Alternative Knowledgebase for Service Operations

Agiloft provides two starting points for managing service desk operations: this standard template, and a Pink Elephant-certified ITIL-based template.

There are many similarities between the two systems, and the standard system does follow some of the ITIL best practices. But if you want a fully ITIL compliant system that supports more complex processes and additional features, we do recommend starting from the ITIL template.

Please note that it is important to start with the best template - do seek our advice if you are not sure which is best for your needs!

Here is a brief list of the some of the differences between the two templates:

Standard KB	ITIL KB
Service Requests: Can include task workflows, no approvals Minimal SLA tracking	**Service Requests:** Can include task and approval workflows Includes purchase request services Full SLA tracking with SLA targets and escalation OLA tracking Includes service cost tracking
Change Requests: Includes approval and task workflows	**Change Requests:** Includes approval and task workflows Calendar integration for scheduling changes Includes Change windows and freezes Includes baseline tracking Links to Release Management and Knowledge Management Includes configuration item diagrams to show relationships and impact of changes
Incidents: Simple structure, independent of service catalogue No SLA tracking	**Incidents**: Included in Service Catalogue Full SLA targets and tracking Links to Event Management and Knowledge Management
Documents: Basic FAQ and internal document functionality with links from Service Requests, Incidents, and Problems	**Knowledge Articles:** Full featured knowledge management, with links throughout the system Topic subscriptions by employees Automatic creation of articles from Service Request, Incident, Problem, Change Request, Configuration Item

SLA Management: Limited to single targets for services No OLA Management	**SLA Management**: Full featured system with multiple SLA groups and Service-specific, CI-specific, and Team-specific SLAs available Integrated into all process tables OLA (Operational Level Agreement) Management included at the individual task level to measure performance of internal and external teams
Event Management: Not included	**Event Management**: Included with ability to integrate with any event monitoring system Can automatically create and resolve incidents and update configuration item status Fully customizable event types and rules
Release Management: Not included	**Release Management:** Full featured system, with links to configuration items, change requests, and service requests Task and Approval workflows
Service Catalogue and Portfolio: Includes basic service catalogue used within service requests, change requests and purchase requests	**Service Catalogue and Portfolio**: Includes workflow for service onboarding Full featured service catalogue(s) with user-friendly, catalogue-based end user interface Supports multiple service catalogue subsets for different users and roles Services in the catalogue are used in service requests (purchase requests are folded into service requests), change requests, and incidents