

Introducing Active Knowledge Delivery™

from ITinvolve

Now you can get the information you need
at the right time, with the right people,
in the right context

Active Knowledge Delivery™

Active Knowledge Delivery™ from ITinvolve is a revolutionary new capability that's transforming IT Service and Support Management.

Unlike any other solution on the market, Active Knowledge Delivery from ITinvolve automatically presents critical information and intelligent analysis to IT professionals through an online cloud service to help make better and faster decisions when solving everyday operational challenges.

While existing service desk tools may do a good job of tracking change approvals and providing a system of record for resolving problems and incidents, IT professionals still spend far too much time searching for key information needed to understand the impact of a change. And, they still have to devote valuable resources and considerable effort trying to gather data to understand the consequences of incidents and determine the root cause of problems. Until now.

The introduction of **ITinvolve with Active Knowledge Delivery** gives IT professionals an affordable, easy-to-use online tool that makes your job easier and far more productive than you ever could imagine.



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The chart here demonstrates the unique capabilities and powerful advantages offered through Active Knowledge Delivery from ITinvolve.

IT Team Members	Only ITinvolve Automatically Delivers These Capabilities	ITinvolve for Service Mgmt	Other Service Desk Tools
Change Owner	Automatically presents how changes impact the physical and virtual devices, applications, and business services in the IT environment from the multiple perspectives of the different teams in IT.	Yes	No
Change Owner	Automatically presents which policies could be impacted by a proposed change.	Yes	No
Change Owner	Automatically identifies all the relevant stakeholders who could be impacted by a proposed change.	Yes	No
Change Owner & Change Stakeholders	Automatically notifies all the relevant stakeholders who could be impacted by a proposed change and automatically registers them as followers of the change so that they can collaborate in context of the change.	Yes	No
Change Stakeholders	Automatically presents to the relevant stakeholders potentially affected by the change how the change could impact the physical and virtual environment as well as policies, applications, and business services managed by them.	Yes	No
Change Owner & Change Stakeholders	Automatically notifies the change owner when the various stakeholders provide feedback on a proposed change and facilitates collaboration through a private communication stream for the proposed change.	Yes	No
CAB members	Automatically presents all proposed changes and their associated potential impacts to the IT environment, as well as stakeholder's assessment of the impact and risk prior to any meeting so that CAB members can streamline the approval process.	Yes	No
Incident Owner	Automatically presents a visual dependency graph for all business services that could be impacted by an incident such that priorities can be set properly based on related SLA's.	Yes	No
Incident & Problem Owners	Automatically presents the potentially impacted devices in the physical and virtual environment as well as applications, business services and policies in a visual dependency graph such that risk and impact can be immediately understood and assessed.	Yes	No
Incident & Problem Owners	Automatically provides a graphical view of all changes and incidents within a configurable time frame and relationship depth that relate to objects involved in an incident helping team members visualize the potential root cause of the incident.	Yes	No

IT Team Members	Only ITinvolve Automatically Delivers These Capabilities	ITinvolve for Service Mgmt	Other Service Desk Tools
Incident Owner	Automatically provides a graphical view of all problems within a configurable time frame and relationship depth, that relate to objects involved in an incident helping team members identify similar problems (and solutions) in the past for this type of incident.	Yes	No
All stakeholders	Automatically notifies impacted stakeholders when their areas of responsibility are modified by administrative updates to the IT environment such as the addition of new people, policies, relationships, key settings, etc.	Yes	No
All stakeholders	Automatically provides a visual map of past incidents and changes for postmortem analysis such that symptoms and solutions can be saved and associated to the right objects for future reference in resolving an incident or managing changes.	Yes	No
All users	Automatically ensures an understanding and visualization of the complexities in an evolving IT environment. Each user is only concerned with maintaining information he or she is responsible for while ITinvolve brings all the relationships together to effectively communicate team dependencies.	Yes	No

See for yourself how ITinvolve works by downloading it at www.itinvolve.com or email us at sales@itinvolve.com to set up an online demonstration at your convenience.

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