



Incident and Problem Management with SMAX

SMAX, an industry leading ITSM and ESM solution, delivers superior experiences and results to your service desk and allows you to track and resolve issues faster and more easily. Ignite productivity, satisfying experiences, and ROI with AI and machine learning at the core. This flyer describes how you can handle incident and problem management with SMAX.

At a Glance:

■ Accelerate Incident Resolution:

Automatic ticket categorization, routing, and guidance

■ Prevent Recurring Incidents:

Analytics to help identify the root-cause of issues

■ Enable Your Agents to Work Smarter:

Knowledge base capture driven by machine learning

Incident and Problem Management

A Modern Agent Interface

With OpenTex™ Service Management Automation Suite (SMAX), service desk agents enjoy an easy to navigate platform with a holistic view of all incidents. Assigned incidents can be filtered and sorted to quickly identify and prioritize resolving the most critical ones first. Each new ticket is easily populated with AI and machine learning based assistance. For example: in the service type dropdown, smart analytics suggests the most likely options in the blue font color—in contrast to other options in black.

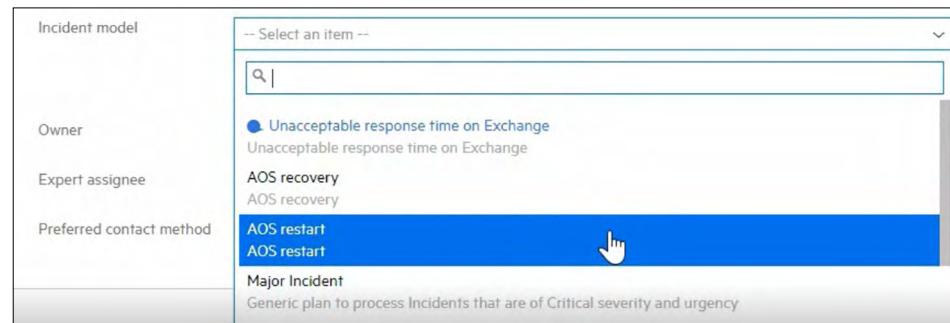


Figure 1. Smart analytics suggests the most likely options in blue

Knowledge Base Capture and Management

In the 'Resolution section,' we find 'Suggested solutions' panel. Here, the top 3 matches (items) that may help with resolving the incident are displayed, based on SMAX's powerful natural language search capability of the unstructured data. SMAX compares the content of a new incident with the knowledge-base that includes other incidents, articles, problems, known errors, external knowledge, etc. This information can prove helpful in finding the resolution as

quickly as possible, without having to "reinvent the wheel," or manually search across the vast knowledge base—although that is possible as well. Further, under 'Find more solutions' an agent can refine the search, or filter the results to specific areas, then copy relevant information back into the incident resolution field, or link as a related record to the incident. In addition, to ensure work is prioritized properly for the entire duration of the incident, the priority of each incident is automatically recalculated anytime the urgency or the impact of the incident changes.

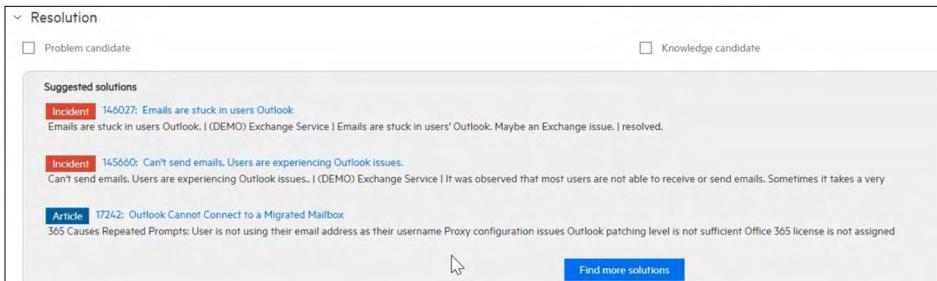


Figure 2. Top matches for helping resolve the incident are displayed

A Step-by-Step Guide (Task Plan)

Alternatively, if none of the information is deemed helpful, an agent can navigate to a script or a playbook for working on the incident in the SMAX's task plan, a step-by-step guide for solving an incident, which is populated based on the incident model that was selected. Task plans contain all the steps (manual and automatic) needed for the diagnosis and resolution. Machine learning helps agents determine which incident model to select, by highlighting best matching choice(s) in blue.

Task plan and analytics based suggested solutions allow the knowledge from the most experienced agents—with regard to how to diagnose and solve difficult incidents—to be passed down to new agents. Resulting in knowledge resource distribution and shorter resolution times.

Collaborative Incident Response

SMAX also facilitates a collaborative approach to solving incident. Different tasks can be assigned to multiple agents and allow work on the incident to proceed in parallel. Incidents that require a multi-disciplined approach are no longer passed from team to team. Each unit can work on their segment or scope of the issue at the same time. Escalation is easily handled as well. Agents can engage the expert group when the organizational agreed upon criteria are met. The expert assignee is automatically selected as the on-call person based on the team's schedule. It is also possible to manually override and select a different team member that may be better suited for the task.

Finally, once the incident is resolved. An agent makes a note of it in the resolution section.

Problem Management with Analytics

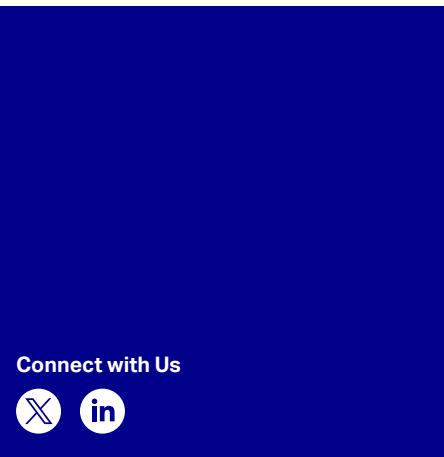
If resolution was a short-term workaround, an agent marks it as a 'Problem Candidate.'

Problem can then be opened to perform root cause analysis to prevent the same critical issue from happening again in the future.

Problem management consists of leveraging AI and machine learning along with internal and external sources of data (e.g., monitoring tools, historical records) to help identify root causes related to a problem. SMAX's Hot Topic Analytics looks at the population of incidents and automatically categorizes them based on natural language processing of the unstructured data. This can aid problem managers in identifying patterns of incidents that warrant problem investigation. Multiple incidents can be selected and a problem opened from all of them. Each related incident may contribute a piece of information that is critical to identifying the root cause related to the problem.

Service Level and Operational Level Targets

Agents can view service level and operational level targets for each incident. Service level



targets help manage work prioritization and notify the relevant agents and teams to ensure incidents get handled in the agreed upon time-frames. SLA notifications for upcoming breach conditions are sent to maximize the likelihood that the target will be met. These can be configured so that: at 50% of the elapsed duration the owner and assignee are notified; at 75%, 90%, and at 100% (breach) the members of the service desk group and the expert assignment group are notified.

Dashboards for Service Desk Stats

A comprehensive dashboard view is available to gather various service desk insights. Number of incidents by priority, closure trends, SLT trends, and more. Dashboard can be customized, and charts can be expanded to drill down into more detail, and provide insights that help optimize the overall service desk performance.

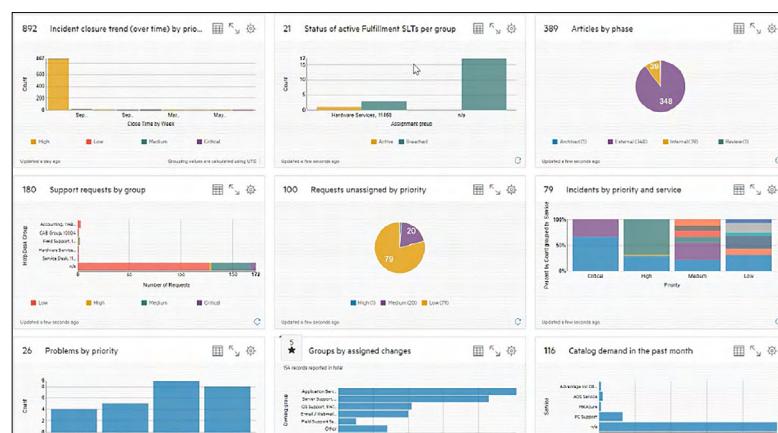


Figure 3. Customizable service desk dashboard view

Learn more at

www.microfocus.com/en-us/products/smax-express-saas/overview