# IT Service Management (ITSM) Software & Ticketing Tools



## ITSM Tools:

> BMC Remedy



> JIRA

Snowflakes ,etc....



The word JIRA is derived from the Japanese word 'Gojira', meaning Godzilla.

The software is based on agile methodology.

If you're wondering what is jira used for,

the answer is multiple purposes –

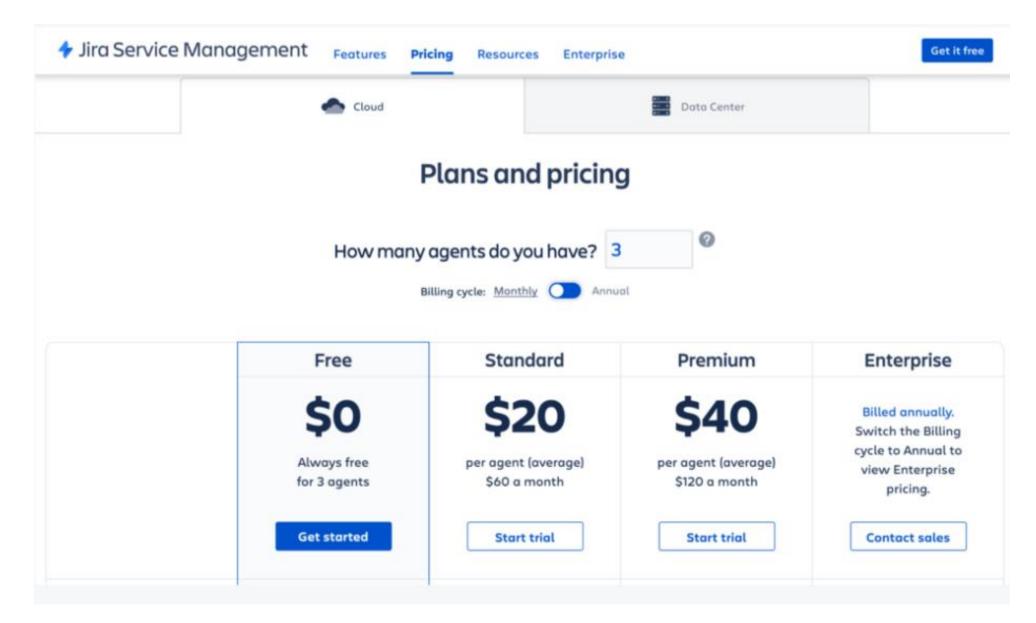
- □bug tracking,
- □issue tracking,
- □and project management.



## What is Jira Ticketing System?

- > Jira is a powerful project management tool.
- > It is widely used in the software development industry.
- > It allows teams to efficiently track tasks and issues, collaborate on projects, and communicate effectively to streamline workflow and increase productivity.
- > With Jira, teams can customize workflows, automate repetitive tasks, and track project progress in real-time.







### General

Add existing request type

| lcon                               | Request name                    | Issue type      | Description (Optional)   | Actions                    |   |
|------------------------------------|---------------------------------|-----------------|--|----------------------------|---|
|                                    |                                 | ■ New ▼         |  | Create request type        |   |
|                                    | Licensing and billing questions | Support         | Choose this if you have questions about licensing or billing.  | Edit groups 1 Edit fields  | × |
|                                    | Product trial questions         | Support Support | Trying out our product and want more information? Select this and we'll be happy to answer your questions. | Edit groups 1 Edit fields  |   |
| $ \! \! \!     \! \!     \! \!   $ | Other questions                 | Support         | Don't see what you're looking for?<br>Select this option and we'll help you<br>out.                        | Edit groups 1  Edit fields | × |
|                                    | Report a bug                    | ■ Bug           | Tell us the problems you're experiencing.  | Edit groups 1  Edit fields | × |
| •                                  | Suggest a new feature           | New Featu       | Let us know your idea for a new feature.   | Edit groups 1 Edit fields  | × |

### SLAs

-93:45 Time to resolution within 4h

-89:45 Time to first response within 8h

Assignee:



Reporter: A Margaret Two

Request participants: None

Organizations: None

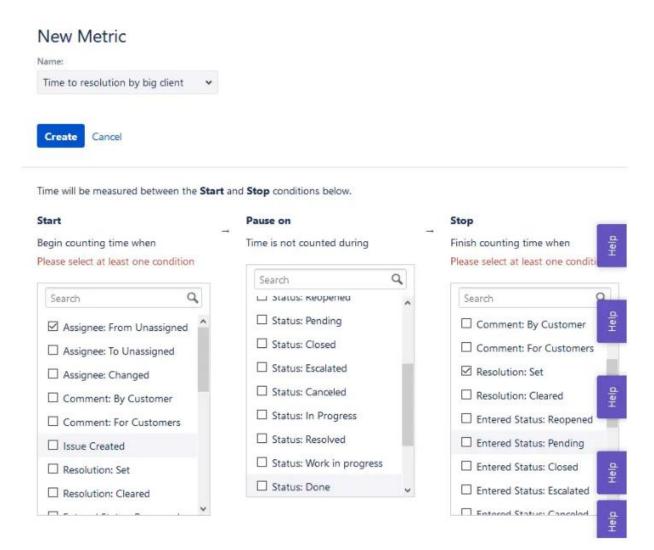
Votes: 0

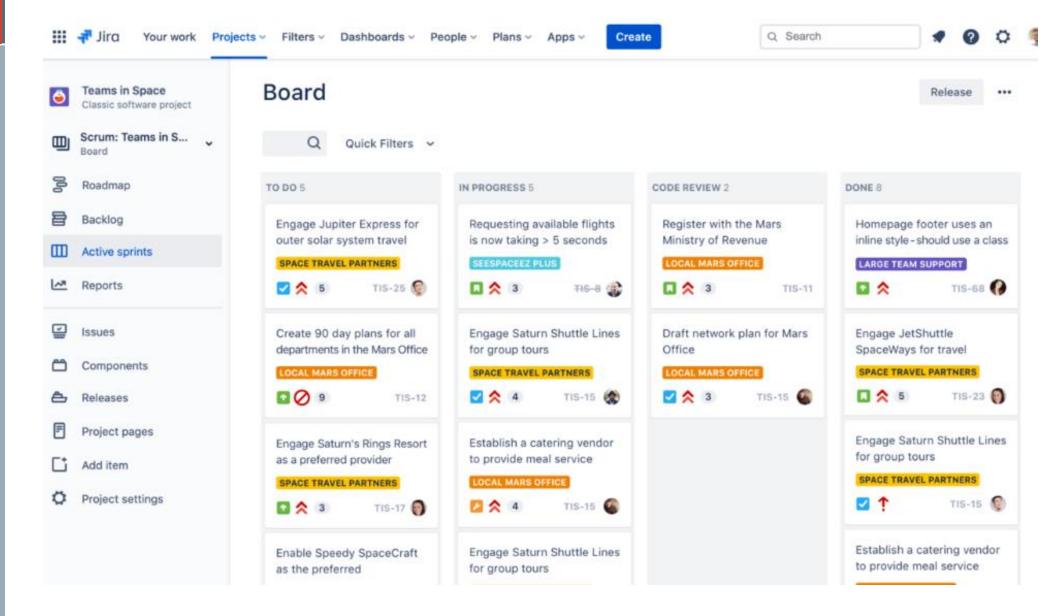
Watchers: 0 Start watching this

issue

Time to resolution
Time to first response

New Metric

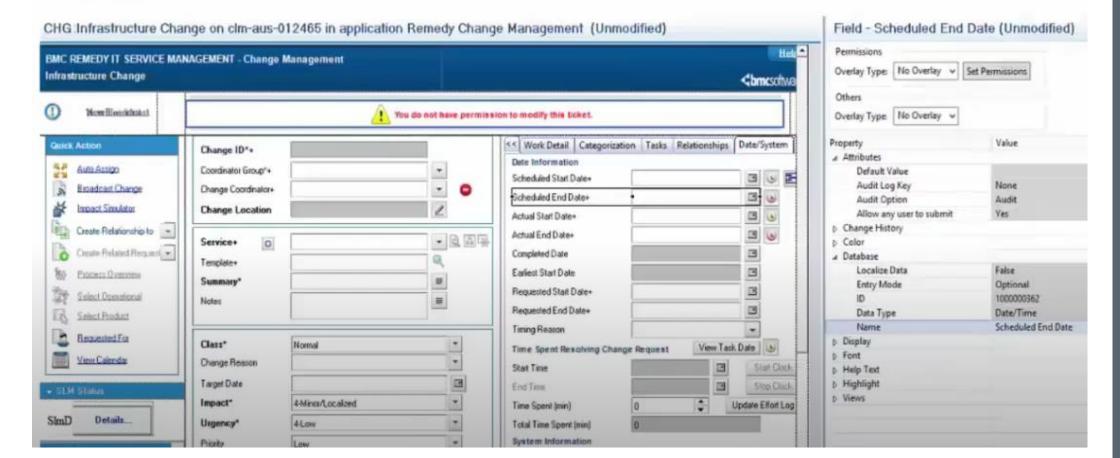






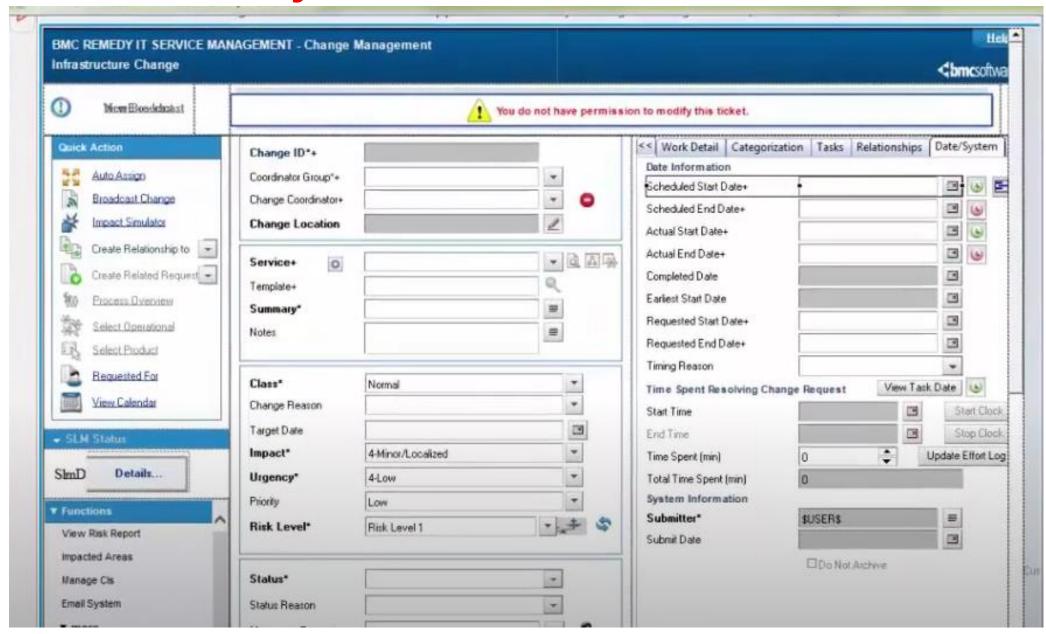
## **BMC** Remedy

# Registering the form fields for the application



## **BMC** Remedy

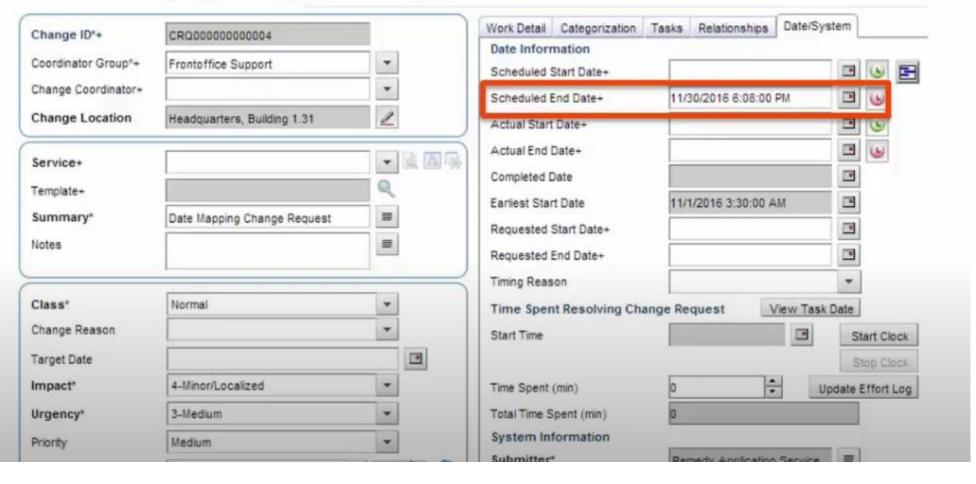






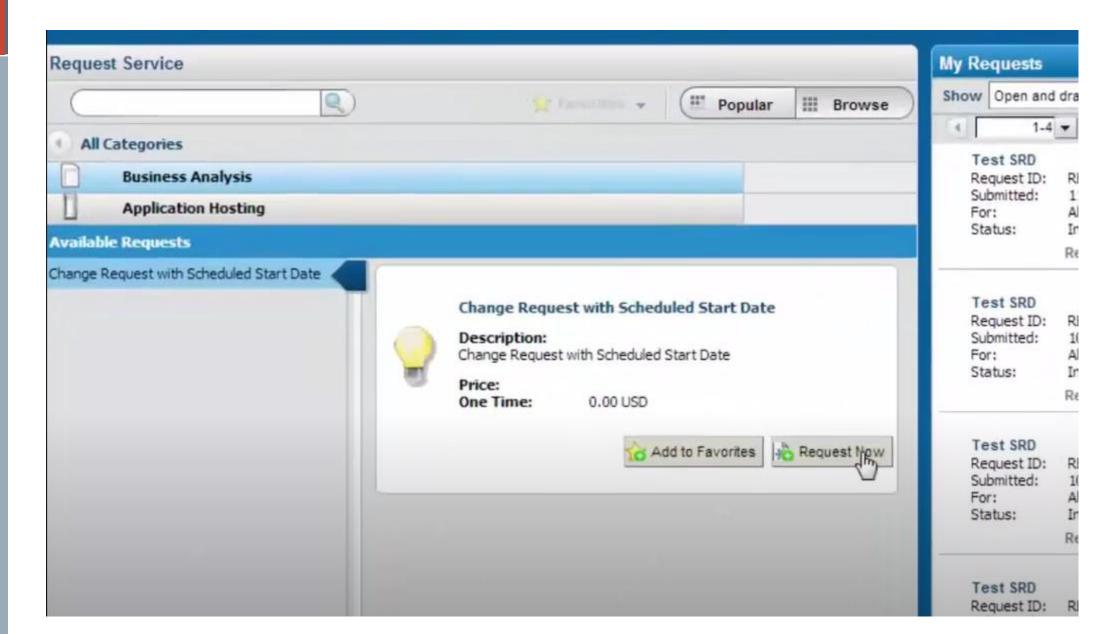


# Field Mapping in SRD



## **BMC** Remedy





## **BMC** Remedy



√ Change Request

✓ Service Request

✓Incidents

# Change Request CRQ##

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- > In ITSM a change is defined as the addition, modification, or removal of anything that could have an effect on IT services. Change management is the process responsible for managing and controlling the lifecycle of all changes. This includes requesting changes.
- The scope of change requests includes changes to IT applications, networks, servers, desktops, laptops, tools, architectures, processes, organizational structures, and operating instructions. The change management process includes requesting a change, and the recording, reviewing and approving of the change request.

## What is a change request?

A change request is a formal request for a change to be made. The change request includes details of the proposed change. A change request is also known as a request for change or an RFC. Any request for change can be recorded on paper or digitally.

## Change Request CRQ##



## **Types of changes**

Changes can be emergency, standard, or normal.

# Change Request CRQ##

- An emergency change is one where the change request requires urgent approval that cannot wait for the normal cycle of the change management process. The information required in a change request for an emergency change is often less than what is required in requests for non-emergency changes. Some organizations allow the written change request to be provided after approval has been given for the change to proceed.
- A standard change is a low risk and repeatable change that has been successfully implemented many times. It is good practice to use a change request when proposing that a particular change should in future be classified as a standard change, as the change request provides the full detail of what is being proposed. Once this change request has been approved, there is no requirement to raise an RFC for subsequent implementation of this change. In effect, it has been pre-approved.
- A normal change is a change that requires management but is not a standard or an emergency change, hence a change request should always be raised for this type of change.

## Service requests



A service request, or work order, is a change to a service or a request for an operational task. Requests for change (RFCs) are not required to implement service requests.



## Service requests

Service requests typically have the following characteristics:

- Approval is automatically granted by the delegated authority.
- The tasks are well known, documented, and proven.
- Authority is effectively given in advance for the change.
- The request is included as part of the service offering.
- The risk is usually low and well understood.



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Incident management is the process of identifying, analyzing, and solving any organizational mishaps or hazards to prevent them from happening again.

The aim of incident management is to fix and clear these issues before they become large-scale, company-wide crises.

### 3 Types Of Incidents That Stand Out: Is Your Help Desk Prepared?

- Major Incidents. Large-scale incidents may not come up too often, but when they do hit, organizations need to be prepared to deal with them quickly and efficiently. ...
- Repetitive Incidents. ...
- Complex Incidents.



## ITIL Incident Management

## What is P1 P2 P3 P4 incidents?

- > P1 Priority 1 incident tickets (Critical)
- > P2 Priority 2 incident tickets (High)
- > P3 Priority 3 incident tickets (Moderate)
- > P4 Priority 4 incident tickets (Low)

SLA (**service-level agreement**) success rate is given as percentage. 'Red' colour indicates that we have failed to. achieve SLA cut-off in that particular period. '

# IT Service Management (ITSM) Software & Tools

Completed

