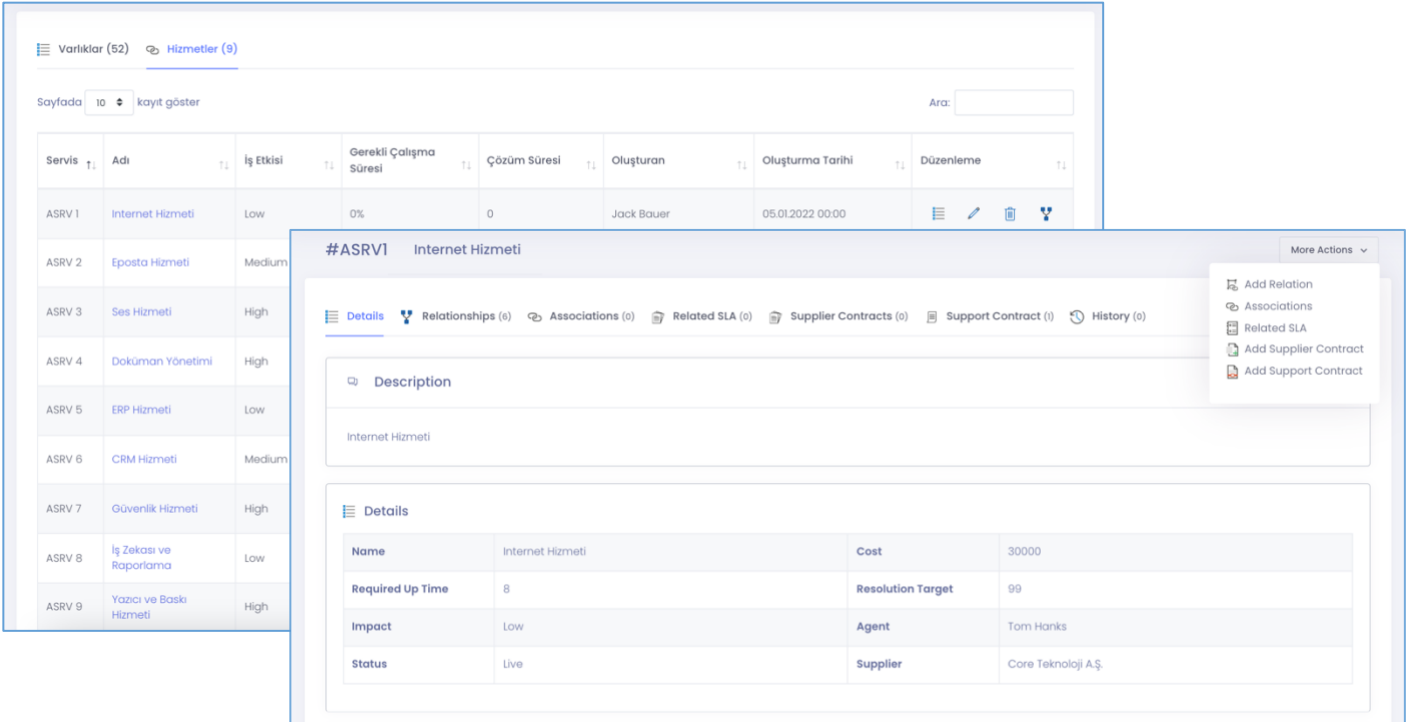
Adı	Lenovo Thinkpad Laptop	Lokasyon	----
Maliyet	1500	Ana Firma	Lenovo
Kullanıcı	Fiyodor Mihaylovic Dostoyevski	Varlık Etiketli	EDC32F0412Q3
Durum	Atandı	Barkod	8472823623
Alım Tarihi	04.10.2021 15:17	Bitiş Tarihi	04.10.2023 15:17
Seri No	3401010101	Etik	Low
Üretici	Lenovo	Tedarikçi	Educore
Konum	1. Kat		

## Configuration Management and CMDB

The most important topic in ITSM products is the services created by structuring the assets together. An important requirement of service management is up-to-date knowledge of what entities the service is created from and in what configuration it runs.

It is necessary to keep track of what happens to a service with associated events, requests, changes. In addition, all support agreements, supplier agreements and customer agreements associated with these shared services must be separately recorded and managed.

All expenditures and expenses related to the service should be recorded separately. You can easily manage all these attributes with Servicecore.



The screenshot displays the Servicecore interface. On the left, a table lists various services (ASRV) with columns for Service ID, Name, Priority, Business Hours, Resolution Time, Creator, Creation Date, and Actions. The main view shows the details for the 'Internet Hizmeti' service, including its description, a table of attributes (Name, Cost, Required Up Time, Impact, Status), and a 'More Actions' menu with options like 'Add Relation', 'Associations', 'Related SLA', 'Add Supplier Contract', and 'Add Support Contract'.

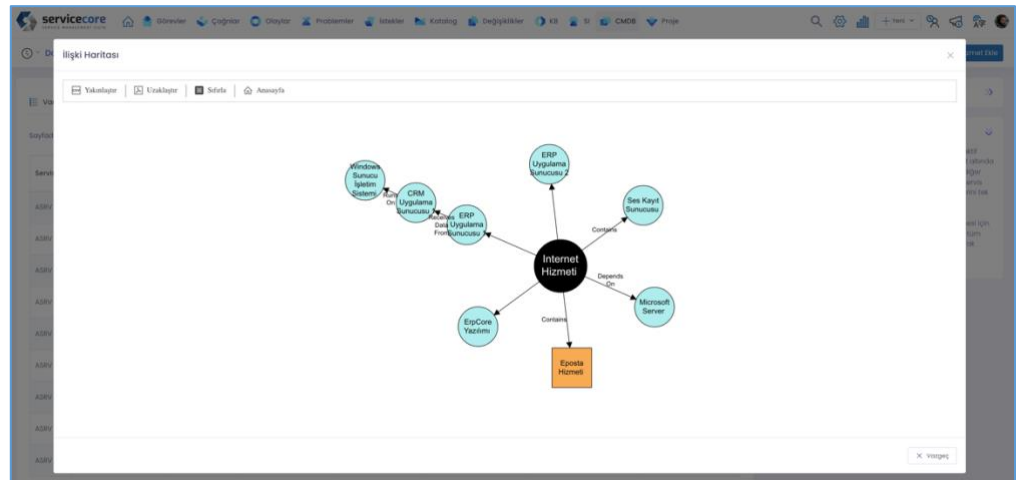
Servis	Adı	İş Etkisi	Gerekli Çalışma Süresi	Çözüm Süresi	Oluşturan	Oluşturma Tarihi	Düzenleme
ASRV 1	İnternet Hizmeti	Low	0%	0	Jack Bauer	05.01.2022 00:00	
ASRV 2	Eposta Hizmeti	Medium					
ASRV 3	Ses Hizmeti	High					
ASRV 4	Doküman Yönetimi	High					
ASRV 5	ERP Hizmeti	Low					
ASRV 6	CRM Hizmeti	Medium					
ASRV 7	Güvenlik Hizmeti	High					
ASRV 8	İş Zekası ve Raporlama	Low					
ASRV 9	Yazıcı ve Baskı Hizmeti	High					

Name	İnternet Hizmeti	Cost	30000
Required Up Time	8	Resolution Target	99
Impact	Low	Agent	Tom Hanks
Status	Live	Supplier	Core Teknoloji A.Ş.

## CMDB

To create a Configuration Management Data Base, it is necessary to define detailed attributes and relationships between services and entities.

Thanks to these relationships and configuration information, it is possible to create service maps. With the Servicecore CMDB module, both entity relations and service maps can be easily edited.



# Knowledge Management

Record your service management information with an easy-to-use and integrated knowledge base.

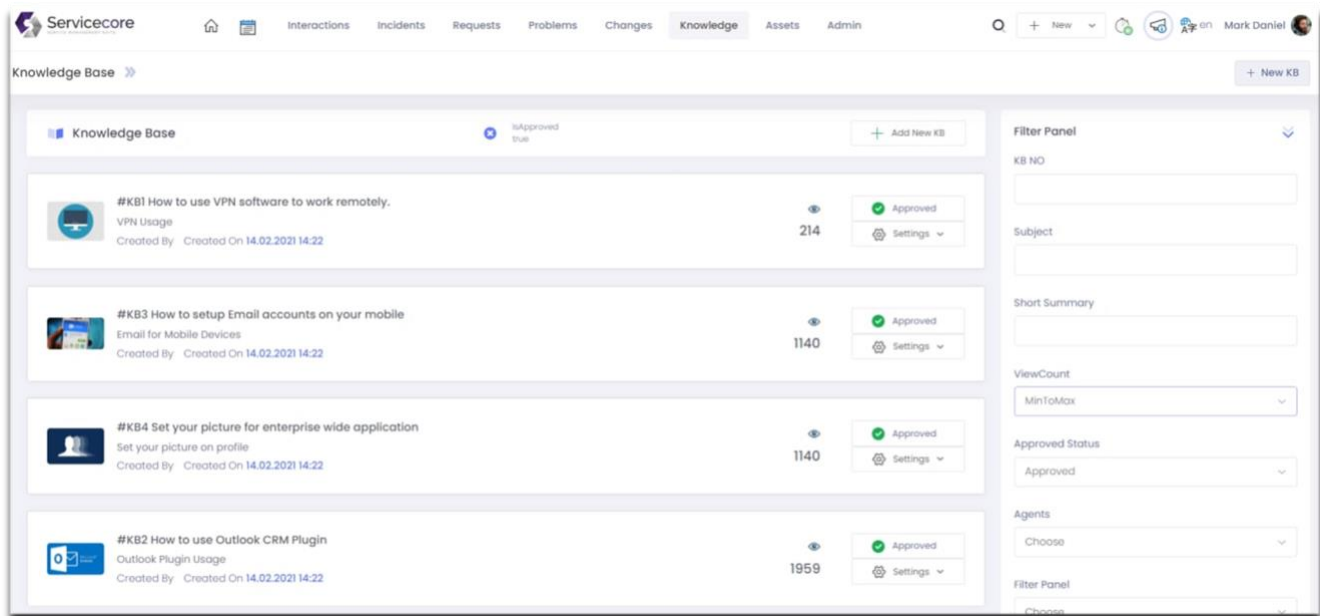
The opportunity to record the information required by all service management processes and to ensure corporate continuity and to be easily accessible from all processes.

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 self-service, the number of service calls is reduced.



# Service Catalog Management

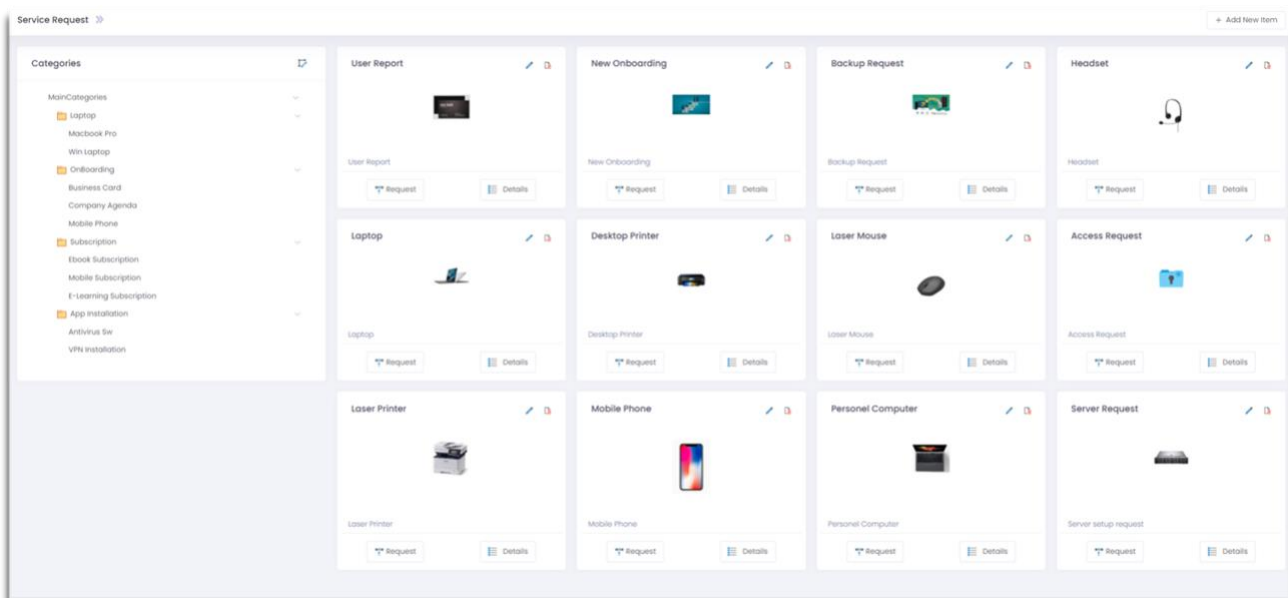
Standardize your services with advanced automation features and digitize your customer services from end to end.

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.



# Service Level Management

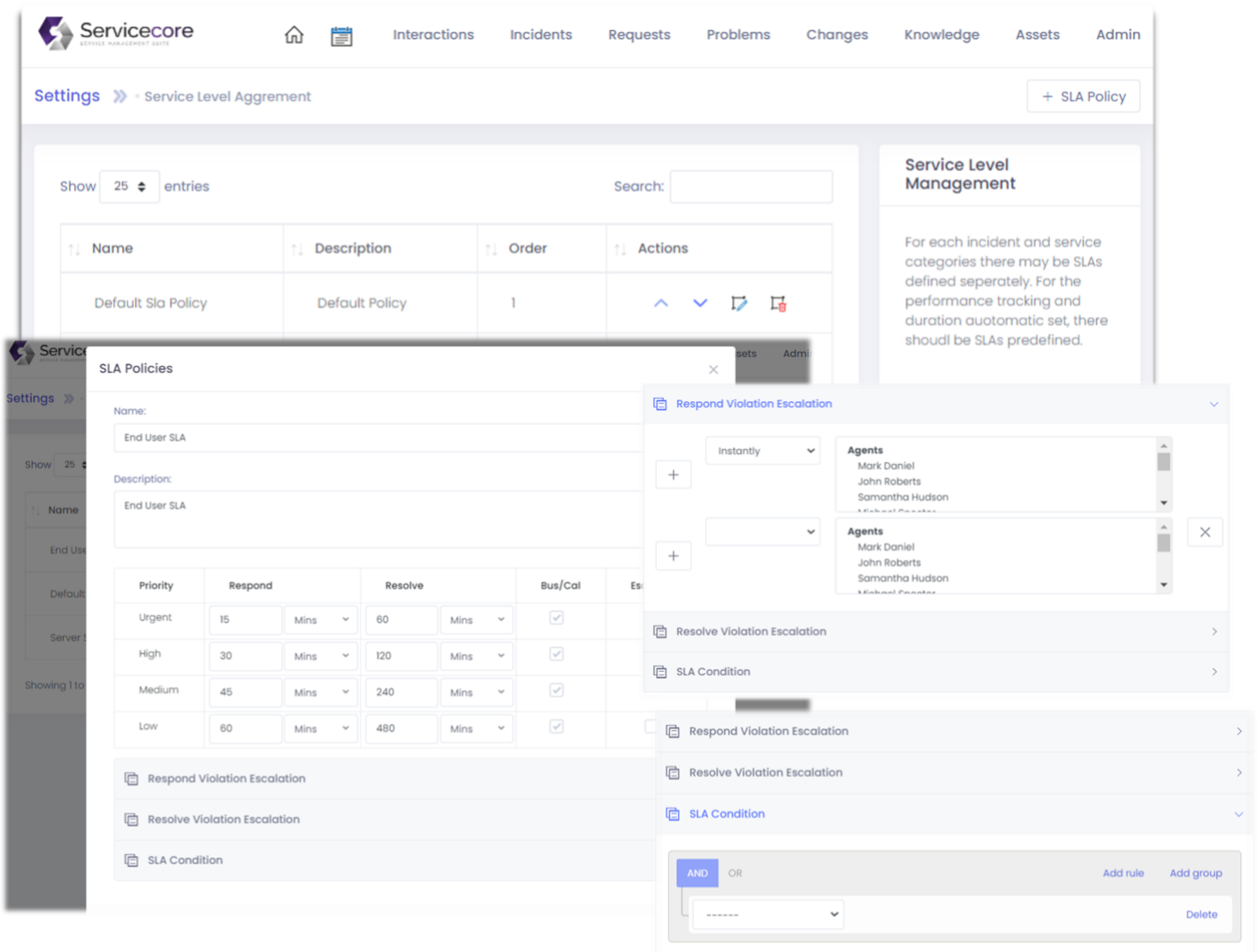
Increase the performance of all your service management processes with integrated service level management.

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 displays the Servicecore interface for managing Service Level Agreements (SLAs). The main view shows a table of SLA policies and a sidebar with a 'Service Level Management' section. Two modal windows are overlaid on the main view, showing the configuration for 'End User SLA' and 'Respond Violation Escalation'.

**Service Level Management Section:**

For each incident and service categories there may be SLAs defined separately. For the performance tracking and duration automatic set, there should be SLAs predefined.

**SLA Policies Table:**

Name	Description	Order	Actions
Default Sla Policy	Default Policy	1	[Icons]

**End User SLA Configuration Modal:**

Name: End User SLA  
Description: End User SLA

Priority	Respond	Resolve	Bus/Cal	Escalation
Urgent	15 Mins	60 Mins	<input checked="" type="checkbox"/>	
High	30 Mins	120 Mins	<input checked="" type="checkbox"/>	
Medium	45 Mins	240 Mins	<input checked="" type="checkbox"/>	
Low	60 Mins	480 Mins	<input checked="" type="checkbox"/>	

**Respond Violation Escalation Configuration Modal:**

Respond Violation Escalation: Instantly

Agents: Mark Daniel, John Roberts, Samantha Hudson, Michael Cooper

Resolve Violation Escalation: [Dropdown]

SLA Condition: [Dropdown]

Logic: AND OR [Add rule] [Add group] [Delete]



# 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.

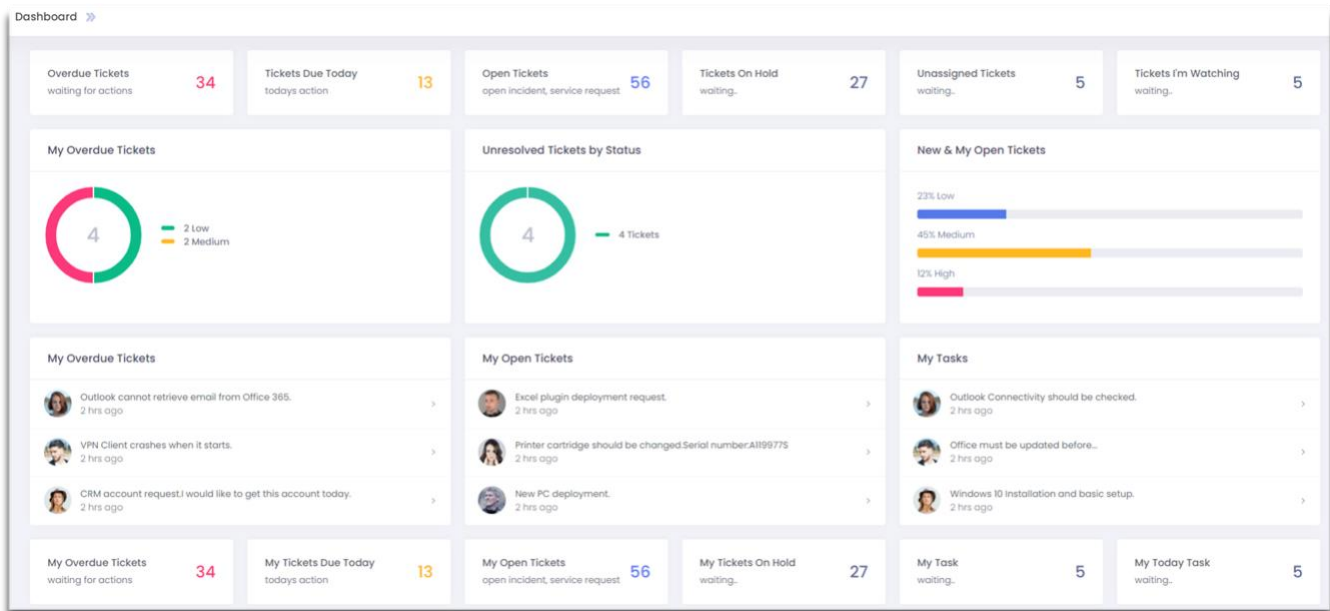
Required and commonly used reports in service management have been previously prepared and made available in the report library. Unlike classical reporting, a measurement method based on the objectives as defined in ITIL4 has been created. In addition to operational reports, strategic and analytical 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.

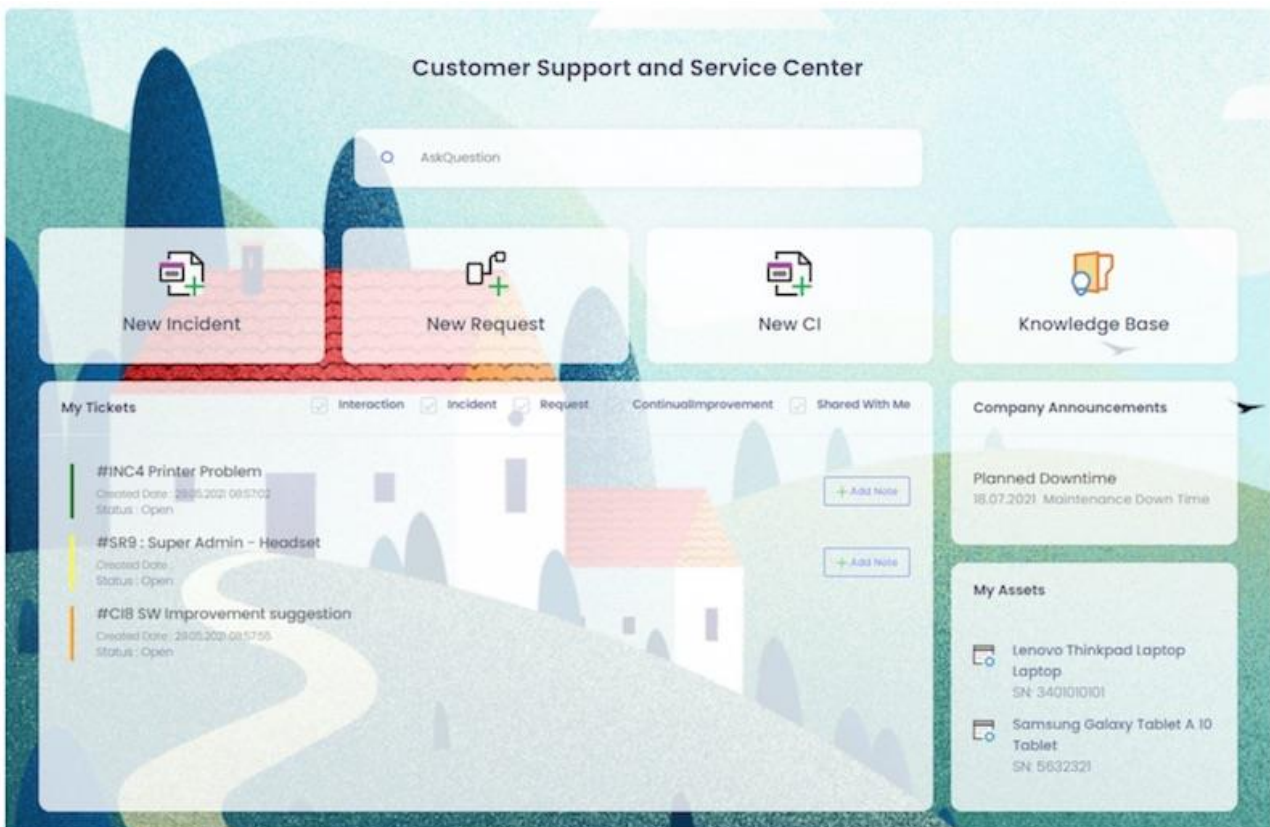
One of the indispensable needs of a professional service provider is a service access and follow-up screen they will offer to their customers and users. Increase your customer satisfaction with the easy and modern interfaces offered by Servicecore Self Service Portal.

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.

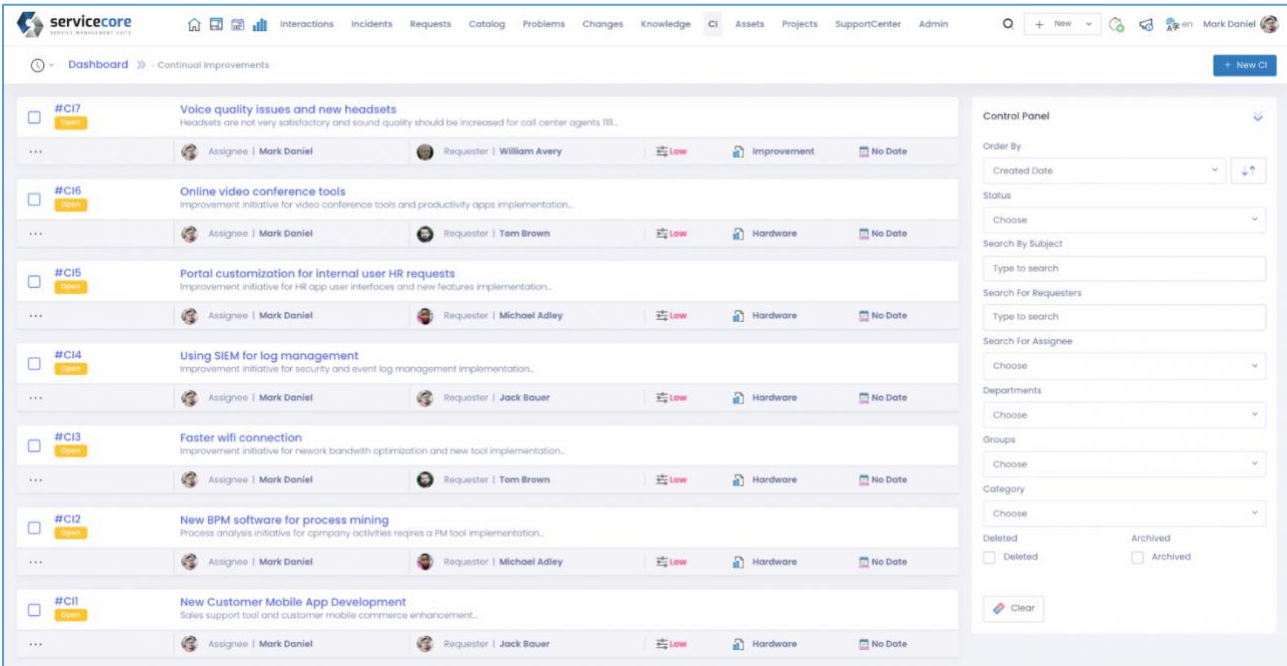


# Continual Improvement

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 screenshot displays the Servicecore CI module dashboard. The main area shows a list of improvement initiatives, each with a title, description, assignee, requester, priority, category, and due date. The initiatives listed are:

- #CI7: Voice quality issues and new headsets (Assignee: Mark Daniel, Requester: William Avery, Priority: Low, Category: Improvement, No Date)
- #CI6: Online video conference tools (Assignee: Mark Daniel, Requester: Tom Brown, Priority: Low, Category: Hardware, No Date)
- #CI5: Portal customization for internal user HR requests (Assignee: Mark Daniel, Requester: Michael Adley, Priority: Low, Category: Hardware, No Date)
- #CI4: Using SIEM for log management (Assignee: Mark Daniel, Requester: Jack Bauer, Priority: Low, Category: Hardware, No Date)
- #CI3: Faster wifi connection (Assignee: Mark Daniel, Requester: Tom Brown, Priority: Low, Category: Hardware, No Date)
- #CI2: New BPM software for process mining (Assignee: Mark Daniel, Requester: Michael Adley, Priority: Low, Category: Hardware, No Date)
- #CI1: New Customer Mobile App Development (Assignee: Mark Daniel, Requester: Jack Bauer, Priority: Low, Category: Hardware, No Date)

On the right side, there is a Control Panel with various filters and search options, including Order By (Created Date), Status, Search By Subject, Search For Requesters, Search For Assignee, Departments, Groups, Category, Deleted, and Archived checkboxes.


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.

#CI7  Voice quality issues and new headsets Close (0) More Actions

[Details \(0\)](#)
[CI Analysis](#)
[CI Evaluation](#)
[Advisory](#)
[Implementation](#)
[CI Review](#)
[Worklogs \(0\)](#)
[History \(0\)](#)

 Voice quality issues and new headsets

Headsets are not very satisfactory and sound quality should be increased for call center agents


**Attachments**  
Add File

**Notes**  
Add Note

**Details**

Subject	Voice quality issues and new headsets	Priority	Low
Status	Open	Urgency	----
Via	----	Agent Group	----
Agent	Jack Bauer	Impact	Low

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

#CI1  New Customer Mobile App Development Close (0) More Actions

[Details \(0\)](#)
[CI Analysis](#)
[CI Evaluation](#)
[Advisory](#)
[Implementation](#)
[CI Review](#)
[Worklogs \(0\)](#)
[History \(0\)](#)

**Related Objectives**  
+ Add Related Objectives

**Benefits**  
+ Add Benefits

**Efforts**  
+ Add Effort Estimation

**Costs**  
+ Add Cost

**Risks**  
+ Add Risk

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.

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.

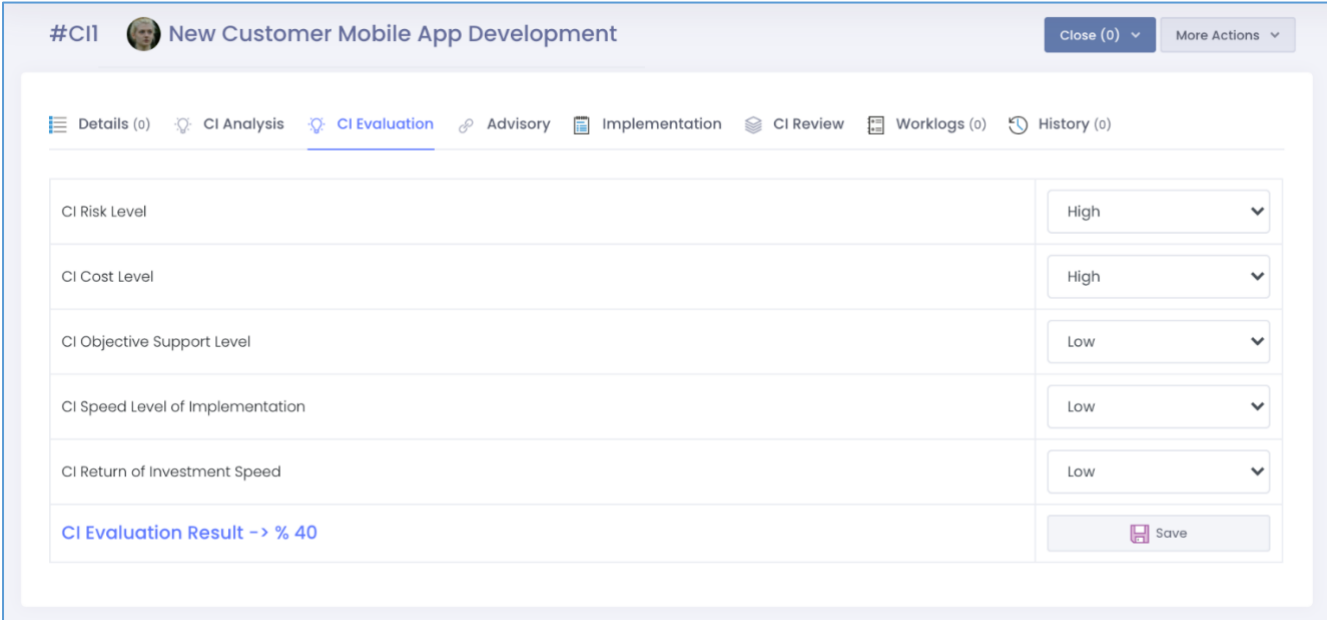
4- What are the costs?

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.



The screenshot shows the 'CI Evaluation' tab for a project titled '#CII New Customer Mobile App Development'. The interface includes a navigation bar with tabs for Details (0), CI Analysis, CI Evaluation (active), Advisory, Implementation, CI Review, Worklogs (0), and History (0). The main content area contains a table with five evaluation criteria, each with a dropdown menu and a 'Save' button at the bottom.

CI Risk Level	High
CI Cost Level	High
CI Objective Support Level	Low
CI Speed Level of Implementation	Low
CI Return of Investment Speed	Low
<b>CI Evaluation Result -&gt; % 40</b>	

Save



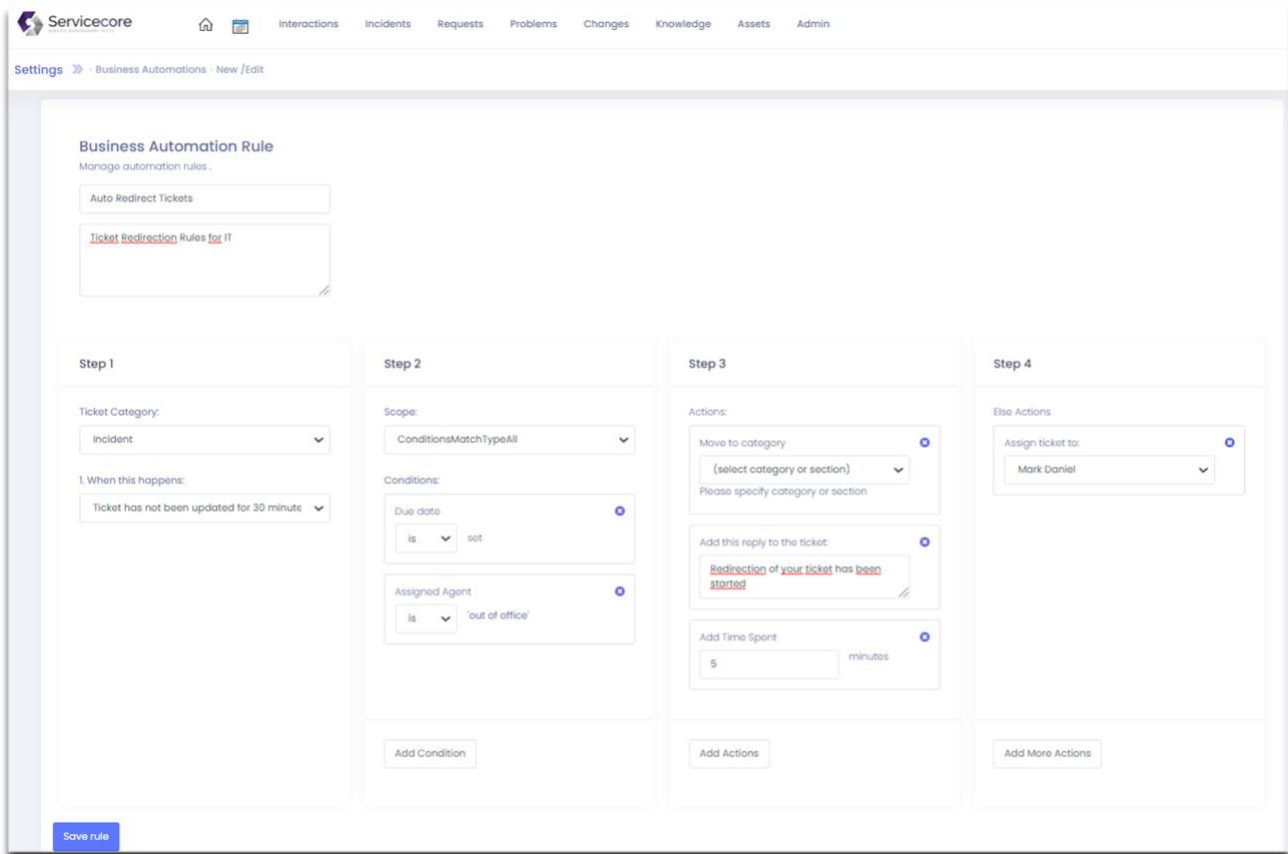
# Service Automation

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 shows the 'Business Automation Rule' configuration page in the Servicecore application. The page is titled 'Business Automation Rule' and includes a breadcrumb trail: 'Settings >> Business Automations > New / Edit'. Below the title, there are two existing rules listed: 'Auto Redirect Tickets' and 'Ticket Redirection Rules for IT'. The main configuration area is divided into four steps:

- Step 1:** 'Ticket Category:' is set to 'Incident'. Under 'When this happens:', the condition is 'Ticket has not been updated for 30 minute'.
- Step 2:** 'Scope:' is 'ConditionsMatchTypeAll'. Under 'Conditions:', there are two conditions: 'Due date is set' and 'Assigned Agent is out of office'.
- Step 3:** 'Actions:' include: 'Move to category' (with a dropdown for '(select category or section)'), 'Add this reply to the ticket' (with a text box containing 'Redirection of your ticket has been started'), and 'Add Time Spent' (set to 5 minutes).
- Step 4:** 'Else Actions' include 'Assign ticket to:' set to 'Mark Daniel'.

Buttons for 'Add Condition', 'Add Actions', and 'Add More Actions' are located at the bottom of each step. A 'Save rule' button is at the bottom left of the configuration area.

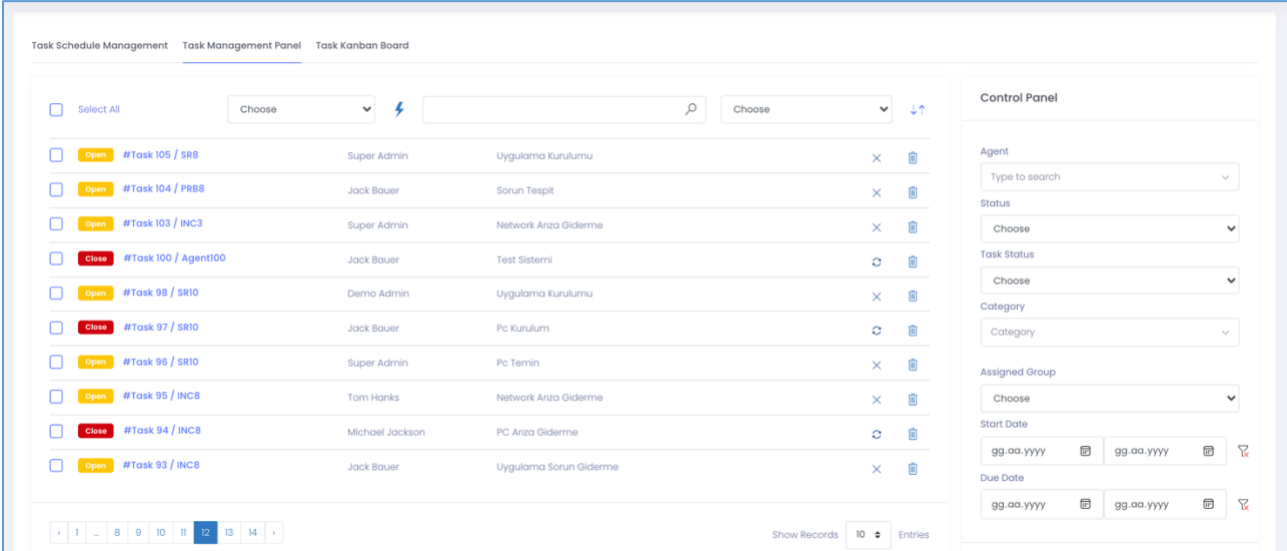
## Task Management (Workforce and Talent Management)

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.



The screenshot displays the 'Task Management Panel' interface. At the top, there are navigation tabs for 'Task Schedule Management', 'Task Management Panel', and 'Task Kanban Board'. Below the tabs, there is a search bar and a 'Select All' checkbox. The main area contains a list of tasks with columns for status (Open/Close), task ID, agent name, task description, and action icons (Close, Refresh, Delete). A 'Control Panel' on the right side includes filters for Agent, Status, Task Status, Category, Assigned Group, Start Date, and Due Date. At the bottom, there is a pagination bar showing '12' of 14 records and a 'Show Records' dropdown set to '10'.

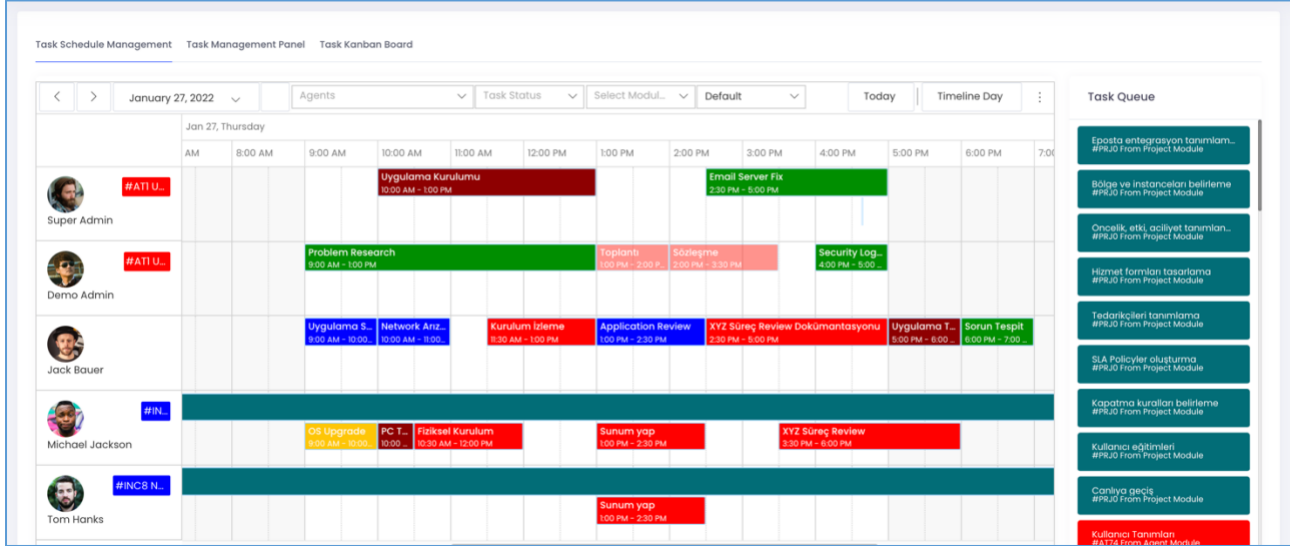
In this way, the following problems arise in institutions that work without registration and without task management:

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

A central resource/workforce and task management is required to eliminate all these problems.

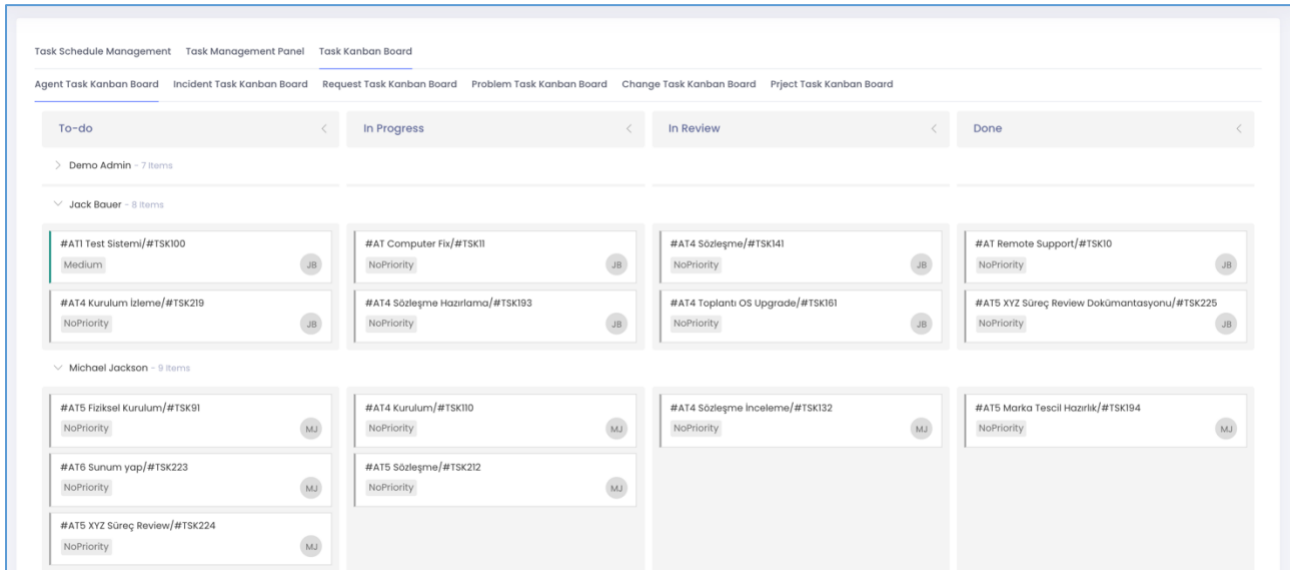
Workload and resource management is facilitated by the (WTE®) Workforce and Tasks Engine and another technology supporting this (STE®) Servicecore Time Engine.

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.



## 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.



# 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.

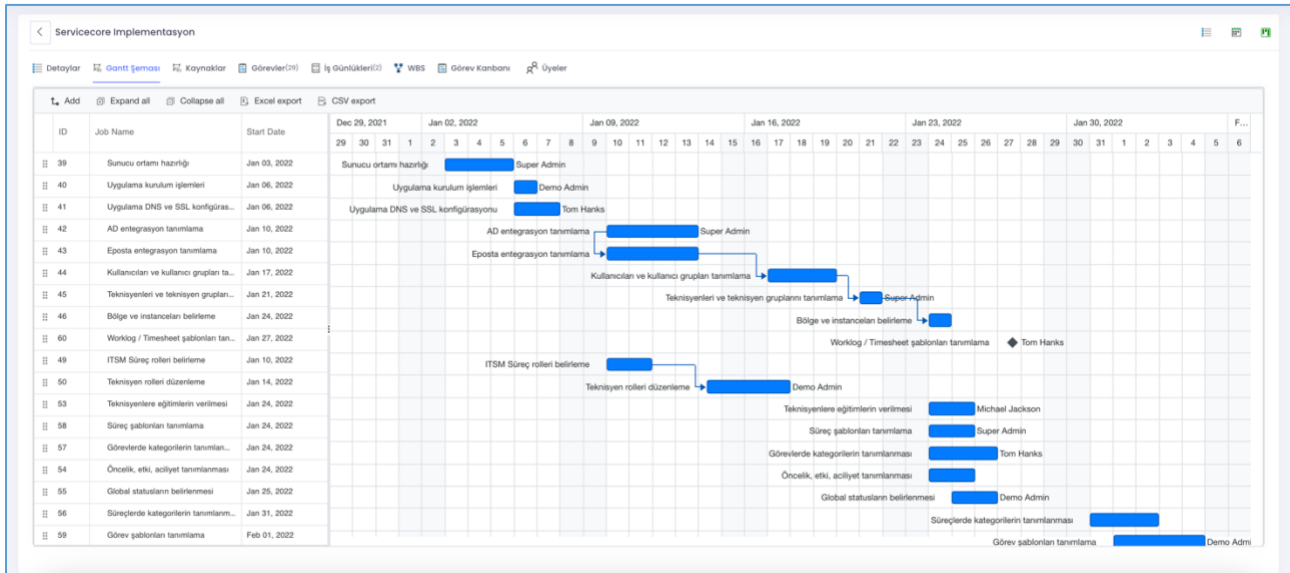
Operating project management as an integrated module in the service management platform is critical for tracking tasks on a single platform.

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

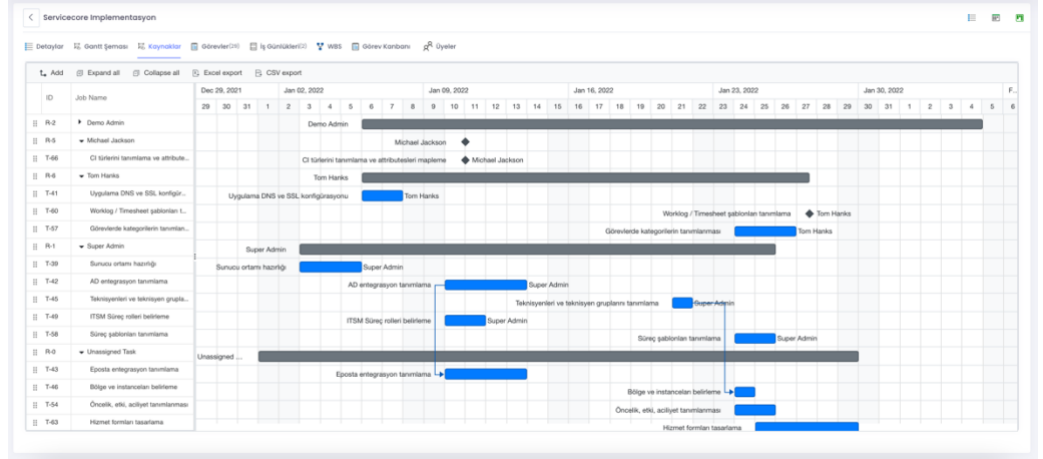
Project Team Management

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

