**Service Records Management Script (Incident, Request Fulfillment, Event)**

Welcome to the CENTRE Service Records Management Demonstration. As mentioned in the CENTRE Literature and throughout this website, CENTRE is a web-based system with 0 footprint on the user's workstation.

We login and enter the home-screen. The dashboard informs us of issued and pending change requests, open service records, workflow actions and action items from meetings. As all are links, selecting any will take us to the actual record.

Below the top line menu we see selections for "My services," that is the services that I, as a user, am allowed to order, as well as the "Products and Services Catalog" that describes all the contract related items.

We select IT Service Management from the top line menu and we are presented with the related submenus: New Incident, New Request, New Event, Search, Search Entitlement, Search QA, Search Repair Log, Invoicing, and the Automatic Creation of Service Records for repetitive future activities like preventive maintenance.

We select Search, and we enter the "Search for Service Record" screen. This screen contains all the fields that can be searched for an instance of an entry that exists in a Service Record. (Pan the screen)

We enter service record number 148171 and press "Continue."

The service record subsystem contains a series of menu selections: Incident Problems (in compliance with ITIL Problem Management), Make Task (in support of Project Management where the incident/request/event may be, or become a Project Task and relate to CMMI Project Planning and Project Monitoring and Control Process areas), Activity Reports (containing local staff related activities), Order Part (in support of Supply Chain Management functions and in compliance with ITIL, ISO and CMMI related process areas), Repair Log (providing a detail listing of descriptions, dates and costs associated with a Depot repair of an asset/CI), Notify (containing a list of notifications to relevant stakeholders), References (related to other service records), History (containing all service records associated with the subject asset/configuration item), Survey (a quality assurance interview with the POC regarding the organization's performance related to the service record), Sub Visits (containing records of FE visits to the site related with the closure of the service record), and Service Record Change Request (Change requests associated with the subject Service Record).

All menu selections are associated with requirements or specific practices that are part of the supported Best Practices. CENTRE support for ISO, CMMI and ITIL is both broad and highly granular. For instance, in support of the CMMI "Configuration Management" process area, CENTRE can classify service records as configuration items (CIs). Given this classification, it makes the CIs subject to "Change Management" which is also in support of the ITIL "Incident," "Request" and "Event" Process Areas. Because ISO 20000-1:2005 is an organizational implementation of ITIL processes, CENTRE provides compliance for this requirement as well.

As we can see, these Standards/Best Practices converge in their recommendations by borrowing from each other and enhancing the content to provide the desired emphasis. Using our subject matter expertise, we have coded CENTRE to capitalize on this convergence and provide compliance to multiple requirements with a single or combined feature.

Examining the Service Record, we see a horizontal yellow line containing labels for the Service Record; the Contract with which it is associated (as a link to the actual record); the service record category (this particular record is an "Incident"); the related contract line item in the Service Catalog; the Status of the record; the Priority (which is a logical derivative of the "Urgency" and "Impact" below); the Quality Assurance notification; and the Time Zone (which is calculated from the geographic location of the zip code).

On the light blue line below we see the fields "Reference Incident," "Reference Request" and "Reference Event" (which contain service record numbers recorded in a customer's ticketing system); a "Customer Reference" field (indicating a unique customer related identifier); a Sub Contractor Reference (indicating a unique identifier in a Sub Contractor ticketing system); a Customer Order Number (indicating a Purchase Order/Delivery Order related to the service record); the Classification of the service record (containing table driven values that are applicable to the organization); and the number of days the record is, or was, open.

The dark blue area to the left of the screen is dedicated to the customer/owner/user of the Asset/CI and contains pertinent information. Below is the detail data related to the Asset/CI; by following the serial number link, we arrive at the Asset/CI record.

A brief review of the record gives us the following critical data, among others:

1. The availability of this CI has been 99.98%
2. The up time hours have been 10478
3. It was installed on 01/23/2004
4. The priority for this CI is the highest (5)
5. It has specific SLA requirements

By selecting the Item Relationships we see that this device is a licensee to three software Licenses and a child to two CISCO network devices. By going back to the CI record and selecting Serial # Summary, we see the repair activity and any costs associated over the lifecycle of the asset.

We notice that a Problem/Known Error and a change request are associated with this service record. As we select each link, we enter Problem Management and Change Management respectively. For a detail view of these CENTRE process areas, please select the appropriate CENTRE demonstration.

We return to the Service Record and observe the middle column in the gray area of the screen. It contains the labor resources that are associated with the resolution of the service record, which includes Engineers, Operators, Subject Matter Experts and subcontractors that may be assisting the customer in resolving the issue.
The sub rating field will be completed if a subcontractor was dispatched to assist the customer and will reflect the quality of performance of the local engineer.

The AR field reflects the presence of any Activity Reports.  The Tasks field below contains any Project Tasks with which this service record is associated.

The light green area at the end of the middle column is the SLA exception utility. It permits a service agent to "stop the clock" at the request of a customer in the event that the Asset/CI or the customer will not be available for remedial services within the time limitations of the Service Level Agreement.

Moving to the last column on the right of the screen, we see the date and time parameters of the service record, any part orders associated with the resolution, the urgency and impact of the Asset/CI, the designation, closure type, and any pending actions, as well as the Service Level Agreement utility applicable to the Asset/CI. If the SLA has been missed, the service agent must provide an explanation before the record can be saved.

The last part of this subsystem is dedicated to Record Description, Resolution, Comments, Log Entries, and Financial Data. A detail view of all actions associated with this service record can be seen by selecting "Print Detail."

The CENTRE Projects Financials demonstration provides an in-depth look into Earned Value Management and the related data collection, a portion of which is at the service record level.

Thank you for viewing this presentation and please do not hesitate to contact us for any questions you may have.