

Service Management Automation X (SMAx) SaaS Quick Start

Our Professional Services Quick Start offering helps you swiftly deploy SMAx SaaS. This offering covers the deployment of Service Request and Incident Management modules.

Executive Summary

Micro Focus SMAx is a comprehensive service management solution that delivers efficient IT service management (ITSM), IT asset management (ITAM), and enterprise service management (ESM). Powered by embedded analytics and machine learning, SMAx is easy to use, easy to extend, and easy to gain business value from. Fully functioning out-of-the-box processes and workflows are ready to use on day one.

Micro Focus deploys SMAx SaaS on a shared infrastructure platform that leverages both public and private data center facilities across the globe. Micro Focus SaaS experts monitor the system for 24x7 availability and provide 24x7 infrastructure support, including version upgrades. We designed the SMAx SaaS platform for an availability service-level agreement (SLA) of 99.9%.

Whether you have an existing service management solution or no service management solution—deploy SMAx SaaS in a cost-effective and agile way with the help of Micro Focus Professional Services. We have a fixed-price and fixed-scope service.

Service Summary

The SMAx Quick Start Service is for customers who want to deploy SMAx on the Micro Focus SaaS platform. Our expert team works closely with you through every phase of the project so you get the most value from SMAx.

With our service, you can reduce your downtime and leverage artificial intelligence capabilities on a stable platform managed by experts.

Service Description

We offer an outcome-based service that gets your SMAx SaaS solution up and running quickly:

Offering Name	Offering Type	Max Duration (Weeks)
SMAx SaaS Quick Start	New Deployment	4

SMAx Quick Start

This service is for new SMAx SaaS customers deploying service request management, including a self-service portal and incident management.

Service activities include:

PREPARATION

Confirm all prerequisites are met.

SMAx at a Glance:

- Analytics boost service quality with out-of-the-box support for key processes.
- Built-in machine learning increases productivity with better knowledge delivery, faster issue resolution, and lower ticket volumes.
- Self-service, social collaboration, and automation elevate the user experience and reduce manual, error-prone work.
- Codeless configuration of processes and workflows enables easy updates.
- Applications for enterprise service management extend the modern service desk beyond IT.

Data Sheet

Service Management Automation X (SMA) SaaS Quick Start

PROJECT PLANNING AND GOVERNANCE

- Establish project governance.
- Define stakeholders and communications plan.
- Confirm SaaS environment readiness.
- Hold workshops for request management and incident management.
- Confirm project scope and strategy.
- Review customer roles and responsibilities.
- Schedule project.
- Manage resources.
- Manage risk and early communications.
- Manage budget.
- Monitor quality.

IT SERVICE MODELS

Create IT service models that accurately represent your IT services (up to one service model).

IDENTITY AND ACCESS MANAGEMENT

Build roles and groups (up to two each).

BRANDING

Apply branding and theme (up to one theme).

SMA MODULES

- Implement Service Requests (up to seven catalog items).
- Implement Incidents (up to two incident models and five record categories).

PRODUCTION READINESS

Support user acceptance tests (dry run) to ensure that the system works as expected and delivers quality service to end users and clients.

DELIVERABLES

Provide as-built documentation.

Duration

Delivery of this service will not exceed 160 service hours. Our specialists will deliver it remotely. Delivery times are subject to local Micro Focus business hours.

Service Limitations

Excluded activities include:

- Managing communications within customer teams.
- Procuring licenses.
- Deploying more than two environments.
- Troubleshooting third-party tools.
- Performing user acceptance testing.

Customer Requirements

- Establish governance procedures, such as steering or program boards.
- Build acceptance plan that covers acceptance procedures, acceptance schedule, test plans, and creation schedule.
- Provide employees for acceptance, testing environments, and resources planning.
- Appoint project sponsors and stakeholders.
- Manage change to ensure successful adoption.
- Provide communication matrix and plan.
- Provide any required credentials for Micro Focus or third-party applications in scope.
- Provide remote access or VPN connectivity to our teams.
- Identify participants for knowledge transfer and handover.
- Open all necessary firewall ports.
- Perform user acceptance testing for signed-off test cases and provide feedback.

Service Eligibility

- Access to your network.
- Access to the servers and the applications in scope.
- Timely availability of subject-matter experts and your engagement manager.

Enablement

To be self-sufficient, we highly recommend going through our formal education courses for:

- Administrators
- Process owners
- Service desk agents
- Support engineers

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