iTSM Designer

ITSM designer : Custom-made iTop with agility

The ITSM designer by Combodo allows IT service managers to customize the iTop application. Its graphical interface makes it very intuitive. The ITSM needs of companies change everyday to cope with changes in business expectations. With the ITSM designer, IT teams transform and enrich the services they offer. Timely and tailored, this application deliver real DevOps benefits day after day.

The Combodo's ITSM designer allows you to create your own custom-made ITSM solution

BENEFITS

Simplicity - Business focus

No need to be a developer to use this application. No programming skills are required, the ITSM designer let business process specialists to focus on their skills and to be tuned on the users needs. The rendering of users needs into operational processes.

Time saving - Rapid prototyping

In a few clics, the ITSM designer allows to rapidly prototype your solution. Create and give users an access to a model during the design. So they can see what they get.With the ITSM designer, save time and improve agility.

Quality control

Keep an overview of your modifications in real-time. The ITSM designer has a deployment control system environment for validation, and production. The different release of the evolutions are recorded offering a possibility of roll.

Investment protection

The ITSM designer creates generic customization files whose compatiblity with future releases of iTop is guaranteed. The updates become transparent, and not related to a particular version of iTop.
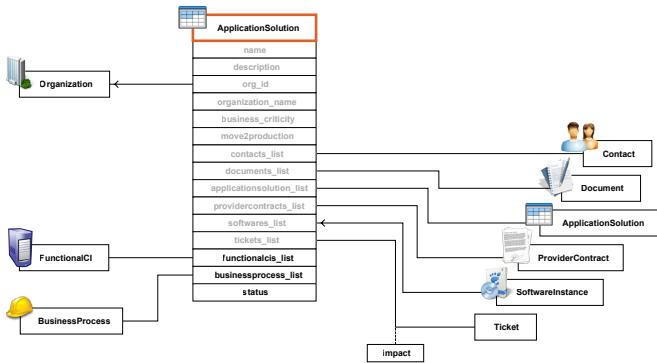
FEATURES

The ITSM designer is a graphical application, available online,
to customize iTop.

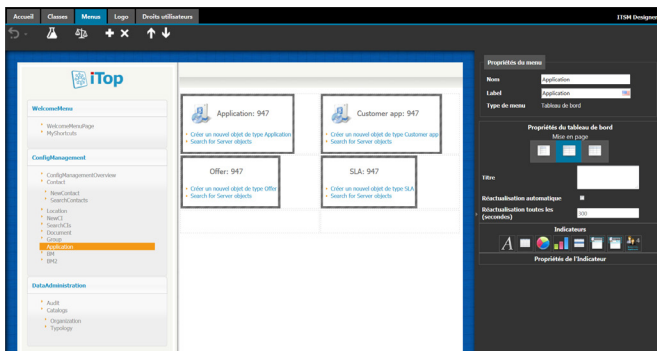|	Designer Essential	Designer Professional
Case management iTop		
Production	1	2
Test / Validation	3	5
Key functions		
CMDB extension	✓	✓
Interface edition	✓	✓
Datamodel extension		✓
User profile management		✓
Lifecycle personalization		✓

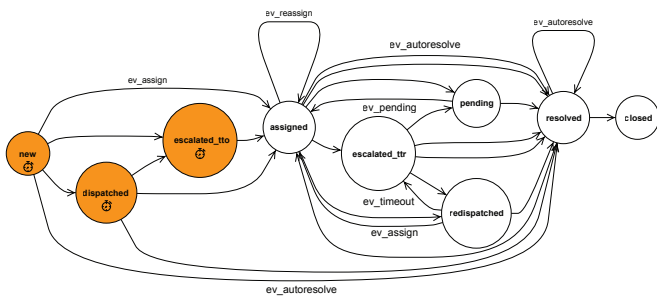# Customization is a simple three steps process

Step 1 : Conception

Adapt the datamodel according to your needs. Add elements, fields and relations between differents components.

Change data presentation in the iTop application in order to tailor the ergonomy of the solution to users practice.
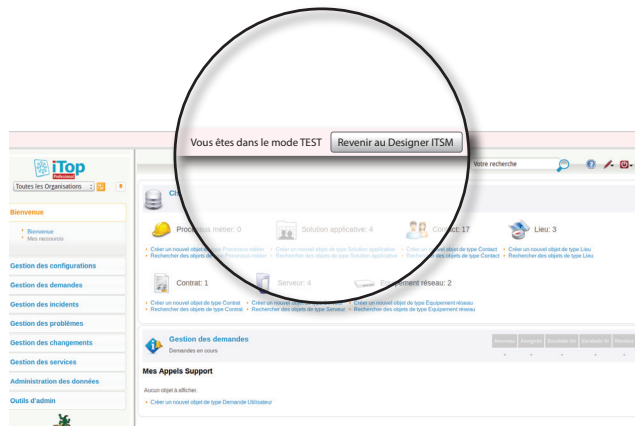

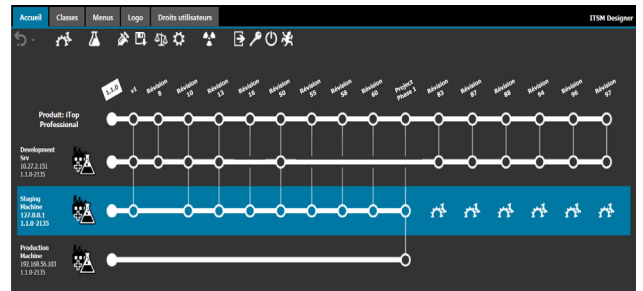Change ticket worflows to adapt them to ITSM processes defined for your company.

Step 2 : Visualisation, consistency test

Using a «mirrored» environnement, validate quickly your adaptations with users.

Step 3 : Move to production with a roll back capability

Synchronize several iTop instances to ensure the control of transition production of your modificiations.

Conditions d'accès

Access to the ITSM designer is inclued in Combodo Essential and Professional support packages. The ITSM designer is available 24x7 in Saas operating mode.

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