



ITIL “best practices” out of the box... designed specifically for users of Track-It!®

Service Definition® is a complete system that allows you to implement “best practices” for your IT department, without the need for external consultants. Service Definition® takes a practical approach to ITIL implementation and offers a complete set of processes, procedures and step-by-step instructions, designed specifically for users of the popular Track-It!® helpdesk application.

Service Definition® includes a full set of detailed documentation that provides intuitive, easy-to-understand information on three levels: **processes** (a general overview and summary of procedures, workflows and roles), **procedures** (what steps need to be followed for each situation), and most importantly, **work instructions** (step-by-step instructions that explain how to carry out each procedure).

Service Definition® covers the following areas of IT service management:

- Incident and Request Management
- Task Management (Assignments)
- Asset Management (Inventory)
- Problem Management
- Change Management

The “best practices” documentation included with Service Definition® is based on ITIL and other industry standards. These processes can be easily adapted to meet your specific requirements, and can also be used as a template or starting point for documenting and publishing the policies and procedures of other aspects of your company’s organization.

Key benefits:

- Allows you to standardize your organization’s processes and procedures, based on ITIL and other industry “best practices”.
- Ideal for training new hires, and provides an online reference guide for IT staff and managers.
- Drastically reduces the cost of implementing ITIL by shortening implementation times and avoiding the need for external consultancy.
- Can also be used to document processes and procedures of other departments (purchasing, human resources, etc.).
- Get the most out of Track-It!®, with product-specific ITIL process documentation.

Service Definition®



Bridging the gap between people, products and processes within your organization

Easy to use, practical and highly customizable, Service Definition® allows you to document and publish your organization's policies and procedures in an attractive, user-friendly and intuitive web application.

Service Definition® includes a full set of detailed "best practices" documentation, designed to help you implement ITIL processes without the need for external consultants.

The standard documentation included with the product can help you implement ITIL processes in days rather than months, greatly reducing the costs normally associated with ITIL implementation. Service Definition® can also be used as a model for documenting other processes and procedures within your organization.

Easy to install, 100% web

Service Definition® can be installed in minutes, with no prior training or technical knowledge required. Once installed, it can be accessed immediately from anywhere within your organization's network, using a standard web browser.

Customization of the process documentation

The processes, procedures and work instructions can easily be created, edited and published by authorized users, directly from a web browser. The interface for editing the content is an easy to use, Word-like graphical user interface, and texts can be copied and pasted directly from other programs. For more advanced users, the HTML code can be modified as desired, so the possibilities for customization are virtually endless.

The ideal tool for training and reference

The documentation included "out of the box" with Service Definition® is written in a clear, didactic style and explains not only what needs to be done in each situation, but also how to do it using the Track-It!® application. No prior knowledge of ITIL processes or of Track-It!® application is required. Service Definition® is designed to help employees and support staff learn how to use Track-It!® in an ITIL environment.

Designed specifically for users of Track-It!®

Service Definition® contains highly detailed information for users of the Track-It!® helpdesk application. Processes have been streamlined to take advantage of specific functionality in the product, and step-by-step instructions are provided to tell users how to follow the procedures using the standard interfaces and features available in the Track-It!® application. A quick reference guide is also provided to help administrators customize and optimize Track-It!® for ITIL processes. Service Definition® helps users understand how to use the Track-It!® product to get their job done faster, more efficiently and in accordance with ITIL "best practices".



Proven methodology

The Service Definition® methodology allows you to implement processes based on ITIL and other "best practices" and has been used successfully in hundreds of customer sites all over the world.

Technical specifications

Service Definition® can be installed on any system running a Microsoft Windows Server 2003 or Microsoft Windows XP Professional operating system (32-bit only). It incorporates its own database and web platform, thus eliminating the need to install and manage external web servers or databases. The product also includes full backup and restore capability.

How to purchase Service Definition®

Service Definition® is sold worldwide, through a network of Authorized Partners as well as from the online store at www.servicedefinition.com. To find an Authorized Partner in your region, or to become part of the Service Definition® reseller channel, please contact us at the email address info@servicedefinition.com.

Full product demo available online

An online demo is available from the Service Definition® website, allowing you to experience all of the product's features without having to install anything in your network. You can view the product as a normal user, or log in as System Administrator to see the administrative features and even edit the process documentation.

Versions and licensing

Versions available

Because the Helpdesk application you use can affect the way IT processes are followed, different versions of Service Definition® have been created in which the Work Instructions, glossary and other aspects take into account the features, functionality and philosophy of several different market-leading helpdesk products. Customers who do not want a product-specific version can purchase the Standard Edition of Service Definition®, which is designed for any size company using any helpdesk application or ticketing system compatible with ITIL processes.

Licensing

The Service Definition® product is licensed per installation (per named machine), exclusively for the internal use of the licensed company.

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