



## Service Catalog and IT Request Management



Every organization has unique procedures for processing end users' requests to add or modify services, seats, software, equipment, or management processes. Provance enables automated Web-based workflow that lets you dramatically reduce your overall cycle time. End users are empowered to automatically make changes and requests, provide approvals, and find out the status of their service request. By contrast with time-consuming manual processes, this capability leads to happier end users and significant cost savings for IT.

Provance Service Catalog and IT Request Management is an integral part of a truly automated service delivery solution. End users can directly participate in the process of managing changes to the services you provide, while you gain ongoing automated data updates to a central services and asset repository.

As one of the main capabilities of the Provance IT Services and Asset Management Suite, Service Catalog and IT Request Management provides:

- ❖ Infrastructure that makes it easy to define workflow at any level of complexity
- ❖ Secure, personalized visibility of, and control over the status of every request to all participants in the extended IT service value chain
- ❖ A notification engine that automatically provides request status updates and alerts to appropriate workflow participants
- ❖ Integration with other enterprise applications to initiate or participate in workflow

### The Provance IT Services and Asset Management Suite

*By integrating enterprise assets and services, Provance™ helps IT organizations eliminate redundancy and automate business processes. You gain greater visibility into IT infrastructure, so you can accurately predict, easily report on, and effectively manage the total cost of IT services and assets and services.*

*Provance's unique approach to IT infrastructure management uses a utility model to automate request management and the charge back of services to users.*

**Work Item**
• MANAGEMENT • PERSONAL

LOCATE | VIEW | TASKS
PRINT | SETTINGS | LINKS | HOME | LOGOUT | HELP

Details
Workflow
Charge
Groups
Relationships
Attachments

```

graph TD
    Start[Start] --> Review[Review]
    Review -- Rework --> Rework[Rework]
    Review -- Proceed --> Approve[Approve]
    Approve -- Denied --> RequestDenied[Request Denied]
    Approve -- Approved --> NotifyUser1[Notify User]
    Rework --> NotifyUser2[Notify User]
    RequestDenied --> NotifyUser3[Notify User]
  
```

**Process: New Phone**

Reference ID: 123qwe  
 Status: Active  
 Start: Aug 23, 2004, 12:56:23 PM

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**Activity: Review**

Status: Completed  
 Start: Aug 23, 2004, 12:56:23 PM  
 Completed: Aug 23, 2004, 12:56:52 PM

Destination User: Rogers, Norman

Events:  
Review

Result: Proceed

Comment:

Status: Completed  
 Start Date: Aug 23, 2004, 12:56:23 PM  
 Completed: Aug 23, 2004, 12:56:52 PM

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**Activity: Approve**

Status: Active  
 Start: Aug 23, 2004, 12:56:52 PM



## Service Catalog and IT Request Management

Meeting the Challenges of IT:  
The Provance Solution

**Fully Configurable**

**Your Challenge:** Enable your end users and IT resources to initiate and execute business processes.

**Provance Solution:** Provance’s easy-to-use central interface lets you make, manage, and track a variety of request types to enable user, seat, service, software, equipment, training, or management review requests. We offer a configurable infrastructure for defining custom, complex workflows that route requests and approvals to the appropriate person depending on the type of request, what is being requested, location, organizational relationships, and the dollar amount of the request. You can also define any number of serial or parallel levels for a workflow.

**Efficient, effective request fulfillment**

**Your Challenge:** Ensure that business processes are being adhered to and are being executed in a timely manner.

**Provance Solution:** Provance lets you extend access to all stakeholders, and improves communications and end user satisfaction. You get secure, personalized control over, and visibility into the status of every request in the extended IT value chain, from end users to approving business managers, IT staff, and third-party service providers. Our notification engine automatically provides request status updates and alerts to appropriate workflow participants. When a request has been approved by one person in the process, or a request changes status, Provance automatically generates an e-mail with a link to the request. This solution minimizes the time between approvals and ensures that requests move efficiently through the fulfillment process.

**Minimized data entry effort, improved data integrity**

**Your Challenge:** Maintain an accurate repository that reflects updates initiated by requests.

**Provance Solution:** With Provance, data update transactions can be initiated automatically as part of the request work flow. This minimizes your data entry effort, improving data integrity and accuracy.

**Historical request tracking and reporting**

**Your Challenge:** Enable historical review of requests, including end user inquiries.

**Provance Solution:** Provance lets you easily maintain and view a complete history and audit trail of all changes to a request. You can track and report on the request life cycle, and requesters and submitters can view all changes themselves—rather than involving the IT service provider.

**Provance: Bringing Visibility, Accountability and Credibility to IT**

Provance is a leading provider of IT services and asset management software that helps Global 2000 companies, government organizations and IT outsourcers improve visibility into their operations and gain tighter control of their costs, while dramatically improving IT service delivery to their customers. The Provance solution has helped organizations like NASA, Lockheed Martin Information Technology, and CGI gain greater ROI in IT assets without sacrificing service level commitments.

Provance is a privately owned software company founded in 1997 by acknowledged IT management experts in direct response to customer demand for more competent, flexible, and cost-efficient IT services and asset management solutions.

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