



Information Technologies Service Management

GOO® IT Service Manager provides effective platform that is user oriented, integrated with all business departments and capable for supporting of corporate business processes. In organizations, high service quality and reliable corporate support are targeted, that enable you to operate all technical and business processes easily.

We know that very well in success of service management process, besides having good software, there are different criteria like designing of processes coherent with reality and needs, and well defined of organizational construction.

For that reason, In addition to ITIL based IT Service Management technology that we provide, we support your company during project with domain-specific proficiency education.

ITIL based GOO® IT Service Manager allows you to manage, observe and measure IT processes of the companies under the particular discipline.

Industries

- Government Organizations
- Energy
- Manufacturing
- E-commerce
- Automotive
- Defending and Aviation
- Banking and Insurance
- Technology, Telecommunications and Media
- Health and PPP Healthcare Projects
- Platform Providers
- Infrastructure Services
- External Source Services



Industrial Purpose of Use

- PPP Health Services Process Management
- Call Center Support Line
- Corporate Process Management
- Field Operation Management
- Support and Maintenance Process Management
- IT Services Management
- Technical Support Services
- Merchandizing, Inventory and Debit
- ISO/IEC 20000 Certification Roof
- ITIL Based IT Process Management
- IT Source and Project Management
- IT Service Level Management

Incident Management

In case of unplanned cuts or decrease of service quality in IT services, defining analysis, diagnoses and correction activities, and management of process are very easy with ITIL based Incident Management. If incident happen about operations, services and functions in organization and right action not taken in right time, incident may turn into crises or tragedy. As soon as possible getting service to live is foundation of job. Incident Management, ITIL based and integrated with other ITIL processes, provide important contribution for sustaining service quality. In this way, you can increase corporate quality by minimizing interruptions in your business because of unexpected problems.

Problem Management

Problem Management encompasses activities that are used to find root cause of incidents stated in Incident Management and find resolution for these problems. Problem Management in GOO® works integrated with other ITIL processes. For example, frequently repeated incidents and problems rise with change or new version release in assets. Besides, Problem Management has a powerful functional interface with Knowledge Management.

Service Asset and Configuration Management

Service Asset and Configuration Management is an important component that manages information and relationships between configuration items for perform IT services. Service Asset and Configuration Management, have firm relationships with other process on GOO®, hold detail technical information of IT inventory as well as belonging information (Who is responsible? Where is it? When guaranty start and end? Etc.). This module basically consists of Configuration Management System and Configuration Management Database. Tracking (repairs or consignment), controlling (replace, scrap) and planning configuration items can be performed. Besides, whole relationship topology can be visualized with the help of links between asset and configurations.



Service Level Management

Service Level Management (SLM) encompasses processes about closing the deal of Service Level Agreement by negotiating with customer and designing of services according to accepted service level targets. Besides, SLM ensures the eligibility of Operational Level Agreement (OLA) and Underpinning Contract (UC) and monitoring-reporting of service objectives. On GOO® you can define, monitor and report SLA according to contract you did with customer as well create OLA and UC for supporting SLAs.

Service Catalog Management

Service Catalog Management (SCM) enables you to define and organize all business and IT related technical services in company. Service Catalog includes important and correct information, like service detail, status and dependency, about all operational services as well help to operate this processes. GOO® came with Service Catalog Management is highly integrated with other processes. On this tool, business services and technical services (Just for IT) can be defined. In addition, required workflows can be created for request fulfillment and application forms can be designed for each catalog items.

Event Management

Event Management may be defined as tracking and evaluating events occur on IT infrastructure. With GOO® Event Management, event records, which gathered from legacy network configuration management tools, services or integrated log management tool located on GOO®, can be held on Event Management Database. If rules which we define for evaluating this records work and results pass thresholds, process can be attached to Incident, Problem or Change Management or before incident occur responsible persons can be notified by e-mail, message or other communication tools. Besides, recorded events can be tagged and interpreted as Info, Warning and Error.

Request Fulfillment

Unlike Incident, Request Fulfillment is predefined, approved and renewed processes. These processes usually can be formed as simple demands (change password, e-mail register etc.) or information requests. On GOO®, requests can be associated with Service Catalog and workflows can be created for. Besides, requests can be grouped according to divisions and forms special to request can be designed online. Also, Users send these requests over service desk according to organization and personal level rights.



Identity Management

Identity Management (IdM) in other words Access and Identity Management (AIM) is focused on access management of IT services apart from standard authentication and authorization management functions of software. GOO® aims to protect information from risks and sustain value of knowledge for organization. In this context, ISO/IEC 27002 standards are flowed.

Supplier Management

Supplier Management is a sub module exists on GOO®'s base applications and may be referred during various steps. Your suppliers as a third party are included in all processes from getting services with stakeholder agreements to procure items. Supplier Management basically allows you to hold your partners information and to construct information integrity by relating these records to processes. Thus, in addition to track instantly suppliers also evaluating suppliers' assets can be made easily by reports which system provides.

Change Management and Evaluation

One of the important processes of IT Service Management is Change Management that is responsible for changing processes of all hardware, communication tools and software, documents and procedures required for operating, supporting and maintaining of system softwares and live systems. Process, that starts with getting change request, are ended respectively by evaluating affect, cost, benefit and risk, getting approves from authorized persons (CAB), coordinating and managing, observing and reporting, and evaluating and closing.

Knowledge Management

Knowledge Management (KM) is one of the important factors to reach organizational goals by providing use of knowledge effectively in organization. On GOO®, collecting, enhancing, sharing and efficiently using of organizational knowledge can be made effectively during every steps of processes. Sometimes, Known Error Database, that is part of KM, can be used for root cause analyses conducted at problem management processes. This database is created in purpose of using effectively permanent knowledge, which is related to incidents' resolution, for same problems. Besides, Frequently Asked Question (FAQ) in service management function can be fed from knowledge base and work user interactive.



Service Desk

Service Desk, also called as Help Desk, Support Desk or Call Center, is one of the important functions of GOO®. By using this unified contact center customer can open incident record, submit request, track process interactively, take self service by using knowledge base and frequently asked questions. Besides, that is integrated application used as intranet or extranet information portal. Thanks to enhanced access and identity management, which can be easily defined whom and how will benefit from this system at inside or outside of company.

Periodic Jobs

Periodic Jobs, which is one of the base applications of GOO®, can open maintenance, support, procurement and service records, and can notify you about critic situation by evaluation all system data according to time and status parameters you define online. Daily database backups, weekly checking server performance logs or monthly procurement of consumable materials can be given as examples. In this way, time lost for periodic jobs will be saved and faults rise from personal mistake will be minimized.

Call Center

Call Center can serve as alternative contact point of GOO®. Customers can request for service using alternative communication channels such as e-mail, kiosk, mobile, web, SMS, fax etc. also can leave ticket reaching Call Center and track processes over Service Desk or vice versa. Besides, Call Center operators can be planned as first level support desk and also handle requests come from alternatives channels. When need, Operators can escalate this requests to back offices in company. GOO® Unified Desktop, which provides special interfaces, can help operators work fast and affective. In addition to this, inside GOO® Call Center there are essential sub modules, which are guided, process, scripting and out band tools.

Project Management

Project management is very crucial for foundations to manage their processing projects, support their source managements, determine the milestones and monitor the project activities. With the integrated project management inside GOO®, the projects can be created, tasks can be defined, and these tasks can be assigned to the corresponding individuals. Additionally, the progress of projects can be shared with the project partners by Kanban boards and Gantt Chart. With GOO® integrated project management, your projects are under control.



Monitoring and Reporting

Thanks to GOO®'s enhanced monitoring and reporting technologies, you can instantly trace operational process such as SLA, OLA and Performance, and get analytic report for supporting tactical and strategic decisions. For example, following SLA and OLA times breached incidents, company assets and their status, IT problems on the basis of incident categories, operators and specialist performance etc. A number of reports can be taken from report server integrated in system and dashboards can be monitored on decision support screens. Besides, reports can be periodically produced and they can be sent to relevant persons over email or can be added to electronic document archive in company.

Administration Monitoring

GOO® Administration Screen provides monitoring instantaneously the opened tickets by the IT Service Management, categories, interventions and performance values of processes from the screen specialized for the managers. You can control the situation of all the system at a single glance with developed interface, graphs such as bar charts, map charts, etc. and summary performance values which has been presented by GOO® Dashboard.

Mobile

With GOO® Mobil version, the support team can interfere the cases occurred in your organizations independent of time and place. You can easily monitor the cases opened by the Organizational IT Service Management, record the interventions, change the recording status, and close the cases with the application developed for IOS and Android operating systems. Besides, GOO®'s ready IOS and Android apps enable you to do lots of jobs without using browser. GOO® Mobil is everywhere.

Business Integration

GOO® can be easily integrated to applications inside or outside of company due to enhanced integration platform. Besides, all communication can be logged in every level and audited. SOAP, XML-RPC and REST services can be created and authorized easily. In addition, as web service server data in lots of format types like XML, JSON, HTML, SERIALIZE and CSV can be acquired. Also, our product can be integrated with current authentication and authorization systems like LDAP, SSO, IDM and CAS. Furthermore, some call center station functions can be used over GOO® thanks to CTI and Voice Portal integration.



Fast Developing

GOO® is developed with Agile-SDLC (Agile Software Development Life Cycle). Thus, specific developments for your foundation are developed appropriately for standards of software development in the fast and qualified manner. Besides, within the context of GOO® product planning, new developing technologies and consumer needs are evaluated and products updates are done periodically according to the evaluations.

Support

The support services of applications are as much as important the qualifications of the applications. Within this context, GOO® supports locally with its international business partners. Additionally, you can see the opened cases and the answers for the cases due to the Institutional Support Line opened within the scope of GOO®.

GOO® Support Service is always with you and your business.

Some Other Specifications

GOO® can serve in little or very big organization thanks to scalable architecture. That can smoothly be operated on Mac, Linux and Windows Systems and install with lots of relational databases like Mysql, Oracle, Mssql or DB2. Also, GOO® has multiple database connection features and can work unproblematic on all browser like Chrome, Firefox, Safari and IE. Also it has significant features that are cache, opcode and clustering designed for purpose of high-level service. It's design compatible with W3C standards. It has enhanced authentication and authorization construction. At every level, user and system logs can be kept and audit...



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