



ITSM Portal for SCSM

The **ITSM Portal for SCSM** is a Self-Service Portal for System Center Service Manager (SCSM) which allows end users to browse your IT Service Catalog, create new requests, view and update open requests, and work on activities as part of ITSM workflows. Built on cutting-edge HTML5 and CSS3, the **ITSM Portal for SCSM** is a fast and intuitive alternative for the out-of-box SCSM Self-Service Portal. It offers all features present in the out-of-box SCSM Self-Service Portal, and adds enhanced features leading to a better Self-Service user experience.

The screenshot shows the 'IT Service Management Portal' dashboard. On the left is a navigation menu with options like 'Create new request', 'Home', 'Requests', 'Activities', 'Service catalog', and 'Knowledge base'. The main content area is titled 'Home - My dashboard' and contains two tables:

ID	NAME	AFFECTED USER	STATUS	CREATED	LAST MODIFIED
SR9306	Desc	John Doe	Submitted	22 Jan 2016 14:13:19	22 Jan 2016 14:14:12
SR9287	IT	demo	Submitted	21 Jan 2016 14:22:12	21 Jan 2016 14:22:42
IR9212	Problem with MySoftware	John Doe	Active	18 Jan 2016 14:00:05	19 Jan 2016 14:29:09

ID	NAME	AFFECTED USER	STATUS	CREATED	LAST MODIFIED
RA4634	Approve Service Request	John Doe	In Progress	23 Jan 2015 13:46:52	23 Jan 2015 13:50:51

The same portal allows analysts to create and manage work items such as incident, service and change requests. It also allows to view and edit items that live in the Service Manager CMDB. Using a web-based approach, the **ITSM Portal for SCSM** dramatically increases the flexibility and productivity of your team. Today, more than 200'000 users already use our portal, and the numbers are growing.

The screenshot shows the 'Request Offerings' section of the portal. It displays a list of services, including 'CREATE SOFTWARE CONTRACT FOR NEW CUSTOMER'. A modal window titled 'Sample Request with all Control Types' is open, showing a form with the following fields:

- Request Date:** 16 Feb 2016 (with an 'Open calendar' button)
- Cost:** 13.90 (with up/down arrows)
- Attachments:** A table showing a file named '2015-09-04_16-31-40.png' with a size of 109.41 KB.

Quick Facts

- Enduser and analyst portal
- Lightweight, fast and intuitive
- No SharePoint or Silverlight needed
- Customizable design
- Large forms can be split into multiple sections
- Conditional and repeating user prompts
- Search, view and update requests
- Knowledge base explorer
- Support for announcements
- Customer satisfaction surveys
- Optimized for WAN connections
- Unbeatable cost-benefit ratio
- Professional support

Pricing

Please visit our website to request a quote or a trial version for the ITSM Portal for SCSM.

More Information

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