# **Senju** Service Manager 2018

Nomura Research Institute, Ltd.
Cloud Computing Service Division

**Share the Next Values!**

# Outline of Senju Service Manager（Senju/SM）



**FAQ**

Request

Reception → Approval

Response

**Service Request**

User

Inquiries

Operator

System

| Incident management | Problem management | Change management | Release management |
|---|---|---|---|
| Incident | Problem | Change requests（RFC） | Release |
| Solution | Known error | | |

Reference

Record・Reference

Past Incident

Known error DB

Configuration management CMDB

| Incident | Service Request | Problem management | Change management |
|---|---|---|---|
| Detect and record incident | Issuance of tickets | Record and classify problem | Design change |
| Classification and primary response | Approval | Set priority | Change requests（RFC）Issuance of tickets |
| Temporary response | Input results | Clarify fundamental cause | Screening/approval |
| Solution and restoration | Approval/rejection/return | Formulate measure to prevent reoccurrence | Close review |
| Close incident tickets | Execution | Close problem tickets | Close change tickets |

# Outline of Senju/SM

## Servicedesk tool「Senju/SM」

- **Realize the operations processes required by ITIL® and ISO20000 (ITSMS).**
- **While reducing workload, this tool improves the quality of IT services and creates a service desk capable of responding quickly and accurately to diverse information from system users and system management tools.**

User

Escalation

Problem management

Inquiries

Service Request

Response for Incident

Escalation

System Alert

Auto issuance of Incident tickets

Incident management

Task management

Schedule management

Escalation

Change management

Record/Reference

Record/Reference

Record/Reference

Configuration management

Issuance of tickets

Senju Service Manager

Knowledge

Customer Information
Knowledge
Known error
FAQ

Systems

Reporting

# Outline of Senju/SM

## Easy to implement through web base

- Installation of the software for the client is unnecessary though web-base application.
- Implementation, version up and the maintenance is easy.
- Plural construction of the WEB server depending on system requirements is possible. Scalable constitution is available.

## User friendly interface

- User interface is simple and unified. User can operation intuitively.

## Customize screen for each requirements

- Depending on duties requirements, addition, deletion and change of the screen item for users is possible.
- Customize Inquiries/Request form for end users flexibly.

## Reduce the management load

- Manager can easily check the number of task and the time limit of each operator.
- Manage incident from user and alert from system unitarily.

# Outline of Senju/SM

**Process Management**
- Record and reference the process
- Management classification information
- Management status
- Record and reference the progress
- Output report
- Escalation
- Checklist
- Senju Service Automation
- Approval of process record（Approval flow）
- Approval by end user
- Reference the response history
- Escalesion by mail

**Configuration management**
- Request/Approval of use Configuration Item
- Request/Approval of disposal Configuration Item
- Search/Reference of Configuration Item（plan/history）
- Link of plural Configuration Items
- Record/Search/Reference of operators
- Record/Search/Reference of managed node
- Record/Search/Reference of accounts
- Record/Reference of history information
- Auto record of approved Configuration Item
- Hierarchical management and auto count of CI
- Search of linked process record
- Search of linked knowledge record
- Schedule management

**Knowledge**
- Record/Search/Reference/Approval of Known error
- Record/Search/Reference/Approval of FAQ
- Record/Search/Reference/Approval of file library
- Record/Search/Reference/Approval of link list
- Link process and records
- Link to Configuration management
- Open knowledge to end user
- Open knowledge to guest user

**Common function**
- Task list
- Link task and schedule
- Screen for end user（Inquiries・Request）
- Schedule（User・System）
- Bulletin board（share Information）
- ToDo
- Message memo
- User – setting
- User – information
- View and access control by screen policy and role
- Collection of operation logs
- Information disclosure for each system
- Password management
- Correspondence for https

**Service level**
- Create SLAM chart
- View SLAM chart
- Auto reference of multiple SLAM charts
- Analysis Process Management
- Highlight SLA beyond the threshold
- List the process records
- List the event records

**Link with other tools**
- Search the records which is issuanced by Senju Service Automation

# Process Management

# Process Management（home）

# Process Management（Service Request）

- Management such as access requests, account lending requests by Request/Approval function of the Process Management,
- Display required items for every application contents to management variety requests. It makes prevent of input error, and reduce work load.
- Utilization as the evidence is possible by leaving an application history.

# Process Management（Service Request）

## Simple Inquiries, Simple Request（End-User screen）

- Simple inquiries screen for simple inquires and requests from end users.
- Reduce service desk work load by end user issues tickets directly.
- Reference status of inquiries directly.

## End-User Approval

- Approval/Rejection  as end user role
- Flexible workflow is available
- Manager of user section approve or reject requests.
  Only "approved requests" are  forwarded to Service Desk,
  so Service Desk work load are reduced.

8
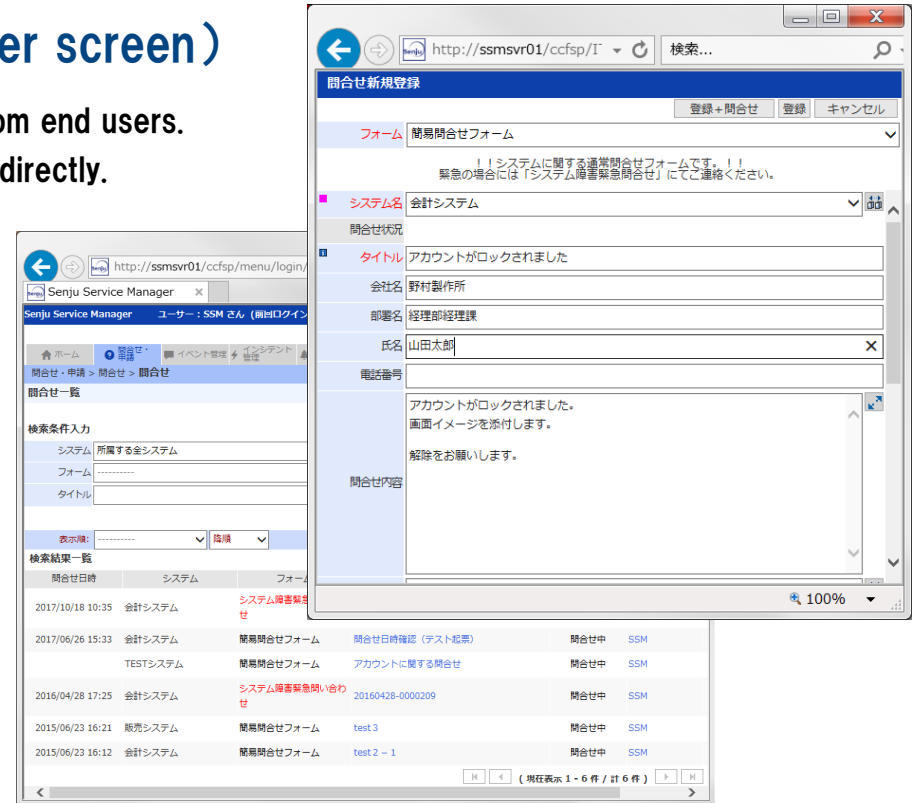
# Process Management（Incident management）

- Manage Inquiries（Incident）from user and alert from system unitarily.
- Pursue prime cause by linking with Knowledge management and Problem management.
- As for multiple incident detailed screens, the simultaneous view of the screen is possible

Incident detail screen

Save the search condition

# Process Management（Problem management）

- Incidents that were not solved by known error is escalated to Problem Management process, then prime cause are pursued.
- Manage the problem that occurred and prevent an incident recurrence.
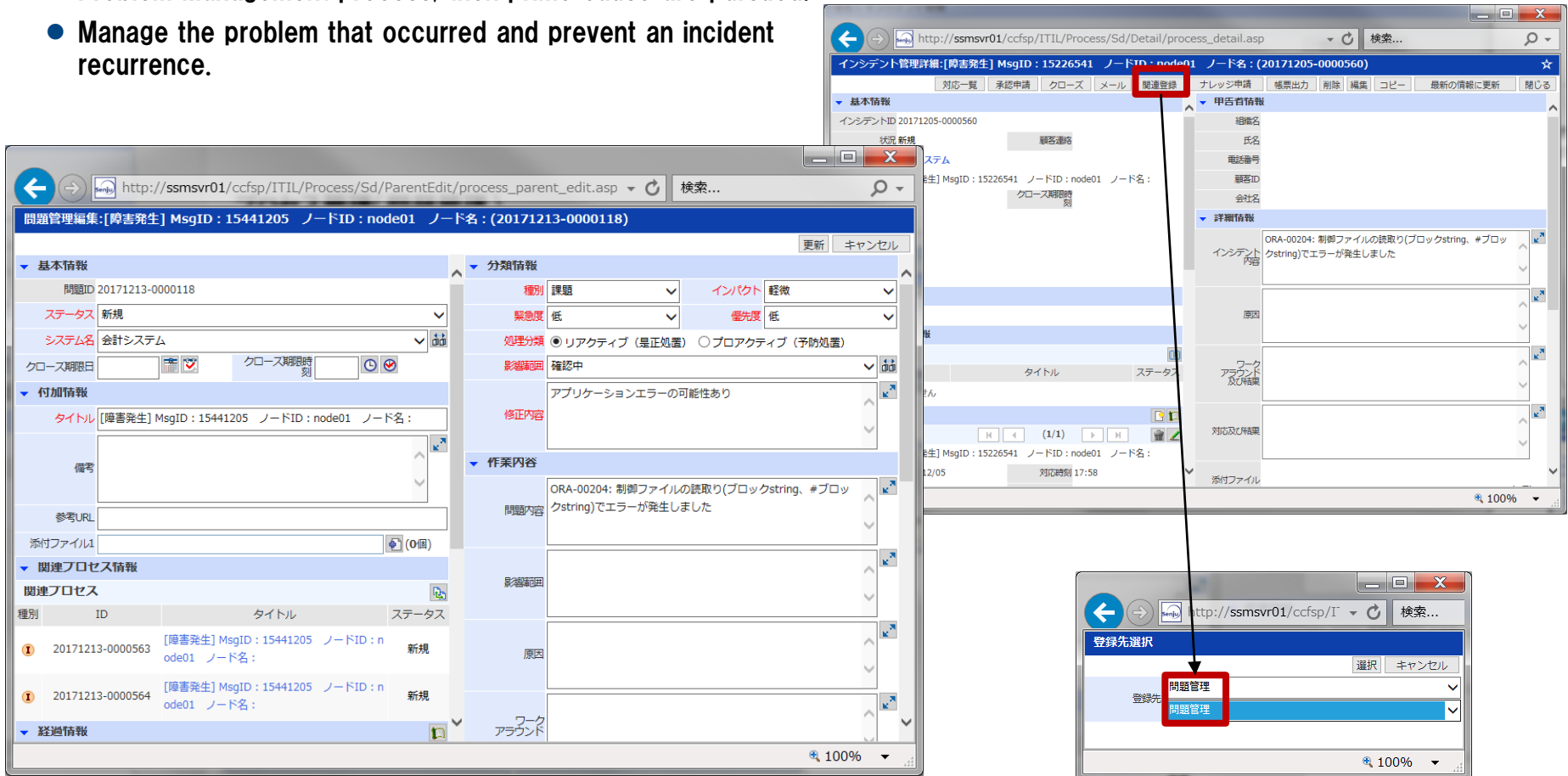


Problem Management editing screen

# Process Management（Change management）

- When prime cause are pursued by Problem Management process, issue Change Management tickets, then carry out the change after having got approval.

- Contents of Change process is recorded as evidence
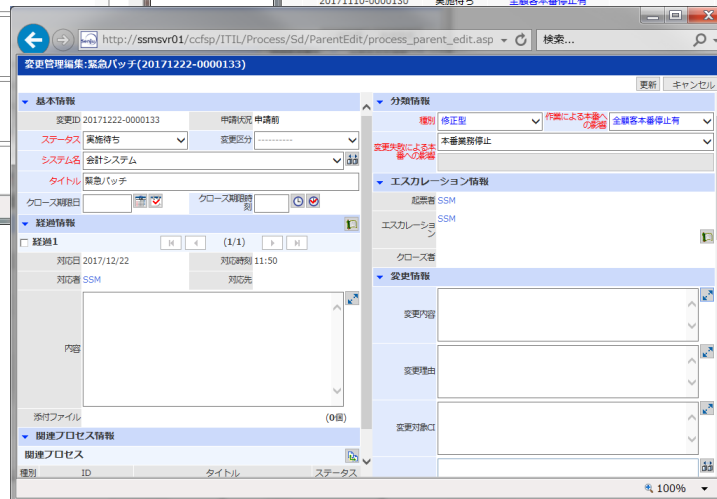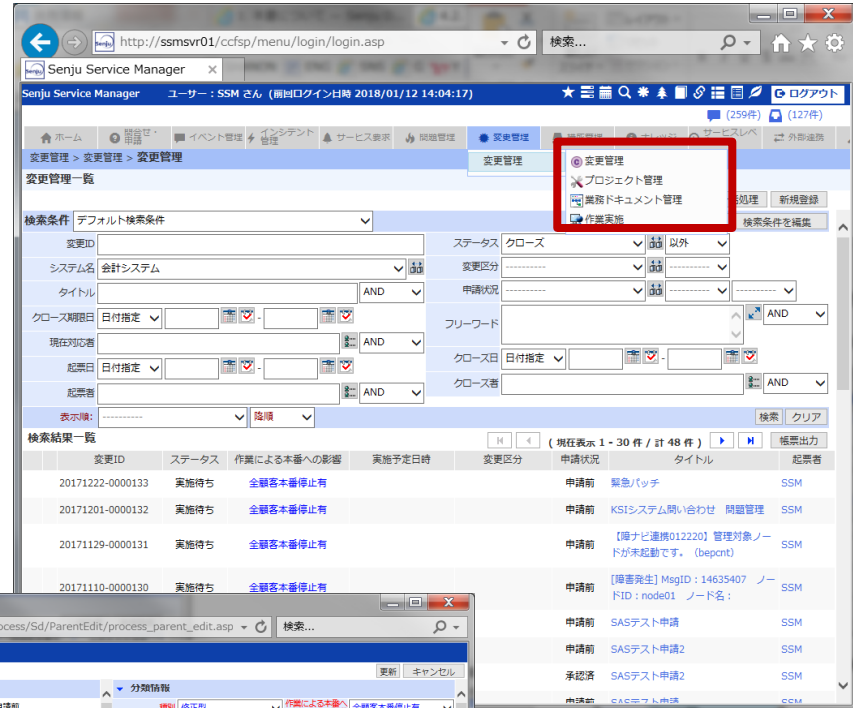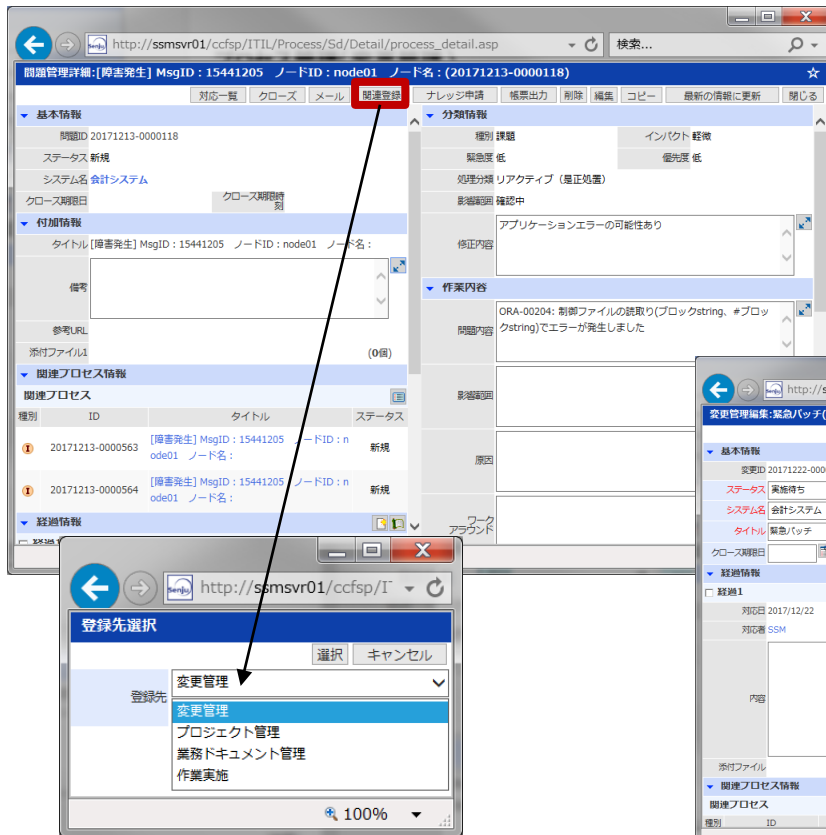


**Change Management editing screen**

# Configuration Management

- Manage configurations such as a server or the rack about the System / Project and various apparatuses as a "Configuration Item".
- Infrastructure information which need to service desk is concentrated as CI.
- Discover unjust setting by applying/approving for a use/disposal planned apparatus in conjunction with Process Management.
- Layer each Configuration Items. For example, define the layer of racks, outlets and servers and total the power of the server stocked in some racks automatically.

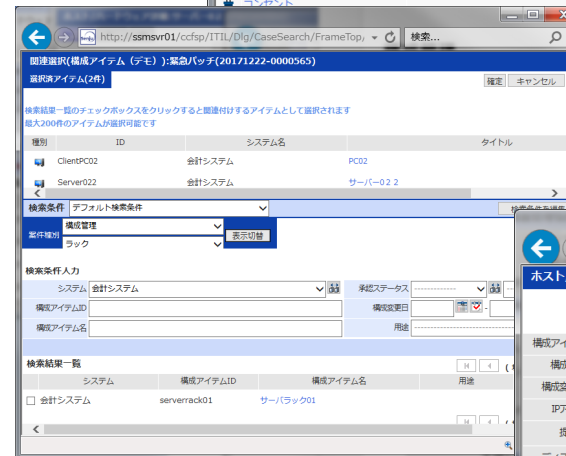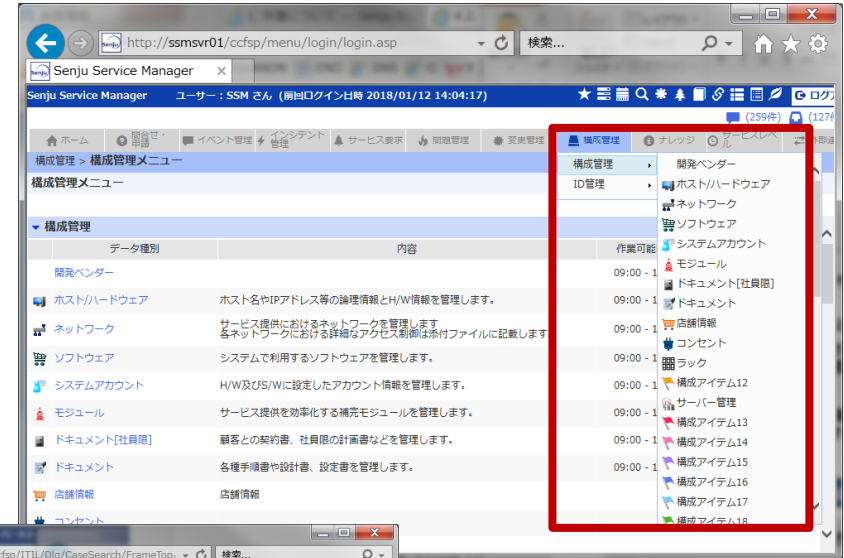**Flow of recording Configuration Item**

Create new Configuration Item
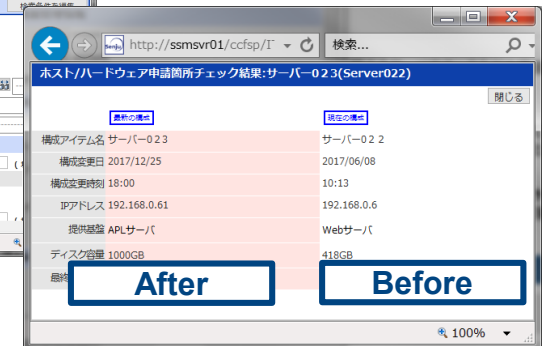
Record as the reservation state

Request records by Service Request Process

Approval  following the Approval flow

Formal record on that Day

**Chose connection apparatus**

**Configuration Management schedule**

12

# Knowledge（known error, FAQ, file library, link list）

- Regist and refer the known error, FAQ, file library and link list.
- Reduce the number of the inquiries from end user and service desk duties by an exhibition of Knowledge.
- Refer an approved knowledge（top 10） from Knowledge dialog.

## Open Knowledge

- The User without an account can refer to FAQ without login.
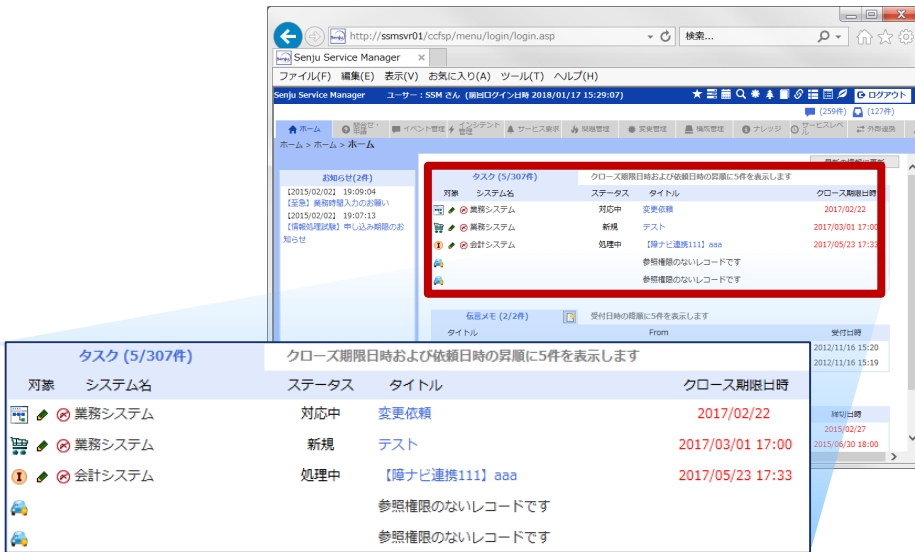- Reduce management load of account making and the deletion.
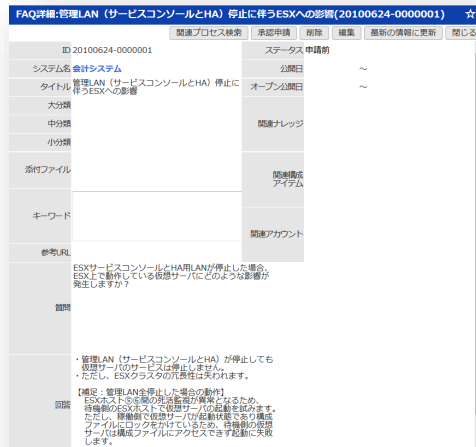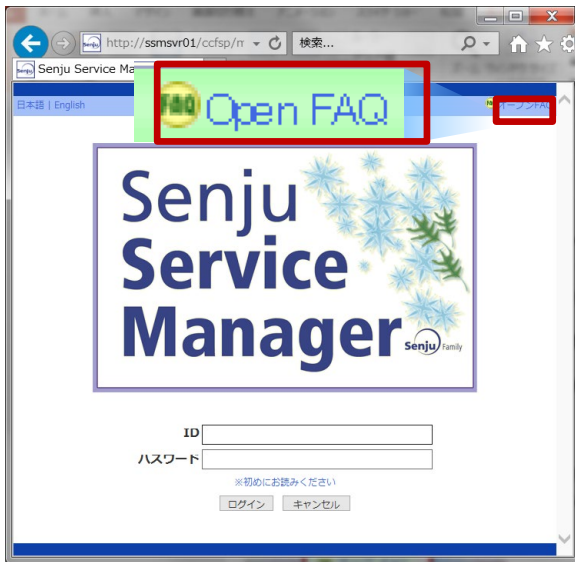




**Screen of Open FAQ**
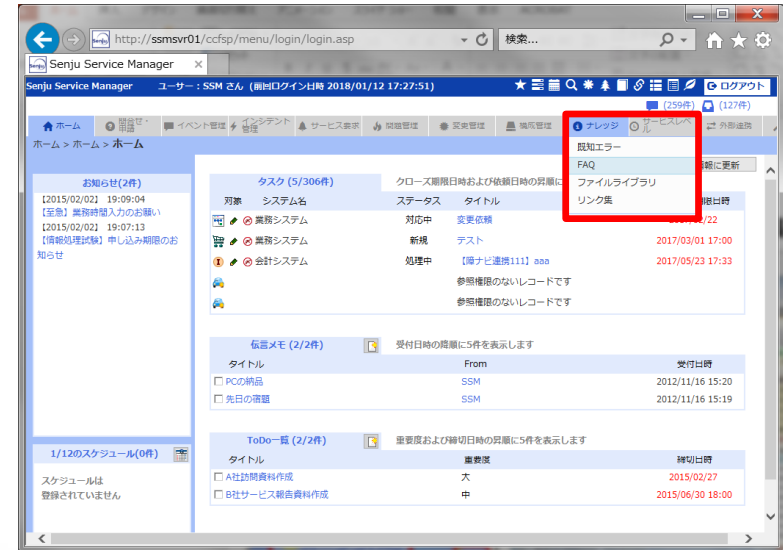


**Screen of known error**

# Task Management, Schedule

- List user tasks, grasp something that must be done.
- Displayed sequentially in a closing time limit.
- User can refer the task of other users in the range of the group where a login user belongs to,
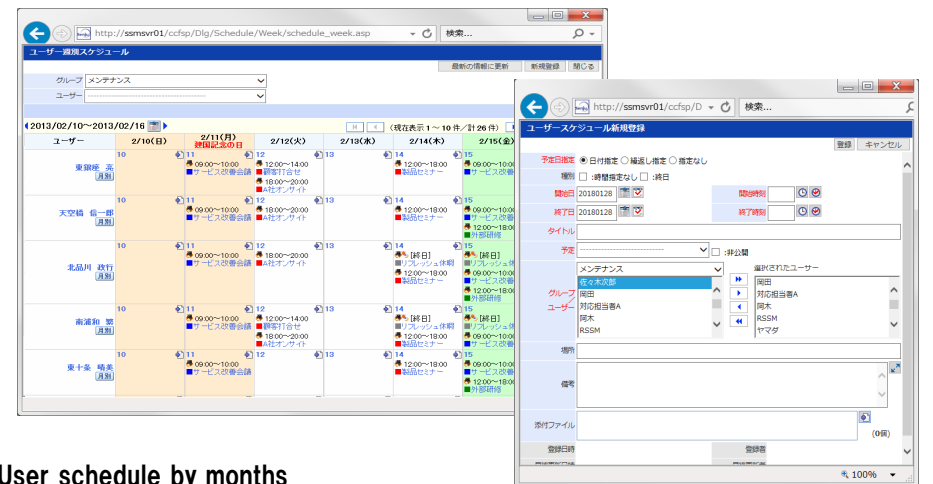


Task list on home screen



List of tasks

- **Manage of User schedule and System schedule**
- **User can refer the other users task in the range of the group where a login user belongs to**
- **Reduce the risk of an omission of task and correspondence delay by taking a time limit in a schedule automatically**
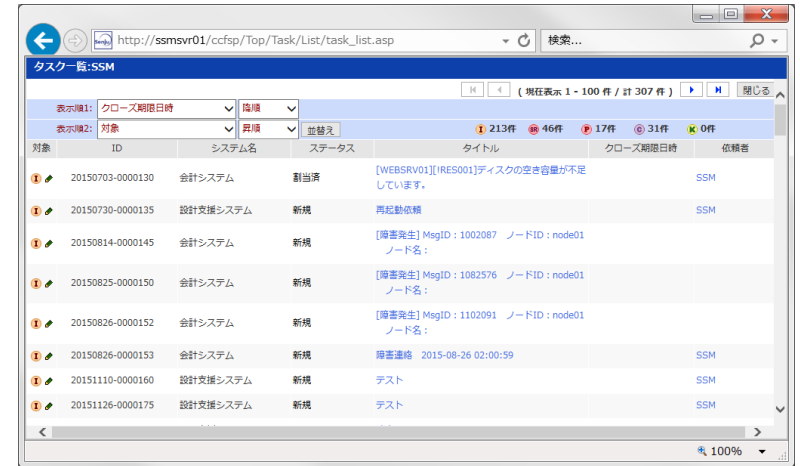


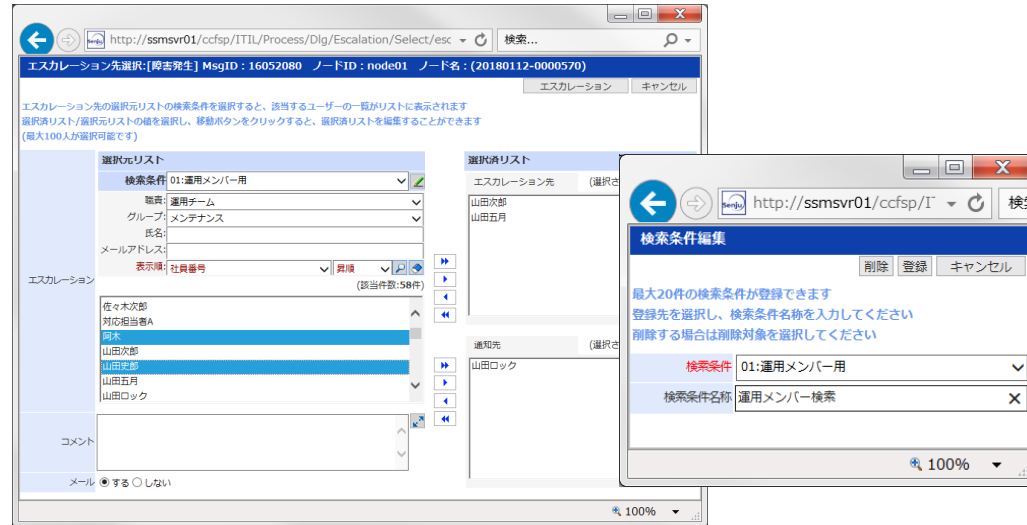User schedule by months

# Other functions

# Escalation, Mail-template

## Escalation

- **Make escalation the process record to other users.**
- **Escalation seat, comment, and email transmission setting are possible**
- **Save the condition and the order of the escalation indication is possible**
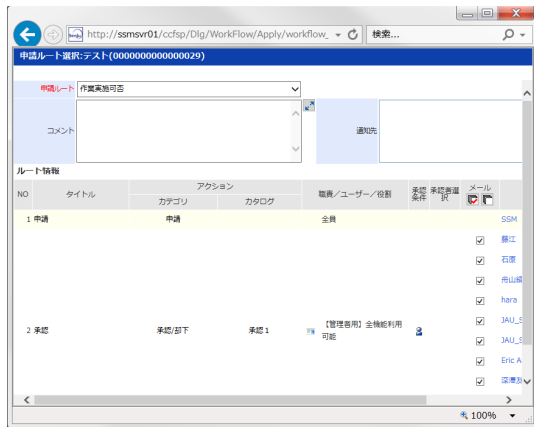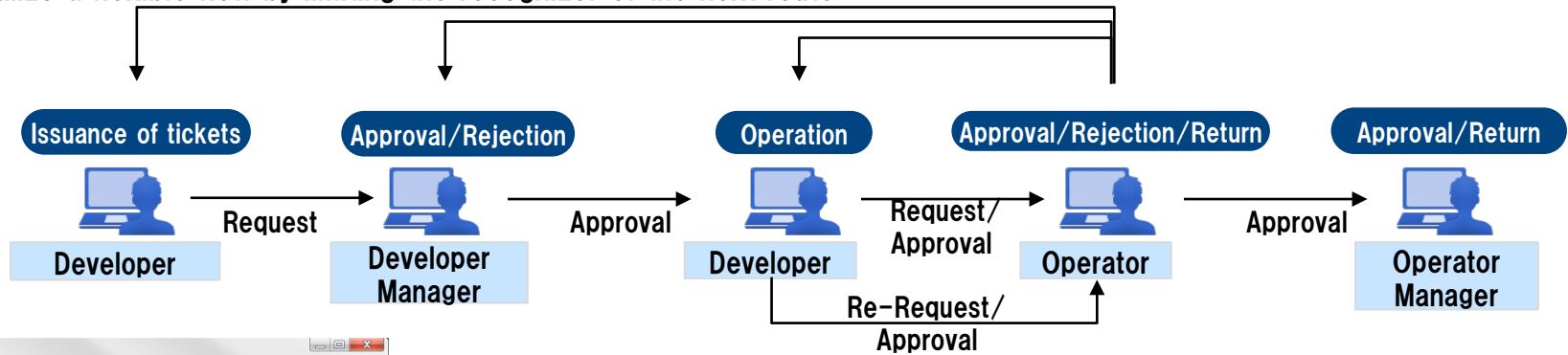- **Reduce mistake and load of escalation**

## Mail-template

- **Extract only a necessary item and generate the email text automatically. Prevent a work load, an input error**
- **Designate yes or no of transfer and transfer method on a mail separately respectively in ［TO］［CC］［BCC］［title］［body］.**
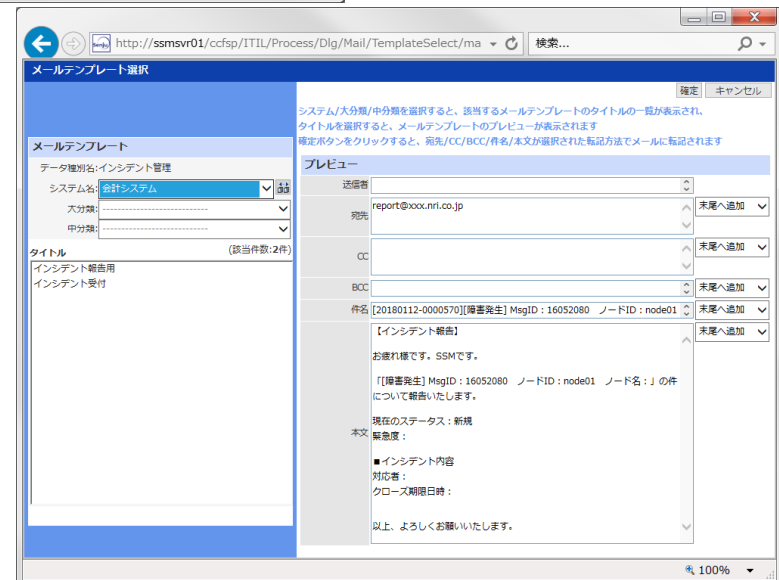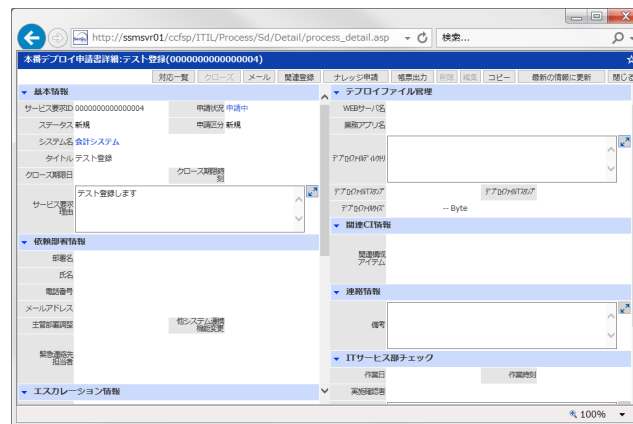
# Request／Approval（Request flow）

- Choose from「Request」「Approval」「Confirmation」「Operation」「Return」
- Possible to return to the optional person by「Return」
- Status of the Approval flow can always be confirmed
- Realize a flexible flow by limiting the recognizer of the next route



| Issuance of tickets | Approval/Rejection | Operation | Approval/Rejection/Return | Approval/Return |
| Developer | Developer Manager | Developer | Operator | Operator Manager |

Request → Approval → Request/Approval → Approval

Re-Request/Approval

**Choose Approval flow**

**Request information**
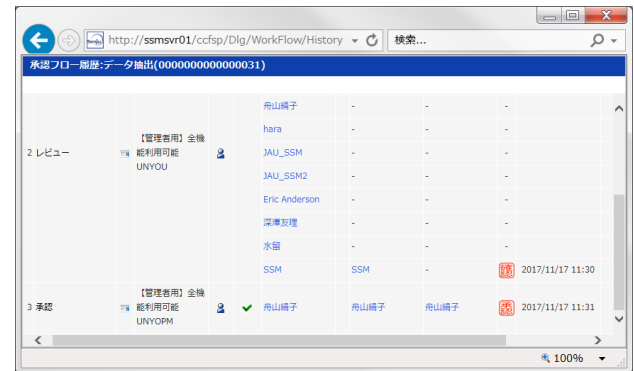
**Conform status of Request flow**
**（Approval flow log screen）**

# Check list

**Reduce the judgment load of the user, prevent omission of correspondence**
**List the tasks which runs automatically according to the incident information.**

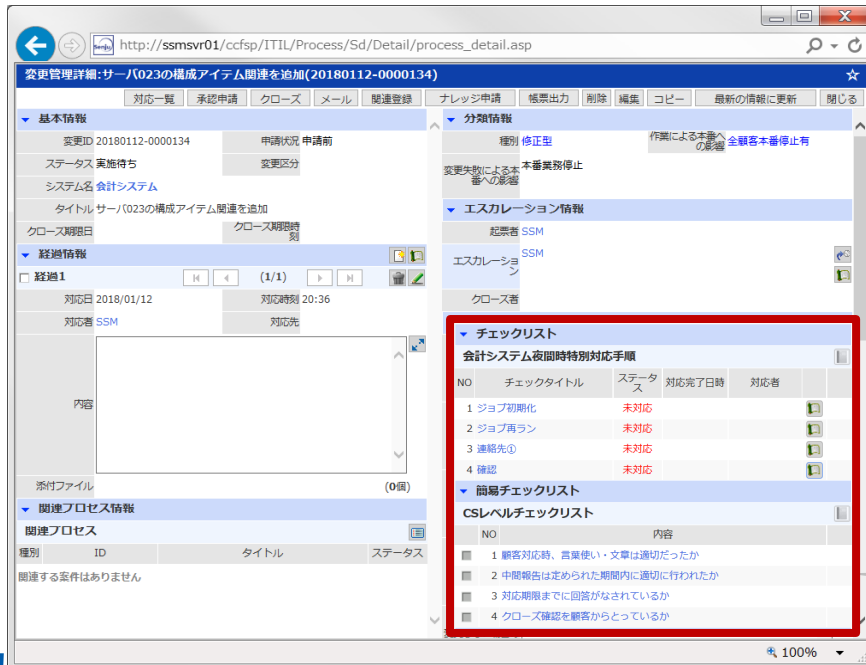● The checklist which agrees with the condition at the incident registration is reflected automatically.
● Simulate which checklist is applied, when adding a checklist newly.
● Reduce the judgement load, and operation process is standardized.

**Check list** — Manage contents and confirmation as logs

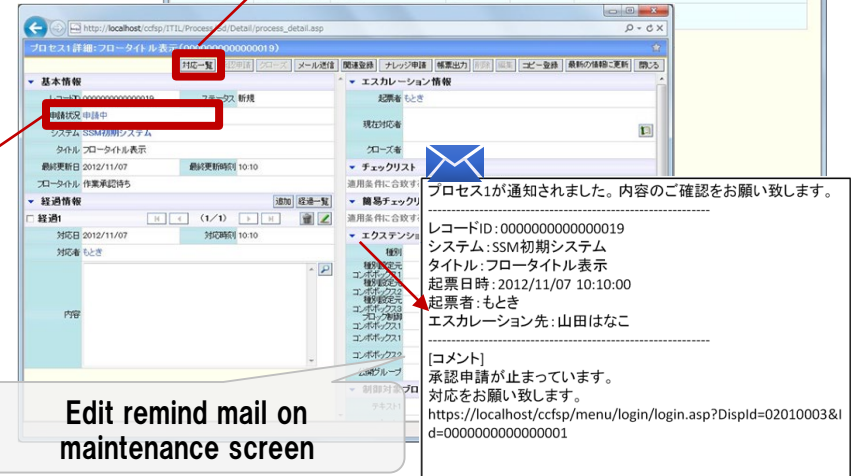**Simple check list** — Manage only implementation
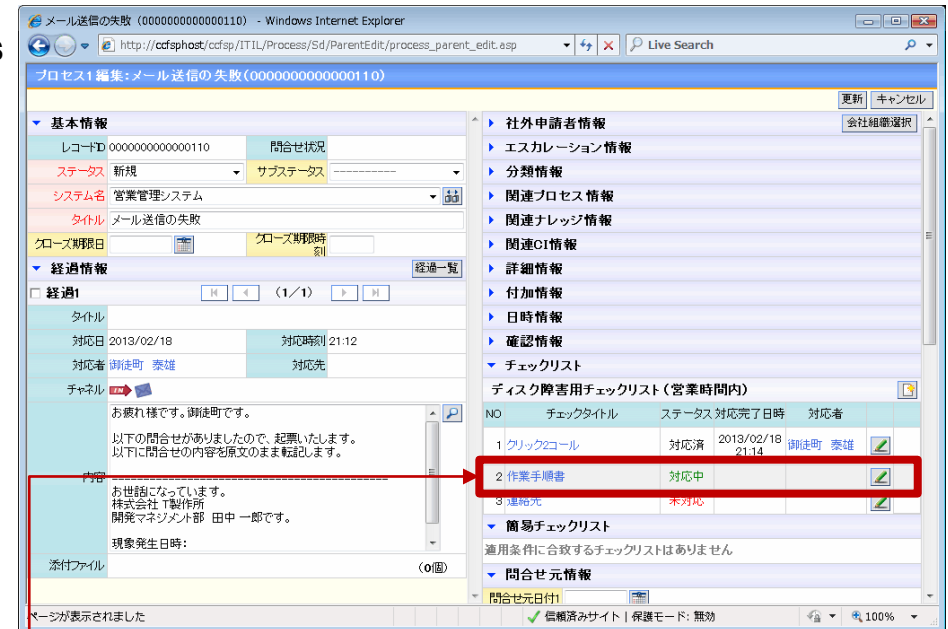


Check list is indicated, if input contents and reload screen

# Remind mail（approval status・time excess）



## Approval status

- Email the status of approval to applicant and operator, when approval haven't done.
- Prevent an omission of correspondence to request. Smoothen an approval flow.

## Time excess
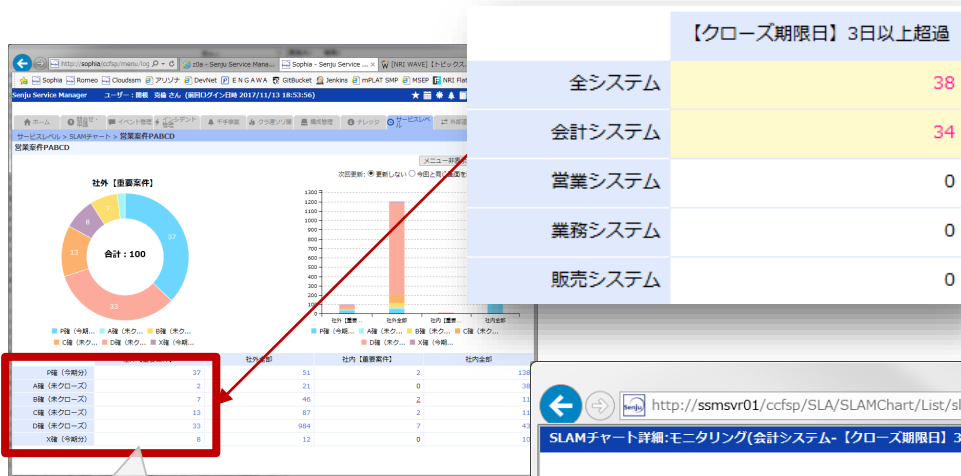
- If time passes, automatically e-mail and notify the person in charge
- Prevent an omission of correspondence to high importance incident.

**Record log of remind mail**

**Edit remind mail on maintenance screen**

**Set the elapsed time from Issuance of tickets, mail address and comments**

**Set rule and condition for each screen**

# SLAM chart

### SLAM chart

- Making totals the incident which occurs every day by the condition set in SLA, and indicates a SLAM chart.
- Set the threshold and blinking alert. SLA violation is prevented and high-quality service is offered.
- Check the present correspondence person by an abstraction result list.



Number of Incident, the Problem and Change which agree with abstraction condition

SLAM chart detail screen
Conform present correspondence person

SLAM chart setting screen

# Process analysis

- Output the report about Incident, Problem, Change process according to the analysis condition.
- Grasp improved point by confirmation on an analysis reports.
- Analyze by optional two items. Establish the analysis item flexibly according to the destination.

**Analyze by optional two items as "priority" and "urgency"**

# External Link（auto mail import, link other management tool）



**External Link**

- Import information from mail, management tool and other tools to Senju/SM

send event command

Senju Service Manager

Record as Incident/candidate of Incident

Integrate, filtering add value information

Senju Enterprise Navigator

Senju DevOperation Conductor

Other management tools
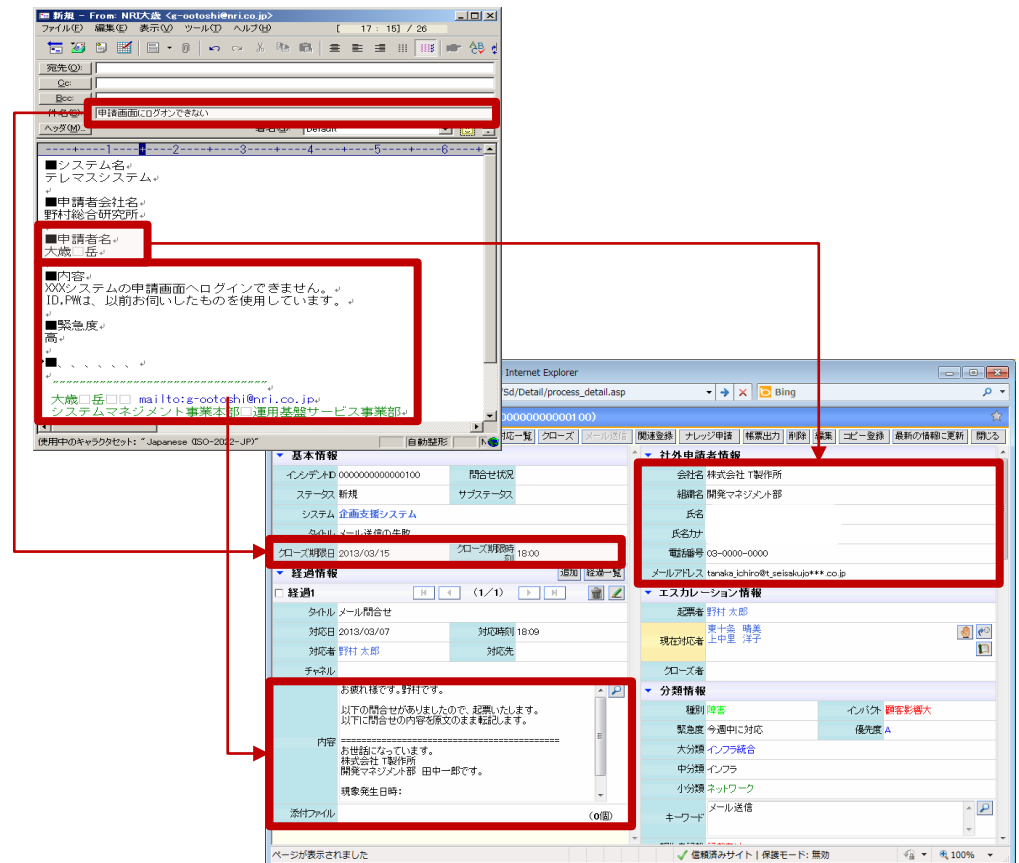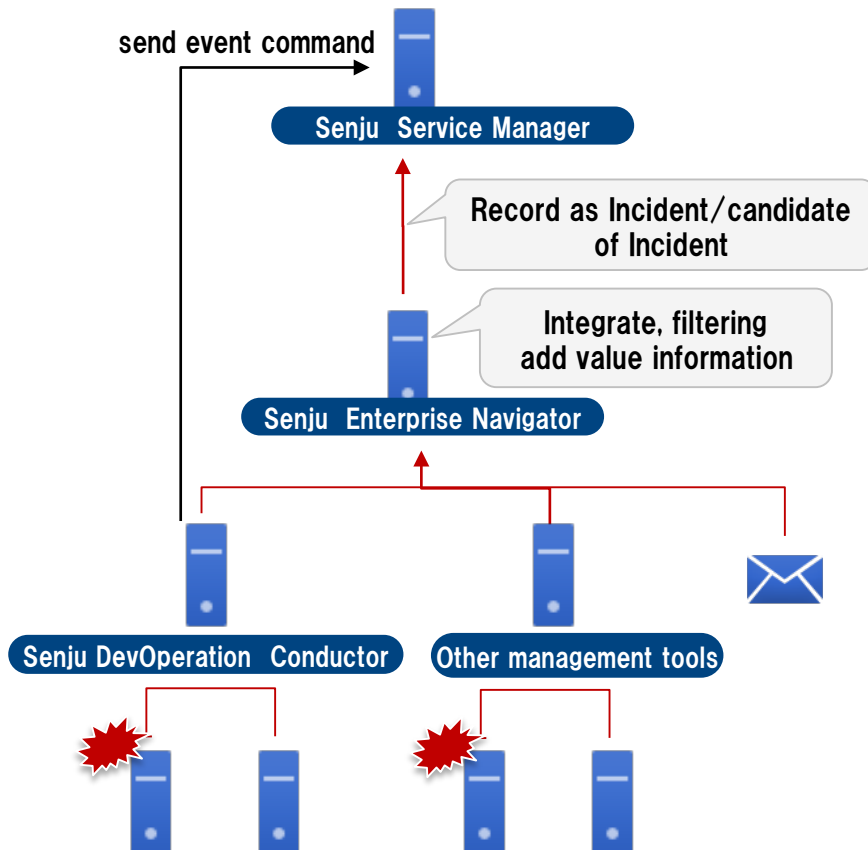
Setting screen of auto mail import

# Multi-lingual

## Operation by multi-lingual became possible to establish it every user.

| Function | Establish language for every users.<br>Label, Button and Message are indicated by a designated language. |
|---|---|



**Japanese**

**English**

# Multi-browser, Multi-device

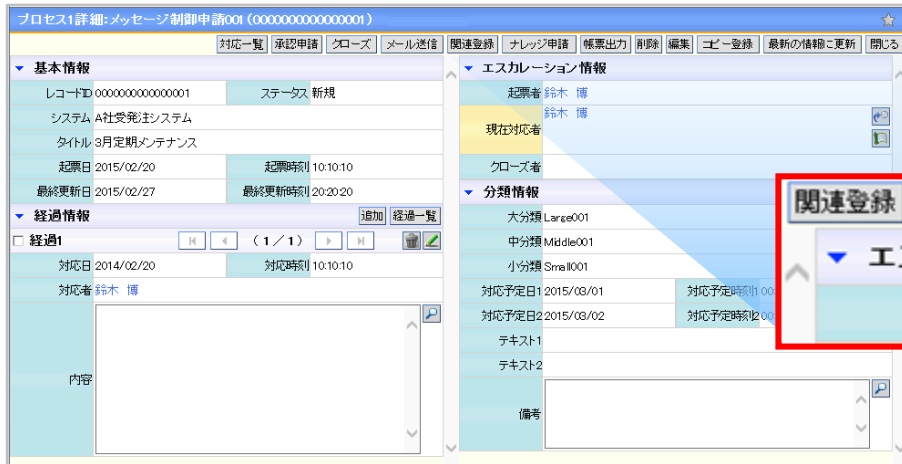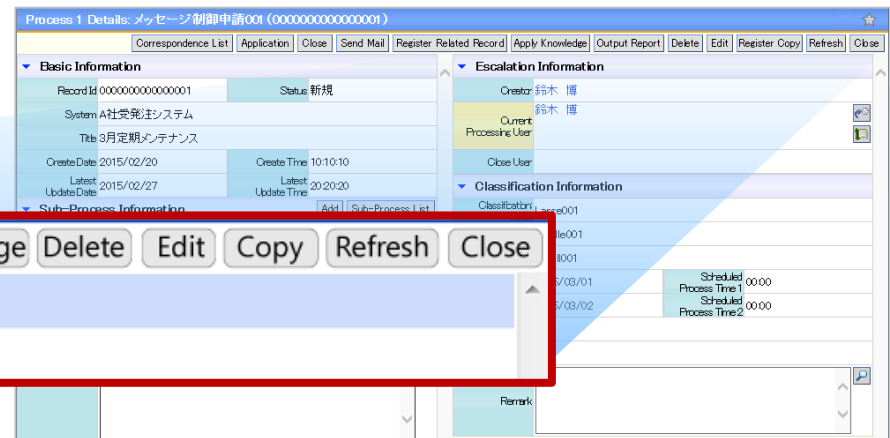## Break off delay and stagnation of operation by minimizing limitation of place and time.

- Refer incident information, make escalation and approve an application flow at a mobile device.
- Even in outside or nighttime, reference and approval of the record contents from smart phone is possible.

| Function | Google Chrome, Firefox, iOS-Safari, is available<br>All process and functions are available as Internet Explorer.<br>※document print of Excel format doesn't support. |
|---|---|
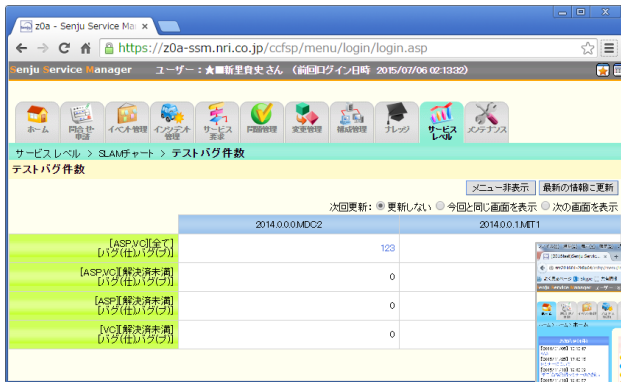


SLAM chart on Chrome
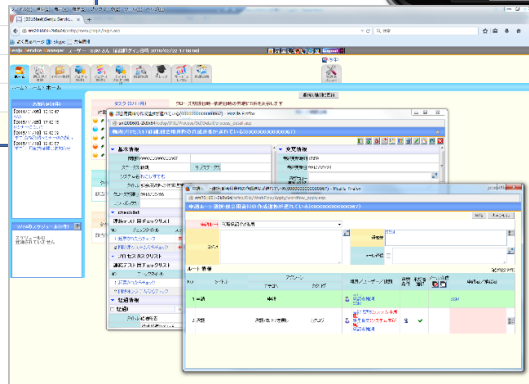


Request screen on Firefox



Process detail screen on iPhone

# Maintenance screen

## Reduce the load of the maintenance by divide the authority.

- It is setable with WEB base（drag & drop）in screen customization, label editing, control information.
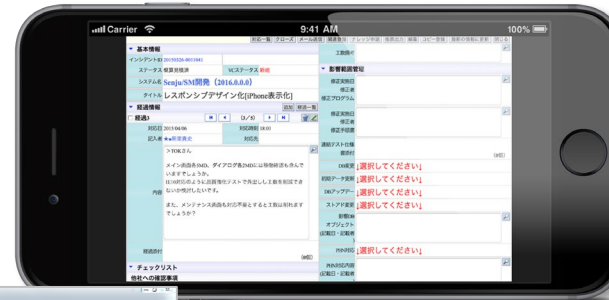- Reduce the load of the whole manager and improve operator convenience by limiting maintenance authority.

Screen customize by Drug & Drop

ITIL process template

Aurhority in the limited area is allocated.

Whole service manager

A System manager

Edit only master of the right assigned

B System manager

Maintenance authority
Record screen

# Maintenance（Group, User, Screen Policy, Role）
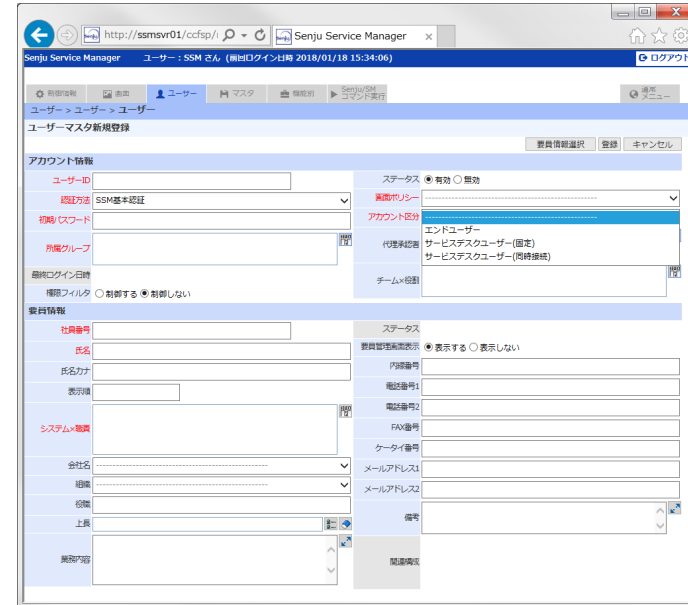
## Group
- Define User, Group, etc….

## User
- Define login user.

（UserID, authentication method, grope membership, screen policy, account grope, name, role, etc…）

## Screen Policy
- Define screens which each user can access.

## Role
- Define the function screens which each user can operate.



| | User A | User B | User C |
|---|---|---|---|
| | User support group | Maintenance group | Manager group |
| **Screen Policy** | Incident management | Incident management<br>Problem management | Incident management<br>Problem management<br>Analyze<br>Maintenance |
| **Role** | Record<br>Reference | Record<br>Reference | Record<br>Reference<br>Approval<br>Close |

# Senju Service Automation

- Manage the user approval according to the flow.
- Run the job and RunBookAutomation according to approval on Senju/SM. Automation form Request to operation. Reduce risk of an operation mistake and also notify of an execution result timely.



開発担当者　　　運用責任者　　　　　　　　　　オペレータ

⑥conform result　①Request　②Reception　③Approval　⑤Auto operation　⑤report result

Senju Service Manager　Senju Enterprise Navigator　④order operation　Senju DevOperation Conductor

**Senju Service Automation**
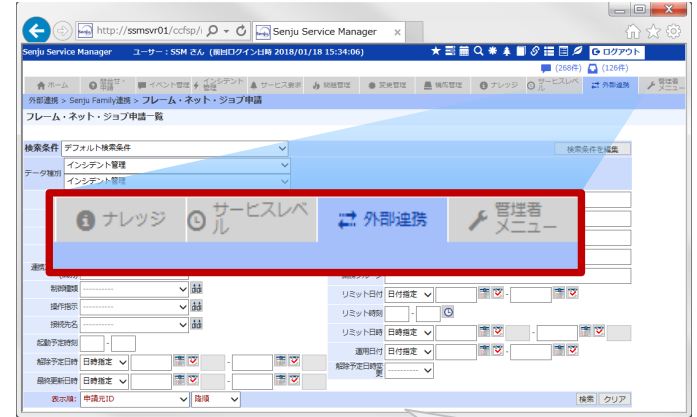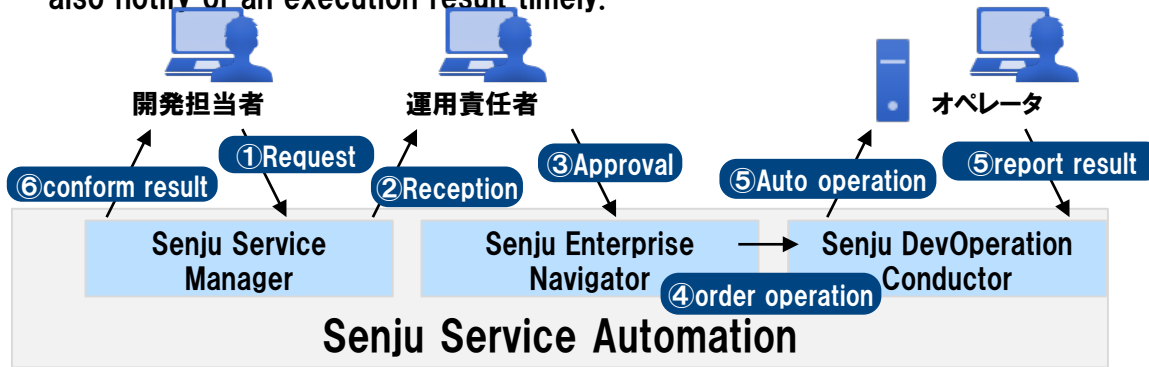
Lists of frame/net/job requests

- Search for frame/net/job definition for one week of Senju/DC from Senju/SM and stick on new requests.
- Request for frame/net/job of Senju/DC, and add a request of the change of the run time for job and net.
- More detail confirmation are possible by the list of job control request and job definition search.
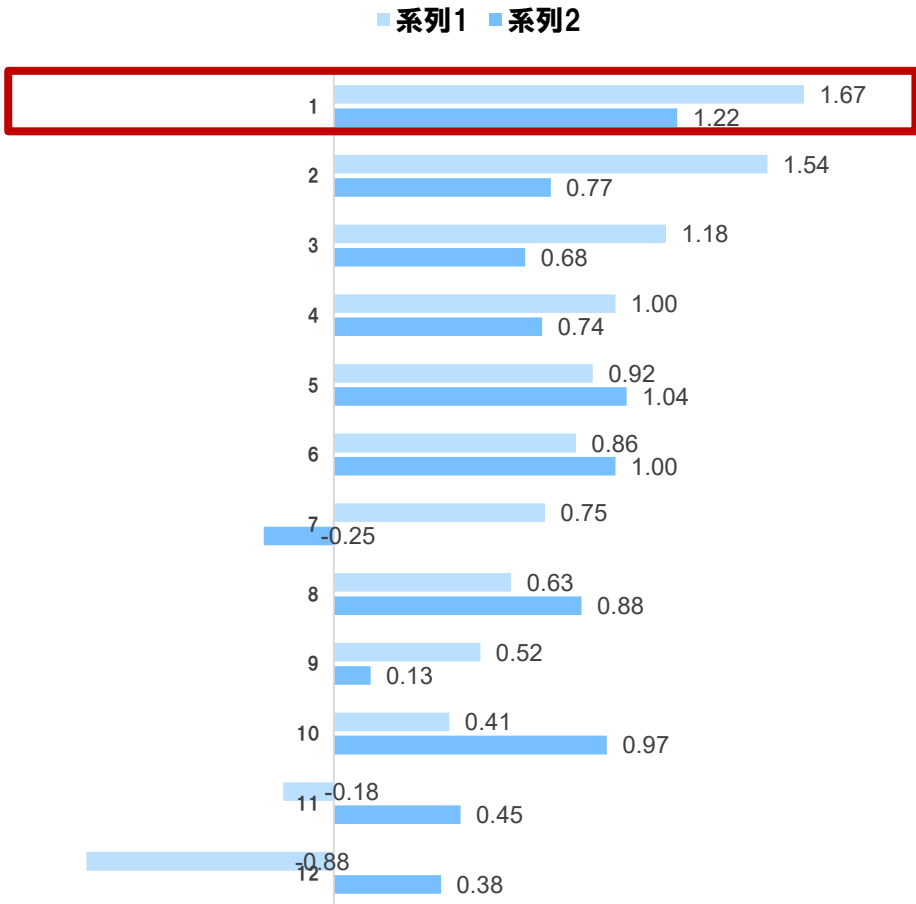
Choose only the part and cancel it without redo request
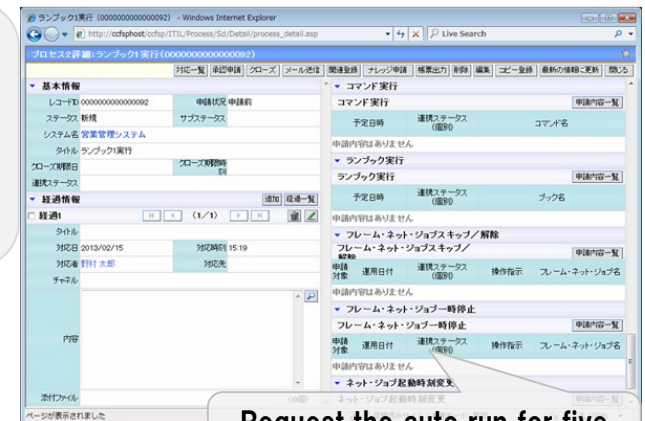
Request the auto run for five functions of Senju/DC

# Market information

## System Management / Asset Management

■系列1　■系列2



| | 系列1 | 系列2 |
|---|---|---|
| 1 | 1.67 | 1.22 |
| 2 | 1.54 | 0.77 |
| 3 | 1.18 | 0.68 |
| 4 | 1.00 | 0.74 |
| 5 | 0.92 | 1.04 |
| 6 | 0.86 | 1.00 |
| 7 | 0.75 | -0.25 |
| 8 | 0.63 | 0.88 |
| 9 | 0.52 | 0.13 |
| 10 | 0.41 | 0.97 |
| 11 | -0.18 | 0.45 |
| 12 | -0.88 | 0.38 |

Quote from：Nork Research

## Service Desk/Incident Management



Other 26.4%
S 6.4%
Z 7.1%
M 9.3%
NRI 50.8%

Service desk / Incident Management (2017)



Other 25.0%
U 4.7%
Z 7.8%
Q 9.8%
M 15.5%
S 18.6%
NRI 18.6%
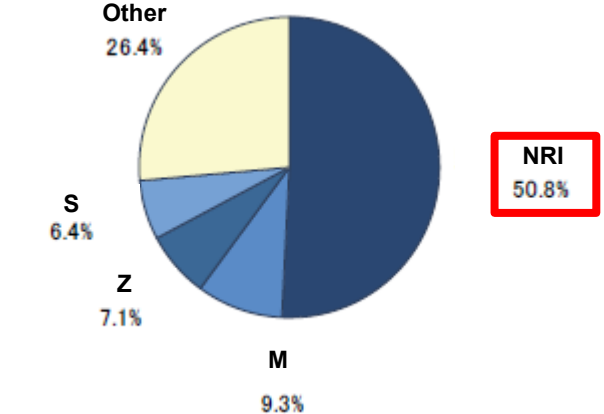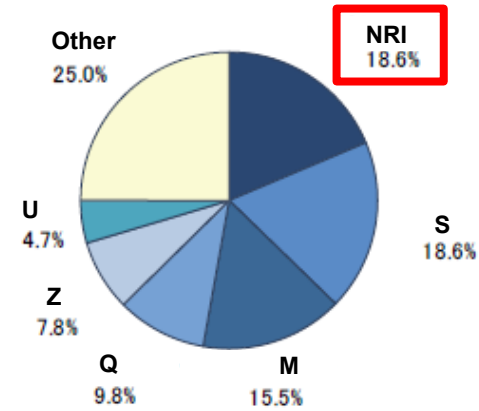
System Management Tool [SaaS] (2017)

Quote from：ITR Market View 2018

# mPLAT／SMP（IT Service Management Platform）



**3 steps to start**

- Save initial cost！→ get ITIL service desk by low cost
- Save time to construct！→ continue to use trial environment
- Free from infrastructure maintenance！→ Reliable NRI datacenter has responsibility and manages it

**Know**

**Trial**

**Continue**

**1** Hands-on Seminar

**2** Service Trial

**3** Apply

**Start to use**

※continue to use trial data

- Initial cost ¥300,000〜  Monthly cost ¥150,000〜
- Service desk 10 named user（or 5 concurrent user）

# Seminar / User case

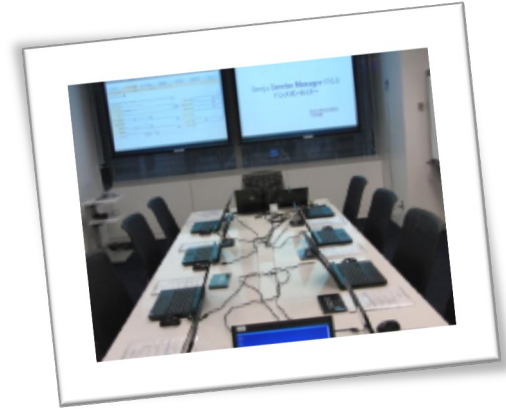●**IT Service Management seminar** : every other month（free）

https://senjufamily.smartseminar.jp/public/seminar/view/52

●**Senju/SM hands on seminar** : every month（free）

https://senjufamily.smartseminar.jp/public/seminar/view/32

●**Senju/SM user case download**

https://senjufamily.nri.co.jp/case/



## Senju Information Center

### Email : senjuinfo@nri-itsa.com

### URL : http://senjufamily.nri.com

NRI

Dream up
the future.