



Service Management – SV10

Description

Complete service management and monitoring (ITSM) platform

Features

- Web-based customer portal
- Based on ITIL best practices
- Management of inventory and assets (CMDB), incidents, service requests, problems, changes and contracts
- Checking of licences
- Creation of reports and metrics
- SLA management
- Access to the monitoring dashboard

Platform

- 4me

Additional conditions

- Connection with ICT Chancellery
- Purchase of the user licence

Data backup

- Backup of the central platform
- Provision of the logs

Data security

- All members of staff involved who have access to the infrastructure hold national, EU and NATO 'secret' level security clearance.

Standard packs

The service includes making the 4me and Nagios platforms available through a web portal.