

ITIL

## AGILE ITIL SOFTWARE

### AGILE ITIL SERVICE DESK AND ITSM

Bring agility and control to your IT service operations and deliver exceptional service to customers across the enterprise with Agiloft's Agile ITIL Service Desk solution, certified by Pink Elephant.

Pre-configured to include processes for Service Requests, Incidents, Problems, Change Requests, Configuration Items, Purchase Requests, and more, Agiloft's ITIL Service Desk Suite provides everything your organization requires and guarantees success.

### JUMP START YOUR SERVICE DESK

Implementing a full-blown ITIL Service Desk can be a significant undertaking, and not all companies benefit from implementing the whole package. Our Agile ITIL system dramatically reduces the effort by providing an out-of-the-box, best practice ITIL solution focused on the elements of an ITIL Service Desk that provide the fastest time to value. So you can quickly implement the parts of ITIL that are most relevant to your business and simply turn off the elements that aren't yet needed, maximizing efficiency within the ITIL framework.

### WHOSE ITIL?

Any ITIL service desk should be able to map the complex relationships between assets, people, and several kinds of requests. Many ITIL software vendors offer hard coded systems designed to fit a single purpose, often restricting the flexibility of the organizations they serve. While this may be a valid way of representing the ITIL framework, the intricacies of each configuration depend on a multitude of factors and therefore most companies require a unique ITIL system. It's best to ensure that you can easily configure the software to reflect the way *you* want to manage IT services.

This is where Agiloft shines. Using our adaptive technology, you can quickly and easily make any changes you want to fit the precise needs and preferences of your business. Agiloft was designed with the full range of functionality needed to automate any complex business process, from ITIL to SOX, and from government compliance applications to CRM. The ideas that shape ITIL's best practices are fundamentally interwoven into our product.



Using our adaptive technology, you can quickly and easily make any changes you want, in order to fit the precise needs and preferences of your business.

## UTILIZE OUR EXPERIENCE

The goal of ITIL should be to give you a more efficient, robust, and less failure-prone service system.

Unfortunately, the reality is that ITIL done poorly results in a lot of burdensome processes that simply slow things down and make more work for your employees.

This is where our professional service team comes in. Our customers have repeatedly told us that one of the greatest benefits of choosing our product was the quality of advice and guidance provided by our professional services team.

We have been assisting customers with IT service management implementations for over ten years, and we have a large store of experience of what works and what doesn't.

We work with your team to understand your primary goals, then guide your team through the many structural and procedural decisions that must be made. Then we customize the application to implement those decisions. The result: a successful and efficient implementation.

### For More Information

Contact Agiloft today at 1-888-727-2209, Ext. 1 or visit our [product information page](#) to learn more about Agiloft's ITIL Service Desk.

## ABOUT AGILOFT

Over 3 million users at organizations ranging from small enterprises to U.S Government agencies and Fortune 100 companies depend on Agiloft's top rated product suites for [Contract Management](#), [Service Desk](#), [Custom Workflow](#), and more. Agiloft specializes in automating processes that are too complex for competing vendors. Our best practice templates and agile technology ensure rapid deployment and a fully extensible system. For more information, visit <https://www.agiloft.com>.

## BENEFITS

- **Our team has the proven expertise** to help you design a cost effective ITIL implementation that will provide the greatest benefit to your company.
- **Start with a best practice solution** that provides you with the full ITIL framework pre-built, and use just what you need. Agiloft is a fully integrated system that is as easy to use out of the box as any ITIL solution can be.
- **Adapts to implement ITIL your way.** Agiloft offers a flexible data model that can be rapidly customized to implement the services, relationships, and process flows that are right for your business.
- **Improve service delivery without a huge price tag.** With our rapid development platform and experienced team, we can deliver an ITIL based system quickly at an affordable cost.



Awarded “Best Overall Value”  
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## AGILE ITIL KNOWLEDGE MANAGEMENT

### AN INTEGRATED KNOWLEDGE MANAGEMENT SYSTEM

Agiloft's knowledge management module, certified by Pink Elephant, is designed to efficiently gather, review, distribute, and analyze knowledge for your organization.

### GENERAL FEATURES

- All knowledge articles related to incidents, service requests, problems, and change requests can be easily generated from requests and are accessible in a centralized repository.
- Knowledge approval processes ensure thorough articles reviews before they are published.
- Detailed reports provide critical information that increases efficiency and optimizes your knowledge management database.



Using our adaptive technology, you can quickly and easily make any changes you want, in order to fit the precise needs of your business.

### STREAMLINED ARTICLE PROCESSING

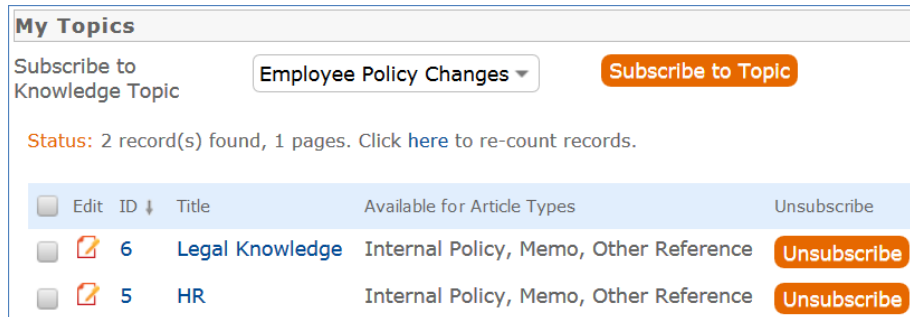
Agiloft offers innovative solutions to enhance knowledge article creation, editing, access control, and review. Features include:

- **Ability to quickly generate knowledge articles** from a resolved change request, incident, problem, or service request.
- **Customizable knowledge types and subtypes**, used to categorize and report on articles.
- **Articles that can be linked directly to related services.**
- **A range of built-in access options**, by department or on an individual basis, providing full control over which articles users can see.
- **A flexible and dynamic approval process**, allowing any number of reviewers who can approve, reject, or require changes for articles.
- **A robust revision process**, making article updates easy.

## KEEP UP-TO-DATE ON RELEVANT KNOWLEDGE

Agiloft Knowledge Management associates articles with topics and allows users to subscribe to individual topics. Features include:

- **Customizable topics** that can be linked to articles.
- **Subscription to knowledge topics**, allowing users to receive notifications when new articles are published for those topics.



## ANALYTICS TO DRIVE IMPROVEMENTS

User ratings and built-in reports highlight helpful knowledge and areas that need updates. Features include:

- **User provided article ratings**, on a scale from Out of Date to Most Helpful, and comments to explain the rating.
- **Average ratings** automatically calculated for each article.
- **Reports** summarizing the number of times a particular knowledge record or file has been viewed.
- **Reports on all knowledge by subtype**, displaying a summary of existing knowledge.
- **Ability to identify knowledge gaps** by comparing a report of incident closure categories to the existing knowledge subtypes

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## AGILE ITIL CONFIGURATION MANAGEMENT

### AGILE ITIL CONFIGURATION MANAGEMENT

Agiloft's Pink Elephant certified Configuration Management module tracks the full details about your configuration items, including their relationships. Make your data actionable by integrating with service requests, change requests, releases, incidents, problems, and knowledge management.

### CAPTURE THE IMPORTANT INFORMATION

Don't just capture hardware information. Agiloft provides the tools to track ownership, purchase, deployment, location, relationships, SLAs, and all services and tasks performed on your CI's over time.



Using our adaptive technology,  
you can quickly and easily  
make changes to fit the precise  
needs of your business.

### BENEFITS

- **Increase insight into configuration item availability** with charts and reports that show the comparative number of problems and incidents for particular CI types.
- **Reduce downtime** with preventative maintenance. Agiloft directs your maintenance schedule by providing regular reports on items due for maintenance, vendor support contracts about to expire, and so on.
- **Improve license control and auditability** by linking software items to licenses. Agiloft tracks available licenses and notifies staff when license limits are about to be exceeded.
- **Manage all IT configuration items** with a centralized repository of CI information. Link CI's to users, teams, or any record for integrated IT process control and management.
- **Improve response times** with a system that integrates with your service desk, so technicians can see the details and history of a CI at a glance.

## MONITOR CONFIGURATION ITEM CHANGES

Important updates to CIs are automatically tracked and summarized in views and reports.

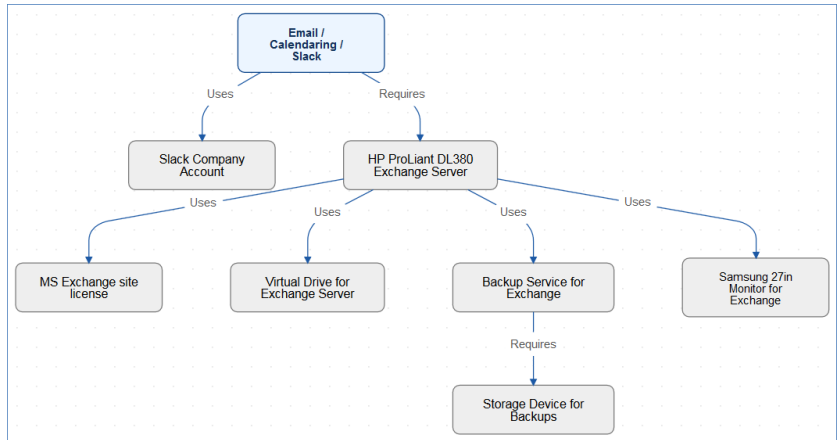
CI Change Log							
Edit	ID	CI Name	Field Name	Old Value	New Value	Date Changed	Change Made By
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<input type="checkbox"/>	<a href="#">241</a>	Firewall Server 1	Memory (Gb)	128	64	Sep 22 2016 11:16	Agiloft System
<input type="checkbox"/>	<a href="#">240</a>	Firewall Server 1	Hostname	firewall.example.com	firewall1.example.com	Sep 22 2016 11:16	Agiloft System
<input type="checkbox"/>	<a href="#">26</a>	Firewall Server 1	Memory (Gb)	64	128	Sep 14 2016 16:50	Agiloft System



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## VISUAL REPRESENTATIONS OF CI RELATIONSHIPS

Display relationships in diagrams to quickly show all of dependencies and impacts for a given configuration item taken offline.



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## AGILE ITIL SERVICE OPERATION

### ITIL SERVICE OPERATION MADE EASY

Bring agility and control to your service operation while delivering exceptional customer service with Agiloft's ITIL Service Operation offering, including Request Fulfillment, Incident Management, Problem Management, and Event Management, all certified by Pink Elephant.

### FAST TIME TO VALUE

The Service Operation elements of ITIL provide excellent value by improving customer service, reducing downtime, and increasing efficiency. Agiloft provides an out-of-the-box, best practice solution to help you get started.



### Pink ITIL Certified processes:

- Request Fulfillment
- Incident Management
- Problem Management
- Event Management

### GENERAL FEATURES

- **Integrated service level management** that sets targets based on priority and user. Service and configuration items ensure that issues are addressed in the ideal order.
- **Automatic escalation and notifications** keep staff informed about upcoming SLA breaches and on track for meeting response targets.
- **Built-in reports and dashboards** provide a full picture of the current service operation status.
- **Automated assignment of priority** based on urgency and impact.

### SERVICE FULFILLMENT

Service requests capture necessary information to provide the most efficient response, enabling fast turnaround times and improved customer satisfaction. Features include:

- Service Catalogue that defines the services offered and any approvals or task workflows associated with the service.
- One-button creation of a linked incident or knowledge article from a service request.
- Links to existing knowledge articles, configuration items, and the purchase catalogue for a fully integrated system.
- Cost management and time tracking for service billing.

## INCIDENT MANAGEMENT

Agiloft's incident management has everything you need to effectively solve problems, whether they affect one user or the whole enterprise.

Features include:

- Automatic assignment based on problem type and/or configuration item.
- Links to knowledge articles for quicker resolutions.
- One-click creation of service requests, problems, change requests, and knowledge articles from within an incident.
- Automatic creation and closure of incidents based on event type and event updates.



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## AGILE ITIL CHANGE MANAGEMENT AND RELEASE MANAGEMENT

### AGILE SERVICE TRANSITION HELPS MANAGE CHANGE

Increase visibility and improve change planning with Agiloft's best practice Service Transition offerings for Change Management and Release Management, both certified by Pink Elephant.

### MANAGING CHANGE EFFECTIVELY REQUIRES THE RIGHT TOOLS

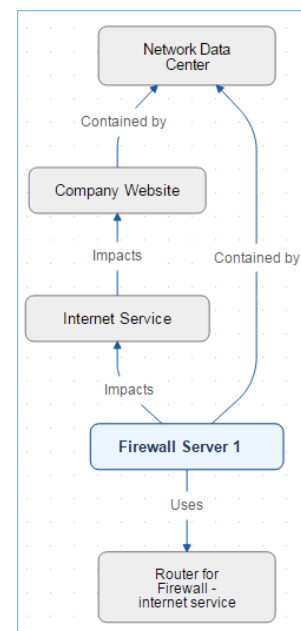
Many organizations struggle with implementing change efficiently. Planning and oversight failures often result in unexpected downtime, productivity loss, and unhappy customers. Agiloft offers an ideal combination of structure and flexibility, with a change management system that fits your company goals.



Make ITIL work for you with Agiloft's Pink Certified Change and Release Management systems.

### CHANGE MANAGEMENT FEATURES

- Visualize the planned schedule of changes with standard reports and dashboards.
- Easily link multiple configuration items into a change request.
- View change impacts with configuration item diagrams showing relationships between affected configuration items:
- Generate approvals based on predefined workflows associated with services.
- Automatically generate tasks for each of the selected configuration items.
- Automate priority based on type of change, impact, and urgency.
- Generate calendar entries from scheduled change events and display them within your desktop calendar.
- Group changes into releases for effective planning.

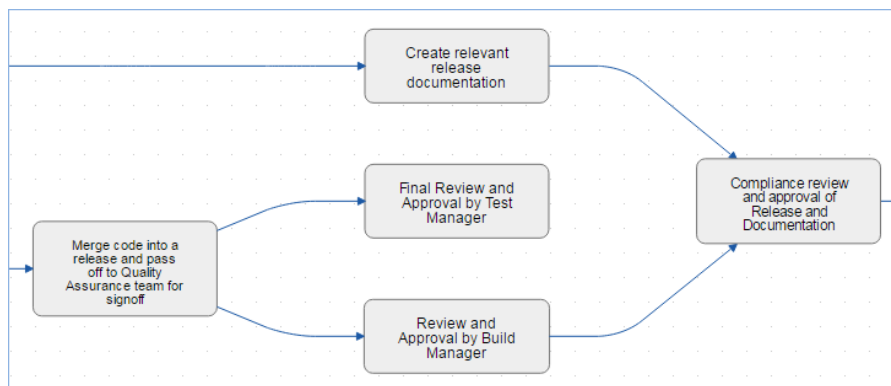


## RELEASE MANAGEMENT

Use release management to organize a set of change requests into a successful and efficient rollout. All necessary approvals are obtained and necessary tasks are completed with customizable workflows.

## RELEASE MANAGEMENT FEATURES

- Capture information related to the release (configuration items, definitive media, change requests, service requests, incidents, baselines, and knowledge articles) in one place.
- Link multiple change requests to the release and gain visibility into configuration items and tasks for the change requests.
- Sophisticated task and approval workflows with multiple branches and visual diagramming:



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