

ITIL Major Problem Report

Organization:			
Department:			
Section:		Sheet:	1 of 2

Basic Problem Information

Problem Report Issue Date:	29-Jan-2018	Problem Priority	High ¹
Issued By:	Tamara Agafonov	Position:	Chief Service Desk Specialist

Problems Reported	Frequent hang-ups on desk-phones (12 users in 1 week), No dial tone on desk-phone (9 users in 1 week), Call ended when tried to transfer a call to another line (3 users in 1 week)
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Description of the Problem	The telephone directory is misaligned and the wiring isn't equ handle the current volume of calls
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Christian Drosten

A red circular graphic with a gradient, appearing as a partial circle or a thick arc, located to the right of the author's name.

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ITSM Process Assessment Supporting ITIL (TIPA) Béatrix Barafort,Stéphane Cortina,Valérie Betry,1970-01-01 The key to any successful IT Service Management solution are strong clear processes that are fit for purpose The continual cycle of service improvements must therefore look at the existing processes and assess how effective they are within changing business requirements This innovative title not only looks at this fundamental process assessment it does it using the key ISO IEC standard in this area In brief this title explains the meeting between two standards ITIL the de facto standard in IT Service Management ISO IEC 15504 Information technology Process assessment Readers can therefore be confident of a strong well thought out and solid approach which will help identify The concepts of process assessment and process maturity How to plan and perform a process assessment How to use the approach How to launch an improvement process starting with an assessment project Because it focuses on 10 key processes the TIPA framework can be applied with equal success to ITILv2 ITIL v3 or to the ISO IEC 20000 This manual will also convey valuable information for understanding the roles and differences between process assessment traditional conformity assessment audit and self assessment suite Finally it is illustrated with real life case studies which highlight what should be done and what should be avoided The reader will thus learn process assessment based on genuine experiences

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improvement, 2007-05-30 This publication focuses on continual service improvement CSI from both an IT service and IT service management perspective It introduces the concept of CSI at a high level and defines its value before describing common methods and techniques The guidance is written for managers and practitioners at all levels **ServiceNow**

Cookbook Ashish Rudra Srivastava, 2017-02-28 Over 50 practical and immediately applicable recipes to help you manage services in your enterprise environment efficiently About This Book Solve problems and challenges encountered while implementing or using ServiceNow in your organization Helps you build core administration management and maintenance skills to automate and orchestrate your IT environment Comes with recipes to improve the way you design and create automated workflows Who This Book Is For This book targets IT professionals and administrators who have some experience of working with ServiceNow already and are looking to solve regular or unique problems that surface when using ServiceNow It's advisable to have a basic level of administration experience with ServiceNow Familiarity with JavaScript is assumed What You Will Learn Grasp the basics such as entering and navigation required to implement ServiceNow Perform core configuration and management tasks Use the ServiceNow plugins to manage development Build and publish custom applications for service management Design data driven apps to connect with outside worlds by getting into Client and server scripting Configure alerts and notifications and understand e mail troubleshooting and watermarking Build and configure reports to set up your dashboard as per the requirement Create and configure workflow activities In Detail ServiceNow is the ideal platform for you to create enterprise level applications giving both requesters and fulfillers better visibility and access to a process With this title we'll guide you through the world of ServiceNow letting you take on the best the platform offers you with the least amount of hassle Starting with the core configuration and management tasks this book will help you build data driven apps and it will also explore development best practices You will learn to set up email notifications for users and work with the database view for reporting Next the book will guide you through creating various tasks from the workflow and show you how to make the most of the workflow utilities available in ServiceNow Finally the book will drive you through the auditing and diagnosing aspects of ServiceNow By the end of this book you will acquire immediately applicable skills to rectify everyday problems encountered on the ServiceNow platform Style and approach This

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