Service Desk Operation Tables

The system is prebuilt with the core functionality needed to manage a complex IT organization, including Service Request Management, Incident Management, Problem Management, Change Management, Asset Management, Purchase Management, Project Management, and more. The relationship between these tables was designed according to the basic principles of the ITIL framework. ITIL is a set of best practices intended to improve IT service while reducing failures and costs.

Please review the differences listed above between this standard system and our specialized ITIL system to determine which starting point suites your needs. This system is not a complete ITIL system and it does include full SLA and OLA management. If you need that functionality, we recommend starting from the ITIL template.

The general principal of the standard system setup is to point services that require no special approvals into the Service Request table and to point services that require approvals into the Change Requests table, keeping the workflows for each request type distinct and simple. Services such as New Employee Setup and Password Resets are therefore handled within Service Requests.

We have also designed the system so that if a person has a problem with a printer, it does not require creating an incident, a problem, and a change request just to get a new ink cartridge installed. Some would interpret this as the "correct" ITIL process, and if you want to use the more extended process we have made it as easy as possible. From any record a button can be clicked to create the related records and map field values from the current record to avoid duplicate text entries when creating problems, change requests and incidents.

We have prebuilt the relationships and functions that many companies may want, while trying not to force too much complexity on those who may prefer a nimbler and more efficient implementation. This is a rather difficult balancing act, and while we have done our best to get it right for the largest number of customers, the real power of the system is in how easy it is to change it to adapt to your company's specific preferences and needs.

We offer guidance throughout this document on how to make changes to the critical relationships and behavior to suit your needs.

- Alternative Knowledgebase for Service Operations
- Request Tables Overview
- Service Requests Table
- Incidents Table
- Problems Table
- Change Requests (RFC) Table
- Assets Table
- Models Table
- Purchase Requests Table
- Items Requested Table
- Items Table
- Support Cases Table