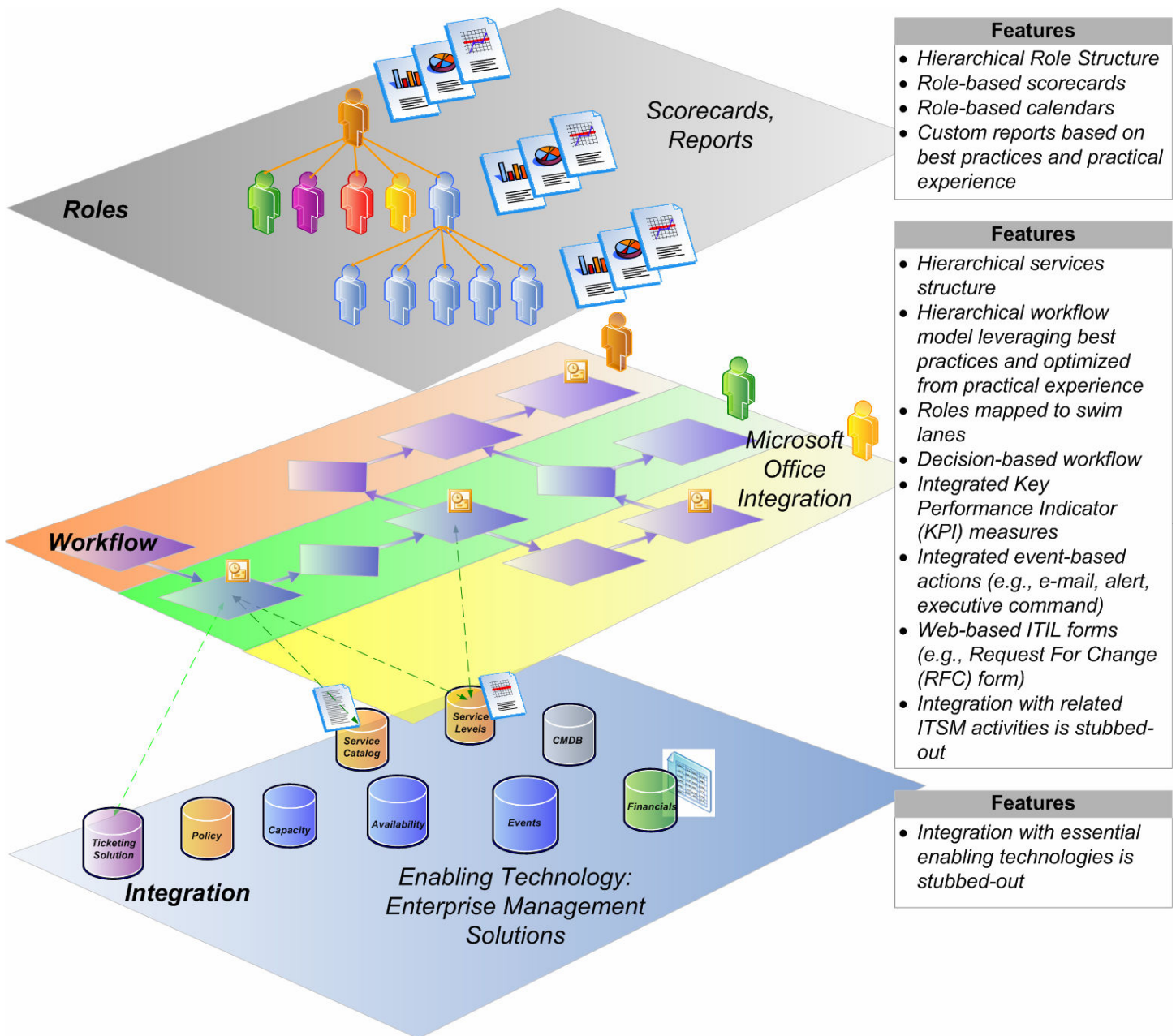


FEATURES OF ITSM BPM TEMPLATES



Template Features

Covestic's IT Service Management (ITSM) Business Process Management (BPM) templates combine practical workflows and leverage our extensive IT Infrastructure Library (ITIL) implementation experience. Covestic's ITSM BPM templates will enable you to significantly reduce the time, effort, and cost to implement and optimize IT Service Management processes.



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FEATURES OF ITSM BPM TEMPLATES



Description of Features

The table below provides a description of the features of the ITSM BPM templates.

Feature	Description
Hierarchical role structure	Capability to define a structure of roles that allows a parent / child relationship between roles. For example, the direct reports of a manager can have their responsibilities roll up to the parent manager. You can have any number of parent / child relationships.
Role-based scorecards	Every role can have a unique scorecard (report) associated with their assigned responsibilities.
Role-based calendars	Every role can have a unique calendar (working time) that allows for shift work and global time implementations with respect to service level agreements.
Custom reports	Ability to create custom reports based on all available data collected.
Hierarchical services structure	Ability to create a parent service that is comprised of any number of child services. There can be any number of layers to these relationships.
Hierarchical workflow model	Ability to create parent workflow that is comprised of any number of child workflows. There can be any number of layers to these relationships.
Roles mapped to swim lanes	The individual roles are mapped to workflow activities. A role is accountable for every activity within a swim lane.
Decision-based workflow	Ability to create decision points in the business logic of the workflow (process).
Integrated KPI measures	Key Performance Indicator (KPI) measures can be inserted into the workflow at any point to allow for the collection and reporting of metrics. KPIs are built into the templates for each ITIL process.
Integrated event-based actions	The ability to invoke event-based actions (e-mail, alert, executive command, etc.) at any point during the progression through the workflow.
Web-based forms	All workflow (process) forms can be generated through a click and drag WYSIWYG interface. For ITIL Change Management the following forms are build-in: RFC (Request For Change), FSC (Forward Schedule of Changes), PSA (Projected Service Availability), PIR (Post-Implementation Review)
Integration with related ITIL processes is stubbed-out	The workflow for an ITSM process can be implemented with the appropriate shell to interface with another ITSM process. For example, a listing of related incidents could be available when creating a Request For Change (RFC). The list without an interface to the ticketing system can be created for future integration.
Integration with enabling technologies is stubbed-out	The workflow for an ITSM process can be implemented with the appropriate shell to interface with enabling technology. For example a listing of related CIs could be available when creating an RFC. The list without an interface to the CMDB can be created for future integration. Common APIs into Tivoli, MOM, SMS, etc., are available.



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