Managing IT processes with ObjectGears RAD platform

ITSDFI – Holiday Inn Brno

16.5.2018

Pavel Carvan
Who we are and what we do

ObjectGears

- Rapid Application Development platform.
- Rich portfolio of IT processes
- Other (non-IT) processes
- Customer development
- References
What do we do?

Solution: Service Desk and other IT processes
Particular solutions for IT processes

<table>
<thead>
<tr>
<th>Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configuration management</td>
</tr>
<tr>
<td>Incident and Problem management</td>
</tr>
<tr>
<td>Request fulfilment</td>
</tr>
<tr>
<td>Knowledge management</td>
</tr>
<tr>
<td>Change management</td>
</tr>
<tr>
<td>Test management</td>
</tr>
<tr>
<td>Release management</td>
</tr>
<tr>
<td>Project portfolio management</td>
</tr>
<tr>
<td>Financial management</td>
</tr>
<tr>
<td>Prioritization of solver queue</td>
</tr>
</tbody>
</table>
Scale your process according to your maturity level

Example:
Incident and Problem management

Are you working just with Incidents or do you recognize also Problem, Known error, Workaround, User call?

Start with entities matching your maturity level and extend to others when you need.

More in on-line documentation doc.objectgears.cz
User / Customer portal

Look and feel - provide your users with a nice interface to your IT services.
Dashboards according to the user role and automated workflows make the process more effective and efficient.
Configuration management and visualization schemes

Visualize relations between configuration items or whatever entity.
Solution: Knowledge base
Replace information distributed to files by a searchable Knowledge Base. Files on network drive or in the cloud make no difference from this point.
Key features

1. Various **content** possibilities – text, tables, files, pictures, videos...
2. Article **preparation, versioning, publishing**
3. Approval workflow
4. Article **classification** drives the access rights
5. Rich possibilities of **article search**
6. Article **assessment, reporting**
7. Simple **migration**
Solution: Project portfolio management
IT mandays - typically the largest part of IT budget

- Do you care about proper planning of your team capacities?
  - Avoiding conflicts of projects calling for the same resources at the same time.
  - Avoiding underutilization during certain periods of year

- Do you want to know how costly particular projects are?
  - What was originally planned?
  - What was the reality?
  - Lessons learned?

Provide your management with a robust project portfolio management tool.
Project resources management

- **PMO**
  - Planning project portfolio

- **Project manager**
  - Timesheet approval

- **Solver (project team member)**
  - Timesheet

- **Solution team manager**
  - Resource approval
Resource planning
Simplify task handover in your teams

- Single queue of work – incidents, catalogue request, tasks from projects
- Use of email as a notification/reminder/escalation tool
- Keep track of progress in a central repository
- Ensure Solver, Customer, Project manager, Team manager are informed on their dashboards.

What gets measured gets done - Increase productivity just by making things transparent
Why is ObjectGears different compared to other solutions for IT process?
Involve business in the development process

OBJECTGEARS

Business/IT-Architect, Analyst

Business – Key user

IT-Developer

Common application

Configuration

Simple SQL and scripting commands

Scripting

.NET coding
Simplify task handover in your teams

- **Free license up to 25 users** – you can support a process without license expenses focusing on implementation

- **Operating model** according to your choice (on premise, cloud)

- Potential to **support various processes** without need to buy licenses

- **Upgrade** of the platform does not affect solutions – no more hell with being forced to upgrade by the vendor and be max. 2 versions behind to obtain support
Come and ask how we could help you

• Come and share with us your challenges, wishes and visions
• We will be pleased to think with you how we could help