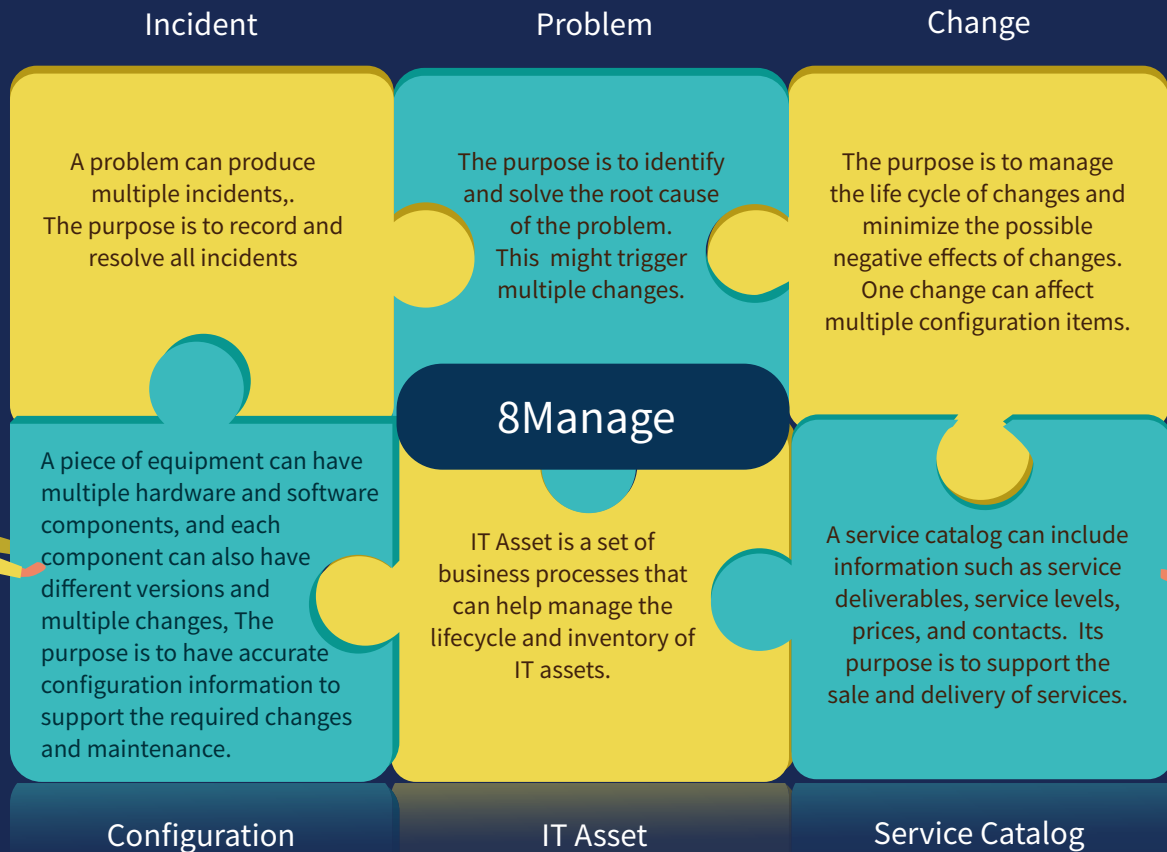# 8Manage
Service Management

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

*8M*anage **Service Management**

Incident

A problem can produce multiple incidents,.
The purpose is to record and resolve all incidents

Problem

The purpose is to identify and solve the root cause of the problem.
This might trigger multiple changes.

Change

The purpose is to manage the life cycle of changes and minimize the possible negative effects of changes. One change can affect multiple configuration items.

8Manage

A piece of equipment can have multiple hardware and software components, and each component can also have different versions and multiple changes, The purpose is to have accurate configuration information to support the required changes and maintenance.

IT Asset is a set of business processes that can help manage the lifecycle and inventory of IT assets.

A service catalog can include information such as service deliverables, service levels, prices, and contacts. Its purpose is to support the sale and delivery of services.

Configuration

IT Asset

Service Catalog

8Manage Service Management is based on ITSM 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

8Manage 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.
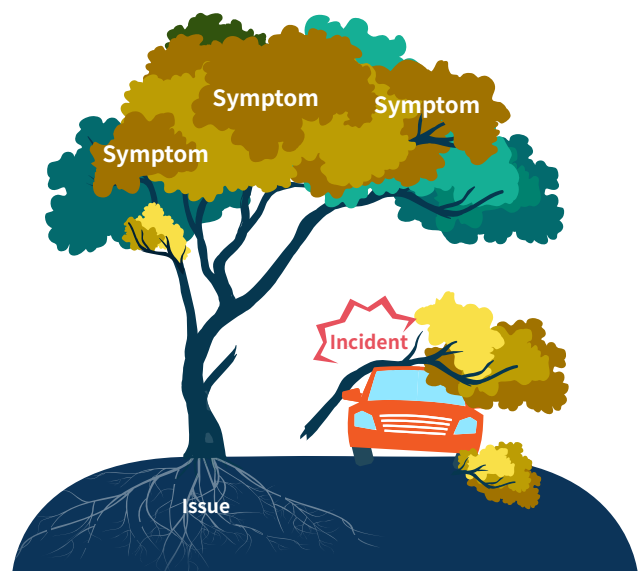
Incident Management

Incident Management is a process area of the ITSM 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. 8Manage service management cleverly designs them into a native one. If they need to be used independently, they can also be used separately. 8Manage problem management can help you analyze the root cause (Root Cause Analysis), and permanently identify, track and resolve recurring incidents. 8Manage 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 8Manage 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

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

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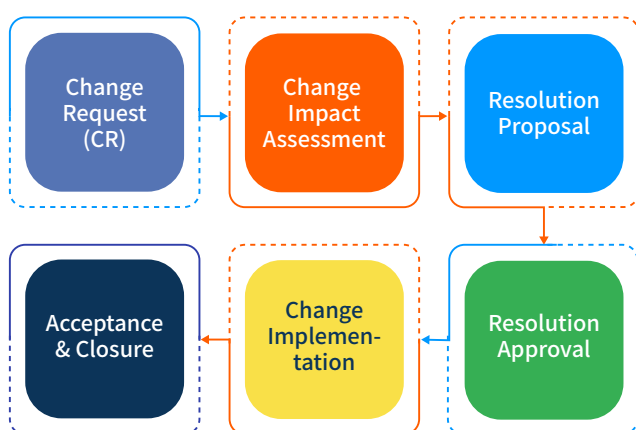
8Manage Change Management can help you minimize failed changes and reduce the cost of each change. It allows you to simply approve low-risk changes, thereby improving process efficiency. For complex changes, the approval of the Change Advisory Board is required.

8Manage 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. 8Manage 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, 8Manage Change Management can work closely with 8Manage Incident Management and 8Manage Problem Management. Changes are also closely related to the hardware and software configuration of the device, so 8Manage Change Management can also work closely with 8Manage Configuration and Asset Management.

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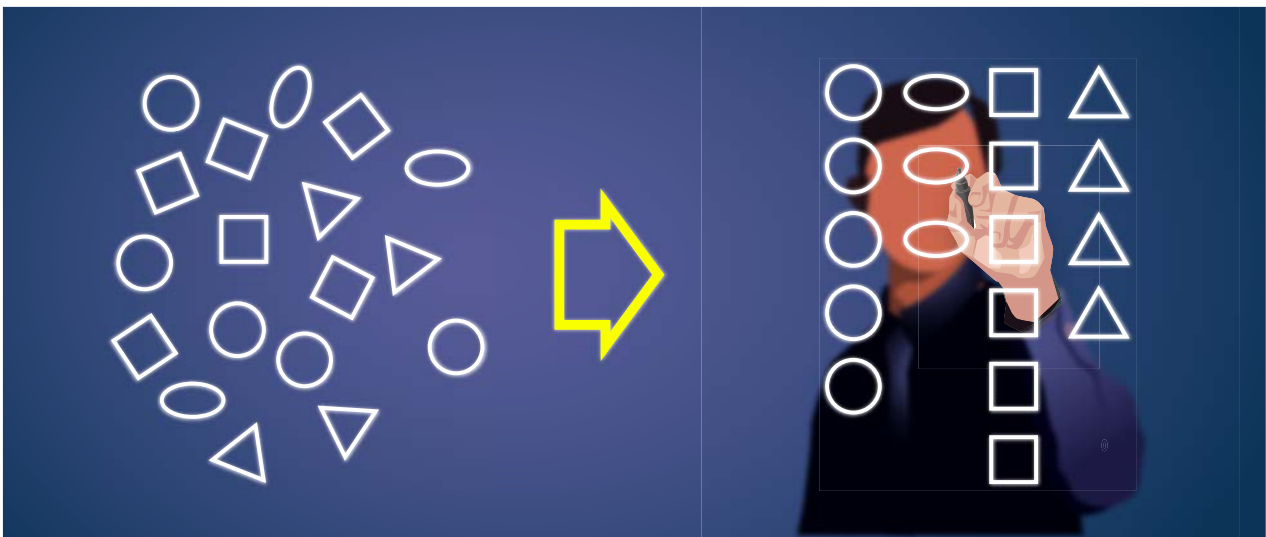
Configuration Items (CI) are all the components that need to be managed to deliver a service.

8Manage 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. 8Manage 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 8Manage 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

8Manage 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

8Manage 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.

8Manage 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:

8Manage PPM : Project and Portfolio Management

8Manage Timesheet : Resource Time and Cost Management

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

8Manage ERP : Enterprise Full Automation

8Manage CRM : Corporate Client CRM and Consumer CRM

8Manage ITSM : Service Management

8Manage HCM : Human Capital Management

8Manage OA : Office Automation

8Manage EDMS : Electronic Document Management System

8Manage Kanban : Visual Agile and Lean