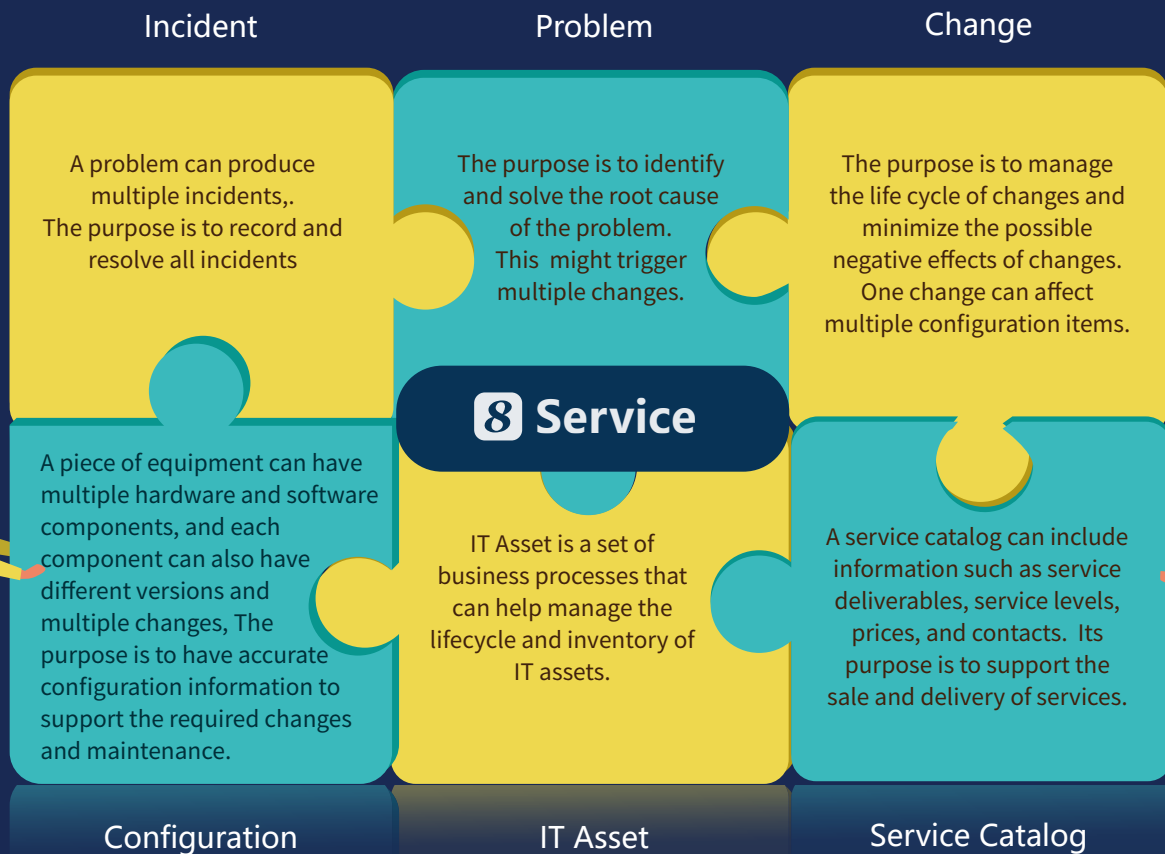


8 Service Management

It can improve your service center management,
product warranty management
and service spare parts management capabilities.

8 Service Management



8 Service Management is based on Service and ITIL standards and is suitable for both IT and non-IT industries. It can provide the following advantages:

- Clear roles and responsibilities
- Provide better service at lower cost
- Improve productivity
- Increase the ability to identify and solve problems
- Improve end customer satisfaction

8 Service Management can enhance the company's ability to identify and solve problems, improve customer satisfaction and employee satisfaction, and allow employees to work happily, thereby increasing employee productivity and bringing business value to the company.

Incident Management

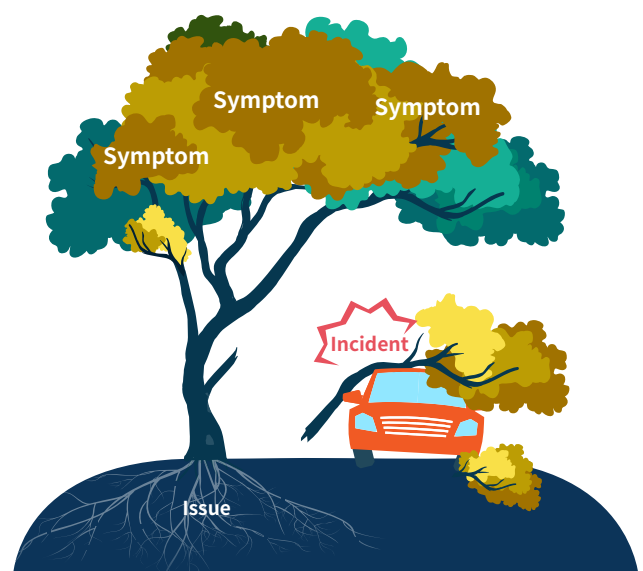


Incident Management is a process area of the Service standard. The most important goal of the Incident Management process is to restore normal service operations as soon as possible and minimize failures. Incident Management provides the following functions:

- **Customer Self-service Portal** — Customers can directly make a request in the support portal of the IT service desk and customize it.
- **Warranty Policy Management** — Identify the serial numbers of products and components, and find out the warranty policies or replacement periods and conditions of products and components.
- **Service Level Agreement (SLA) Management** — Set up multiple SLA policies, create task deadlines, and resolve trouble tickets based on priority.
- **Incident Record** — record all important information (including the exact location of the device), so that the first service visit after the incident can be carried out smoothly.
- **Task Assignment and monitoring** — Assign tasks according to the type of service and the corresponding service process. Since the process may involve multiple tasks, the tasks have a sequence and require different technical personnel. Assignment, central monitoring and mutual monitoring are carried out at the same time, and the process may be Due to the emergence of special circumstances, additional tasks and manpower are required, so task assignment and monitoring are cross-occurring.

Problem Management

One problem can cause multiple incidents, and the resolution of the incident can be a workaround. The solution to the problem must be a complete and permanent solution. Incidents or problems must be fixed through a change request (CR). In the process of change, configuration and asset management are inevitably involved. Issues, incidents, change requests and configuration and asset management are very closely related.



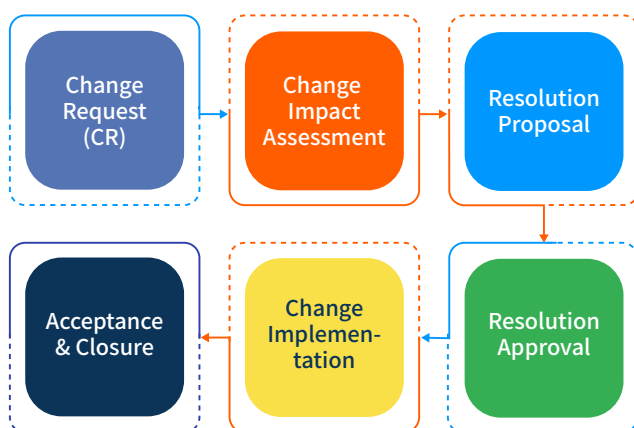
If they are divided into four independent modules, the system will be complicated and difficult to use.

8 service management cleverly designs them into a native one. If they need to be used independently, they can also be used separately. **8** problem management can help you analyze the root cause (Root Cause Analysis), and permanently identify, track and resolve recurring incidents. **8** problem management can be active management or passive management. It is recommended that companies take the initiative in problem management to prevent accidents. The process of **8** problem management is as follows:

- Problem record
- Problem detection
- Investigation and diagnosis (such as using problem separation methods to find out exactly where the problem occurred)
- Solution (temporary and permanent)
- Review and implementation (assess impact, approval and implementation through change management)
- Close question

8 Problem Management can work together with **8** Incident Management, **8** Change Management, and **8** Configuration and Asset Management to maximize effective problem management.

Change Management



8 Change Management can help you minimize failed changes and reduce the cost of each change. It allows you to simply approve low-risk changes, thereby improving process efficiency. For complex changes, the approval of the Change Advisory Board is required.

8 Change Management uses a formal process to complete changes. It works in the following ways:

- Ensure that the benefits and risks of all proposed changes are evaluated and all impacts are considered

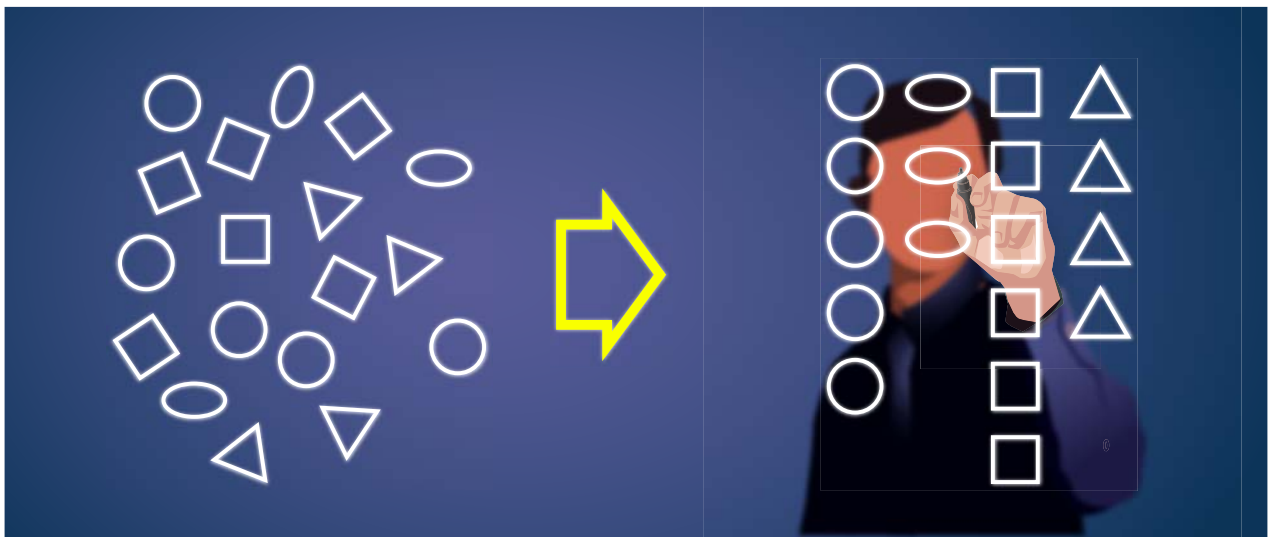
Determine the priority of changes and allocate limited resources to the changes that generate the greatest benefits based on business needs

- All changes are required to be fully tested, and each deployment includes a rollback plan to restore the state of the environment if the deployment fails
- Ensure that the configuration management system is updated to reflect the impact of the change

A complex change may involve multiple sub-changes, and these sub-changes may be responsible by members of different departments. **8** Change Management supports related changes. Some parent changes can be completed without waiting for the completion of the child changes, while some parent changes must be completed after all the child changes are completed.

A change can be a short-lived workaround designed to quickly resolve the incident, or it can be a complete and permanent solution to the problem. Therefore, **8** Change Management can work closely with **8** Incident Management and **8** Problem Management. Changes are also closely related to the hardware and software configuration of the device, so **8** Change Management can also work closely with **8** Configuration and Asset Management.

Configuration Management



Configuration Items (CI) are all the components that need to be managed to deliver a service.

8 Configuration Management supports CI's that vary greatly in size and type, from the entire service or system (including all hardware, software, documentation, and support personnel) to individual software modules or secondary hardware components. **8** Configuration Management also provides the following systematic methods to help manage CI:

- Collect and maintain accurate and organized records of CI's in the environment to prevent configuration errors.
- Provide effective information to facilitate employees to verify CI information on a regular basis.

Configuration management is essential to the entire service management. If the CI information is not recorded correctly or not accurately shared with all stakeholders, other practices (such as incident management, problem management and change management) will be invalid.

Understanding the value of **8** Configuration Management and the need for investment in CI management can help you more effectively meet the needs of customers and other stakeholders.

IT Asset Management



8 IT Asset Management provides a set of business processes that help you manage the lifecycle and inventory of IT assets in your organization. It helps ensure assets are accounted for, deployed, maintained, upgraded, and disposed of when the time comes. When properly applied, it can help your organization to lower IT costs, reduce IT risk and improve its productivity.

Service Catalog

8 Service Catalog provides the following information to let customers understand your services in depth, promote sales and support services:

- **Service name** — the name of the service referenced by the service provider and service consumer
- **Service description** — Summarize the service function and the results that the function can help service users achieves
- **Service type** — how to classify services based on products
- **Service level** — the expected service performance target that the service provider expects to achieve
- **Service fee** — the expected cost of service users accessing/using the service
- **Service time** — the time period during which the service provider can provide the service
- **Service support** — how service users expect service providers to provide services



Using a well-organized service catalog to fulfill customer requests can bring the following benefits to your business:

- **Centralized management of requests** — whether the customer wants to apply for access to the application, or want to obtain spare parts, or want to buy new equipment, the service catalog is a good reference material, you can see all the products provided by the IT department or other departments And the service, and the processing method related to the request.
- **Simplify the user service acquisition process** — Customers can obtain the services they need when they apply for them, and they don't have to worry about the process of providing services.
- **Provide self-service** — The service catalog provides detailed information about customer requests (description, price, delivery, approval, etc.) and its application status. Its use enhances customers' self-service capabilities, reduces management costs, and improves user experience.

- **Improve business processes** — Each product or service can have a unique processing process based on the data provided by the customer. Processing registration for training is different from processing PC configuration.
- **Better control of the process** — One of the main requirements of the service department is to have the greatest degree of control over the entire operation. Using the service catalog in the request management process, you can track the entire process from application to delivery, and record all intermediate steps.
- **Supply standardization** — One of the important benefits of using the service catalog is that it can provide additional products and services to all customers. For example, it eliminates the possibility of people who don't have access to the application accessing the application and simplifies the configuration of each customer's profile. The catalog reduces the workload by eliminating the handling of incorrect applications.
- **Reduce costs** — A high-quality service catalog reduces the time required for customers to process applications. Customers can handle these applications more efficiently, and the most senior IT staff can focus on tasks that bring higher value to the enterprise, thereby reducing overall operating costs.
- **Improve financial management** — The service catalog centrally handles all requests, helping to allocate costs related to the corresponding department or business. Understand the price of each product or service, so that employees in each area can more accurately formulate budgets.
- **Improve customer satisfaction** — The service catalog provides customers with a place where they can view all the products and services provided by IT, where they can send requests, and they can be informed about the status of the request at any time. This not only improves the management of service delivery, but also greatly improves customer satisfaction.
- **Maximize business benefits** — The IT service catalog outlines the service content, including service characteristics and service goals. This type of information helps to closely integrate IT services with business strategies, and thus makes a huge contribution to the realization of corporate goals.

Service Feature List

Feature	Description
Service Mgmt	
Service Ticket (Incident) Mgmt	Support to record basic info such as subject, ID, requestor, urgency, impact and priority.
	Allow clients to submit calls such as questions, inquiries, complaints and incidents to the service desk and allow the service desk to reply and follow up the calls.
	Allow to record service levels, action and acceptance.
	Allow the service desk to communicate to the client in real-time.
	Allow clients to escalate calls to the service manager.
	Allow to check the service ticket related report, such as Service Ticket Count Summary.
Catalog Mgmt	Allow to record service catalogs that include service name, description, service category, service level and so on.
	Support to check service catalogs through the table view or the kanban view.
CI Mgmt	Allow to add configuration items for products/services, and record service provider, service termination date and other information.
	Support adding sub-configuration items to a configuration item.
Change Request Mgmt	
Change Request	Support registration and processing of change requests for product defects and enhancements.
Severity & Urgency Queue	Allow to define the severity of the change requests, provide urgency queue function to manage the change requests and to control the access rights.
Approval	Allow to customize the change request approval flow of the group.
Audit Trail	Provide audit trail to record all the changes of the change requests.
Asset Mgmt	
Registration	Support to record fixed asset info including name and usage status.
Maintenance, Donation & Scrap	Allow to submit and approve maintenance, donation and scrapping sheets.
Check	Allow to add fixed asset check forms based on internal groups and record checking person, checking date, results, etc.
	Allow to submit the fixed asset check forms for approval.
Product and Inventory Mgmt	
Product Info Mgmt	Able to store and maintain product info such as product family, product name, product supplier, product price, etc. in Item Master.
Inventory Mgmt	Support to adjust product inventory and record inventory request, transfer, return and stock receipt in the system.
	Support to record stocktake and check the number of normal products, abnormal products, inventory profit products and inventory loss products.

Organization Chart and Form & Flow	
Org Chart	Allow to define and update multi-level org chart with detailed info for each organization.
	Allow to drill down to department, sub-department and employee info details.
Form & Flow	Support user-defined form types and approval flow.
	Support to submit the completed forms for approval.



8 can provide best combination of standard products & redevelopment services for enterprise management and over 500 corporations in Asia are using our following modules on-premises or SaaS:

8 CRM : Corporate Client CRM and Consumer CRM

8 Service : Service Management

8 SRM : Supplier Management, e-Procurement and e-Tender

8 PPM : Project and Portfolio Management

8 New Way : Visual Agile and Lean

8 Timesheet : Resource Time and Cost Management

8 EDMS : Electronic Document Management System

8 OA : Office Automation

8 HCM : Human Capital Management

8 All-in-one : Enterprise Full Automation