



Self Service Portal

A fast, lightweight, highly customizable self-service web portal

The Suite **Self Service Portal** for Microsoft® System Center – Service Manager allows end users to browse your IT Service Catalog, create new requests, view and update open requests, and work on activities as part of ITSM workflows.

ID	Title	Status	Created	Last Modified
SR16563	New Employee: Sample, John	Completed	7/23/2015 12:43:48 PM	7/23/2015 1:06:40 PM
SR16537	New Employee: [Last Name], [First Name]	Completed	7/23/2015 12:15:42 PM	7/23/2015 12:21:28 PM
IR16476	Problem with Excel	Resolved	7/23/2015 11:15:29 AM	7/23/2015 11:17:22 AM
IR16474	Problem with Word	Active	7/23/2015 11:11:48 AM	7/23/2015 11:14:55 AM

Built on cutting-edge HTML5 and CSS3, the Suite Self Service Portal is a fast and intuitive alternative for the out-of-box SCSM Self-Service Portal. It offers all features present in the out-of-box SCSM Self-Service Portal, and adds enhanced features leading to a better self-service user experience.

Features

- Lightweight, fast, and intuitive: cutting-edge HTML5 and CSS3, no SharePoint, no Silverlight
- Customizable design: colors, backgrounds, fonts, logos etc. can be modified to match your corporate design
- Easy-to-browse Service Catalog
- Wizard-based dynamic request forms:
 - Intuitive controls for a better end-user experience
 - Large forms can be split into multiple sections to ease the request registration process
 - Speed up the form loading times by preventing pre-loaded query results data
 - Support for conditional and repeating user input prompts
- View and update your requests and activities:
 - View and search open requests, closed requests, and workflow activities
 - View the information that you need: all relevant properties and relationships of your work items including attachments
- Knowledge Base Explorer

The Suite **Self Service Portal** is brought to you by:



The Suite

for Microsoft® System Center



The Suite for Microsoft® System Center

The Suite for Microsoft® System Center – Service Manager, a collection of highly acclaimed, partner-built enhancements for Service Manager together in a single, affordable suite. All the capabilities you need. One license. One low price.

The Suite provides you with powerful, extended functionality for total management of Microsoft System Center – Service Manager:

Self Service Portal. A fast, lightweight, highly customizable self-service web portal that allows any user to submit and manage IT requests from a variety of browsers.

Analyst Web Console. Perform common tasks you can ordinarily only accomplish with the Microsoft System Center – Service Manager management console application, using just a web browser.

IT Asset Management. Take control of IT costs, increase efficiency and reduce risk with management of hardware and software assets across the entire life cycle, from request to disposal.

Analytics and Dashboards. Increase operational effectiveness with insight and visibility into important trends and critical performance measures.

Data Management. Greatly speed and simplify the process of getting data into and out of Microsoft System Center – Service Manager, while simultaneously improving the consistency and accuracy of data.

PowerPack. A collection of three powerful add-ons accessible from both the Microsoft System Center – Service Manager console and the web-based analyst console. Together they allow work items to be created before selecting a type, at a glance visibility into all work items assigned to the console user, and rapid work item assignment based on pre-defined relationships.

All of this powerful functionality is provided to you under a single, simple, straightforward license. One low purchase price based on the size of your company gives you an organization-wide, perpetual-use license for all of the products included in **The Suite**.

All the components of **The Suite** are integrated and fully interoperable, and you deal directly with one company for sales and support. You get the best of all worlds: A collection of proven best-of-breed products independently developed by the most innovative and inventive third-party developers of solutions for Microsoft System Center – together in a single suite under one simple license – all at an unbeatable price!

The Suite and **The Essentials** are brought to you by:

expit

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PROVANCE