

**ITinvolve Announces Ability to Easily Complement Existing ITSM Solutions with Social Collaboration, Enhances Own ITSM Offering**

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[ITinvolve has announced its Winter '13 release](#), which will allow IT organizations to implement ITinvolve's social knowledge management product as a complement to the organization's existing service desk or ITSM solutions. ITinvolve has also enhanced its own ITSM offering in Winter '13, providing a compelling alternative to traditional ITSM solutions by offering an intuitive SaaS-based ITSM suite, running on the Force.com platform and built with social collaboration as its foundation. A key point of value in the new release is that it allows IT organizations to leverage ITinvolve's powerful social knowledge management capabilities without having to take on the potential burdens associated with uprooting their otherwise functioning third-party service management solutions.

As IT organizations seek to grow the maturity of their service capabilities, they will likely find that they need to leverage broader tool sets with more social capabilities as opposed to relying strictly on the basic logging and tracking functions associated with incidents and problems offered in most standard service desk software or rudimentary ITSM products. IT organizations, particularly those supporting service desks, are continually challenged by the limited visibility into their IT environments as well as limited access to tribal knowledge, thus hindering their ability to capture and leverage information that could be utilized to more efficiently respond to incidents, determine root causes of problems, address change requests, and ensure that issues are escalated in a timely manner to the appropriate person or group.

The lack of readily available knowledge and visibility into the IT environment often results in service desk staff experiencing difficulty in resolving issues within the time frames that business users expect. This can also lead to significant backlogs of incidents, problems, and change requests. IT staff can benefit greatly by having the ability to leverage a single trusted knowledge source as opposed to the common piecemeal approach of relying on multiple data sources (documents, people, memory), which can result in prolonged or unsuccessful issue resolution attempts as well as unplanned impacts to business services.

ITinvolve's social knowledge management capabilities combine the best of crowd-sourcing and peer review with the ability to integrate or federate existing machine-based knowledge stored in CMDBs, SharePoint sites, spreadsheets, etc. ITinvolve's unique perspectives capability provides IT staff and decision makers with the ability to view and collaborate on social objects (such as services, applications, databases, storage, and servers — and the relationships between them) in a manner that is relevant and specific to their area of concern. In addition, these social objects proactively notify stakeholders with updates and alerts on changes that could result in service interruptions, incidents that may affect service quality, and new knowledge that has been added by other users. The Winter '13 release will allow IT organizations to leverage social knowledge management as a standalone product for improved visibility and decision making or can be integrated with existing IT management software investments. The release is now available to customers and will be announced on February 18, 2013.

ITinvolve's social knowledge management capabilities can be integrated with an existing service desk or ITSM solution through the creation and use of scenario objects and channels. Scenarios can be used to support incident management, problem management, request management, and change management as well as any other scenario that the IT department determines as requiring knowledge in order to make efficient and effective decisions.

Examples of how scenarios can be utilized:

- Scenario objects can route incident, request, problem, and change record data from the existing service management solution to ITinvolve in order to leverage and return the social knowledge and collaboration capabilities of ITinvolve
- Scenario objects can be used to support a wide range of IT decisions including developing and managing disaster recovery plans and proposed infrastructure changes
- Scenario channels foster group collaboration around customer scenarios and allow for assigning tasks, defining agenda items for meetings, and creating a virtual workspace for increased team collaboration

The Winter '13 release also includes enhancements to ITinvolve's core ITSM solution such as:

- A simplified UI for incident, problem, and change workflows including a "you are here" status indicator allowing individuals to see exactly where they are in the process workflow of any record
- Self-service portal notifications to provide alerts on widespread system issues and the ability for end users to search the knowledge stored in ITinvolve to improve self-help
- Simplified incident submissions via email, which can include attachments
- Improved problem management support with visualization, channels, templates, associations, and impact factors
- The ability to define a perspective as a change item, enabling PDFs to be sent to change stakeholders, and the ability to provide risk assessments and change approvals via email in addition to the ITinvolve user interface

IT service desks are particularly vulnerable to the knowledge silos that have been created within many IT organizations. Service desk staff often have to rely on time-consuming information gathering techniques that impede their ability to efficiently respond to IT issues and requests. In addition, the information collected in this manner may be outdated or unreliable. As a result, this further reduces their ability to effectively meet their customers' service delivery expectations. ITinvolve provides IT staff and decision makers with modern social knowledge management capabilities such as the ability to follow an object in the same manner they would a friend on Facebook. This allows stakeholders to perform real-time collaboration as well as receive relevant information pertaining to any proposed updates or changes to the environment that may impact services they rely on. Furthermore, the knowledge shared through these social interactions can be captured and published into knowledge objects, which can be leveraged to more efficiently resolve future incidents or to make more informed decisions in regard to changes.

ITinvolve's social knowledge management product and ITSM suite aid in ensuring that relevant information is shared among IT decision makers and that it can be captured as knowledge in order to provide a better understanding and visualization of complex IT environments. ITinvolve's Winter '13 release will allow IT organizations to leverage these powerful social knowledge management tools in order to achieve a higher level of service maturity while eliminating the pains associated with fully replacing their existing service desk or ITSM solution.

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