

# Service Definition

for ManageEngine ServiceDesk Plus



## ITIL “best practices” out of the box... designed specifically for users of ServiceDesk Plus

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 ManageEngine ServiceDesk Plus product.

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
- Inventory Management
- 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”.
- Includes a complete set of easy-to-understand, web-based documentation that explains in detail when to apply each procedure, and how to carry out every step along the way.
- Provides an online reference guide for employees, and can be used for training new hires.
- 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.).

# 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. The Service Definition methodology 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.

## Designed specifically for users of ManageEngine ServiceDesk Plus

Service Definition contains highly detailed information for users of ServiceDesk Plus. Processes have been streamlined to take advantage of specific functionality in the ManageEngine product, and step-by-step instructions are provided to tell users how to follow the procedures using ServiceDesk Plus. A quick reference guide is also provided that helps understand how each form should be used. Service Definition helps users understand how to use the ServiceDesk Plus product to get their job done faster, more efficiently and in accordance with "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. It incorporates its own database and web platform, thus eliminating the need to install and manage external web servers or databases.

## Languages and localized versions

Service Definition is available in several European languages, and localized versions have been developed to meet specific customer requirements all over the globe.

## How Service Definition is sold

Service Definition is sold worldwide, through a network of Authorized Partners. To find a reseller in your region, or to become an Authorized Partner of Service Definition, please contact us at the email address [info@ServiceDefinition.com](mailto:info@ServiceDefinition.com).

## Versions and licensing

### Versions available

Because the Service Desk software affects the way that the users carry out the IT processes, different versions of Service Definition have been created in which the Work Instructions, glossary and other aspects take into account the features and functionality of specific market-leading products, such as *ManageEngine ServiceDesk Plus* and *BMC Service Desk Express*. Other product-specific versions are currently under development and will be available soon. Customers who do not want a product-specific version of Service Definition can purchase the Standard Edition of Service Definition.

### Standard License vs. Consultant License

The Service Definition product is licensed per installation, and the Standard License allows the application to be used exclusively for the company's own internal use. A special "Consultant License Add-on" is available for consultants who wish to use Service Definition methodology in projects with third parties. This extended license waives the "internal use only" clause of the license, and allows the consultant to deliver rebranded, printed copies of Service Definition documentation to their customers. The Consultant License Add-on also allows consultants to use their installation to create their own customized version of the product, which can then be repackaged and sold to end users as a new, co-branded web application.

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