

ITSM Tools Survey by The ITSM Review

Our survey aims to provide a broad view of the entire ITSM tools market.

If you have any queries about the questions below or the assessment process please do not hesitate to contact us.

Regards,

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Your contact details

Your name *

First

Last

Company *

Your Job Title *

Phone Number *

Your email address *

Where is your company headquarters (Closest major city)? *

How many people work in your company? If your company sells products outside the ITSM market please specify the number working in the ITSM team *

Competitive Analysis

What do you consider to be your top five competitive differentiators? What five qualities separate your offering from every other technology offered in the market? (Please use short punchy responses where you can)

Top Five Competitive Differentiators (Maximum 500 words): *

Maximum Allowed: 500 words. *Currently Used: 0 words.*

ITSM Processes

What commonly recognized ITSM processes do you provide? Please specify if the processes available are 1. Available immediately out of the box as part of the standard offering 2. Available out of the box but at extra cost 3. Available but with customization or integration 4. Not currently available

*

	Out of the box / Standard offering	Out of the box - at extra cost	With customization	Not available / not applicable
Incident Management	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Problem Management	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Change Management	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Release Management	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Service Level Management	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Availability Management	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Capacity Management	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Event Management	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Financial Management	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Knowledge Management	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Request Management	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Service Portfolio	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Service Catalogue	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Availability Management	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4

If your product does not fit into the ITSM processes outlined above or has additional core ITSM functionality please let us know in the box below (Maximum 500 Words) *

Maximum Allowed: 500 words. Currently Used: 0 words.

Consulting vs. Customization

On a scale of 1 to 10 (Whereby 1 is entirely customizable in-house and 10 is entirely dependent on consulting / training) please provide an estimate of the level of customization possible in-house by customers *

	1	2	3	4	5	6	7	8	9	10
Level of customization possible in-house by customers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10

Please note: The score above will be compared to the rating provided by your reference customers.

Which out of the box /standard integrations are available without extra cost? (Maximum 500 words) *

How can end users of the system interact with the system? i.e. What self-service or access options are available? (Maximum 200 Words) *

Maximum Allowed: 200 words. *Currently Used: 0 words.*

What reporting and data analysis options are available? Who can run reports and how can business intelligence be shared? (Maximum 200 words) *

Maximum Allowed: 200 words. *Currently Used: 0 words.*

Describe how processes are linked or interface with each other e.g. Incident record connected with CMDB or knowledge base items linked to Problem records (Maximum 200 words). *

Maximum Allowed: 200 words. *Currently Used: 0 words.*

Describe how individual records (incidents. problems etc) interact with business or performance outcomes (SLA, OLA, KPI, Customer Satisfaction etc.)? (Maximum 200 words) *

Maximum Allowed: 200 words. *Currently Used: 0 words.*

Number of customers on a current maintenance contract or subscription as of 1st November 2013. e.g. We have 100 customers on a current maintenance contract. *

What is the sum total of all current licenses or subscriptions sold on maintenance? If you sell different license types please specify the totals for each type *

Is your offering aligned to any process standards, frameworks or methodologies? *

Feedback – please share any additional information or feedback on the assessment process.