



Productivity Pack for SCSM

The **Productivity Pack for SCSM** contains a variety of valuable extensions for your System Center Service Manager environment. Since we have been working in the ITSM field for many years, we know about the pains and requirements customers have. Therefore our extensions were built to close important gaps in System Center Service Manager and add new valuable functionality to it. The main goal we try to achieve is to make our customers' analysts and administrators more productive with a tailored System Center Service Manager experience.

We offer individual licenses for each extension. However, if you want to get the maximum value out of these extensions, we offer a bundle license for the **Productivity Pack for SCSM**. Software assurance allows you to get new extensions that we will add later to the



Advanced View Editor for SCSM allows analysts to create and maintain advanced views easily in the SCSM console. Use its power to create complex list views, tree views, and calendar views in seconds without using a XML editor ever again.



Billable Time for SCSM allows analysts to record the time they spend working with tickets directly to the appropriate work items. This enables organizations to gain more insights on the time spent on the different IT service management processes.



Checklist Activities for SCSM can be used to add multiple working steps as a simple checklist into a single activity. Once all steps are marked as completed, the activity will be completed and the process will be driven forward.



CMDB Visualizer for SCSM lets you visualize any object that lives in the CMDB including its relations to other objects. This enhances the visibility and transparency within the CMDB dramatically and helps you identify critical dependencies.



Desktop Alerts for SCSM can be used to notify analysts whenever a ticket is assigned to them or when a service level objective status changes to warning or breached. The notification is shown as a balloon tip from the taskbar and helps reducing notification emails.



Power Print for SCSM lets you configure printouts for configuration items in a very easy way. The extension allows you to bring object values to the printout and helps you to create handover documents by using Service Manager notification templates.



PowerShell Activities for SCSM allow you to automate tasks in a very easy way. All automation scripts are stored in the CMDB and are triggered from PowerShell activities within your processes.



PowerShell Tasks for SCSM allow you to easily create tasks in the SCSM console that trigger PowerShell scripts that are stored within the CMDB. With this extension you don't need Visual Studio anymore for creating complex, PowerShell-based tasks.



PowerShell Workflows for SCSM can be used to create new workflows that trigger PowerShell scripts that are stored in the CMDB. With this extension you don't need to use the SCSM Authoring Tool anymore to create PowerShell-based workflows.



Preview Forms for SCSM changes the preview pane for all work item types to make an analyst's life easier. The updated preview pane makes the most important properties of a work item accessible in the preview pane without even opening it.



Send Mail for SCSM is an extension which allows analysts to send emails such as questions or informational messages about requests they are working on. It allows you to send emails with screenshots and attachments quickly and easily from within the console.



SMA Connector for SCSM allows you to automate specific activities from a work item by using a SMA runbook. It works the same way as the out of box SCORCH connector does, but allows you to use the newer SMA automation platform.

Quick Facts

- Closes important product gaps
- Enhances the product acceptance
- Makes analysts and administrators more productive
- Reduces authoring complexity
- Simple to deploy and maintain
- Proven in many customer environments around the world
- Built based on real-world experience
- Licensed as a complete bundle or individually
- Unbeatable cost-benefit ratio
- Professional support

Pricing

Please visit our website to request a quote or a trial version for the Productivity Pack for SCSM or individual extensions.

More Information

itnetX AG
www.itnetx.ch
sales@itnetx.ch
Switzerland