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:

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.
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).

SMAX 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

Terms
Micro Focus Customer Terms-Professional Services. The services described in this data sheet ("Services") are subject to the Micro Focus Customer Terms—Professional Services posted at www.microfocus.com/en-us/legal/end-user-agreement-terms (the "Terms"). All capitalized terms used in this data sheet, but not otherwise defined, will have the meaning set forth in the Terms.

Rescheduling. Customer may reschedule Services by providing written notice ten (10) or more business days in advance of the scheduled delivery but only if the revised schedule results in completion of delivery within one year from the purchase date. If Customer notifies Micro Focus of rescheduling less than ten (10) business days prior to the offering start date, the obligations of Micro Focus to deliver the Services are considered fulfilled and the rights of Customer to receipt of the Services will expire.

Change in Scope. Changes in scope to the Services are not allowed. Customer may request additional or different services, if available and at additional cost, through a mutually executed statement of work.

Services; Acceptance. Services do not include hardware maintenance and repair, software maintenance, or other standard support services provided by Micro Focus; software as a service; managed print services; or outsourcing services. Deliverables are deemed accepted upon delivery. Any acceptance criteria or procedures set forth in this data sheet apply only to the Services specified herein and do not apply to any other products or services Micro Focus may supply or has supplied to
Customer, regardless of whether such products or services be used in connection with the Services.

**Authorization to Install Software.** During the provision of Services, Micro Focus may be required to install copies of third-party or Micro Focus-branded software and may be required to accept license terms accompanying such software ("Shrink-wrap Terms") on behalf of Customer. Shrink-wrap Terms may be in electronic format, embedded in the software, or contained within software documentation. Customer hereby acknowledges its responsibility to review Shrink-wrap Terms at or prior to installation and hereby authorizes Micro Focus to accept all Shrink-wrap Terms on Customer’s behalf.

**Existing License & Support Agreements.** Services may be in support of a Customer license to software under a separate agreement and, in such case, the separate agreement shall govern all use by Customer of such software and these terms shall relate solely to the Services. These terms are not intended to modify, amend or in any way affect the licensing, warranty, or other provisions applicable to software products separately licensed by Customer from Micro Focus or any other party unless expressly provided for in the applicable data sheet.

**Payment; Validity.** The Services will be pre-billed. Pricing for the offering may vary by country. Customer must schedule delivery to be completed within a period of one (1) year from the date of purchase. Notwithstanding the previous sentence, Micro Focus’s obligations to deliver the Services are considered fulfilled and Customer’s rights of receipt of the Services will expire one (1) year from the date of purchase.

Pricing for the offering may vary by country.

Learn more at
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