



15. August 2022

# Enterprise Service Management Micro Focus SMAX

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Tröger IT Business Consulting GmbH

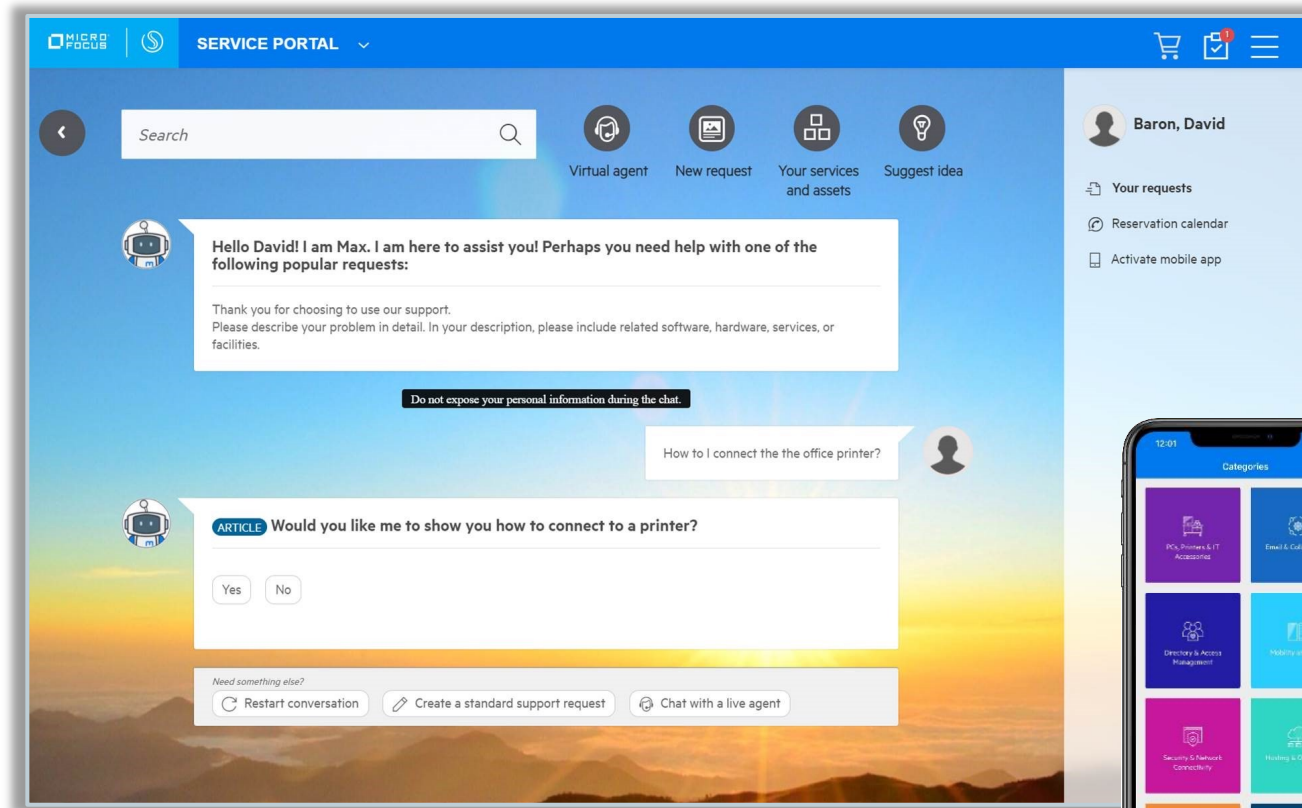
# IT Operations Mgmt Suites

Delivering efficient, agile and innovative operations





# Service Management



## Herausforderungen:

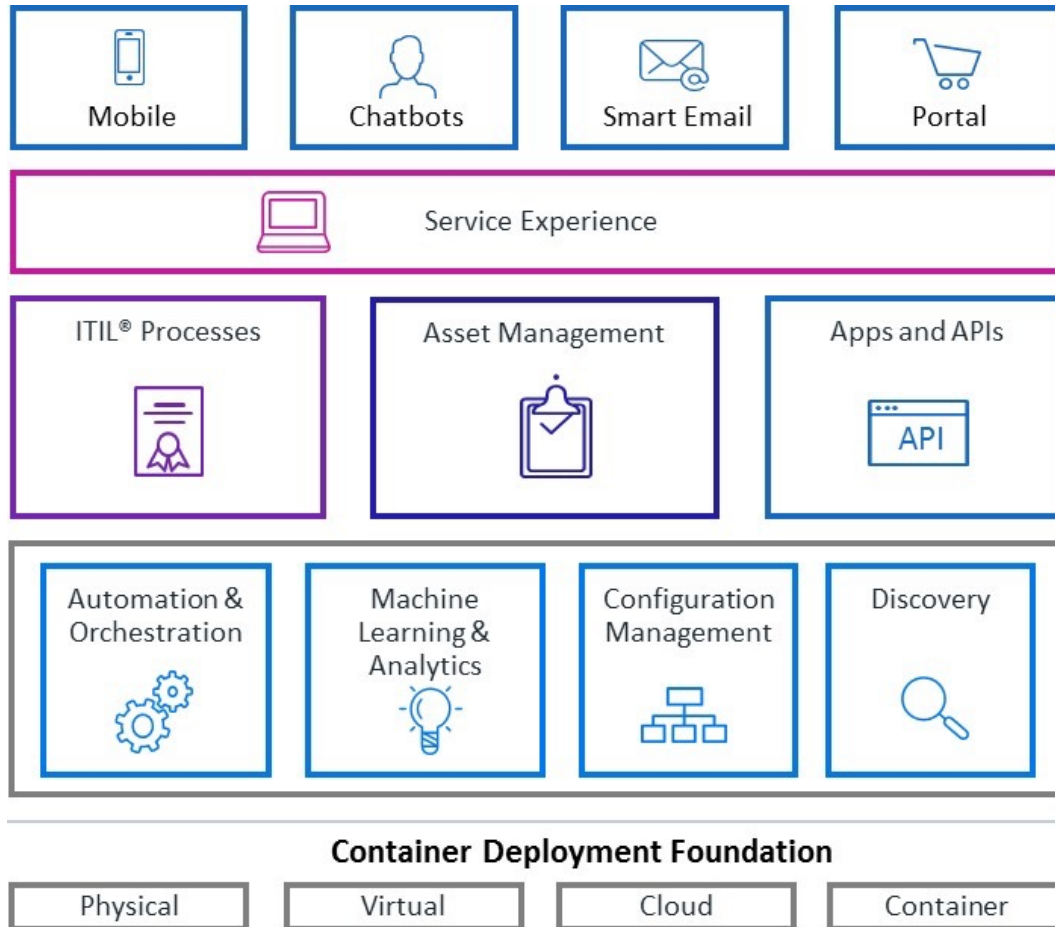
- Mehrere Schnittstellen und Anforderungsprozesse, durch die Benutzer navigieren müssen
- Schwierig für Mitarbeiter, alle Anfragen und Prozessabläufe zu verwalten
- Manuelles Service-Management kann die Nachfrage nach Self-Service nicht befriedigen

## Mit unserer Lösung können Sie:

- Zufriedene Benutzer ohne Belastung der IT-Mitarbeiter
- Automatisieren Sie Antworten mit virtuellen Agenten - unterstützt durch maschinelles Lernen

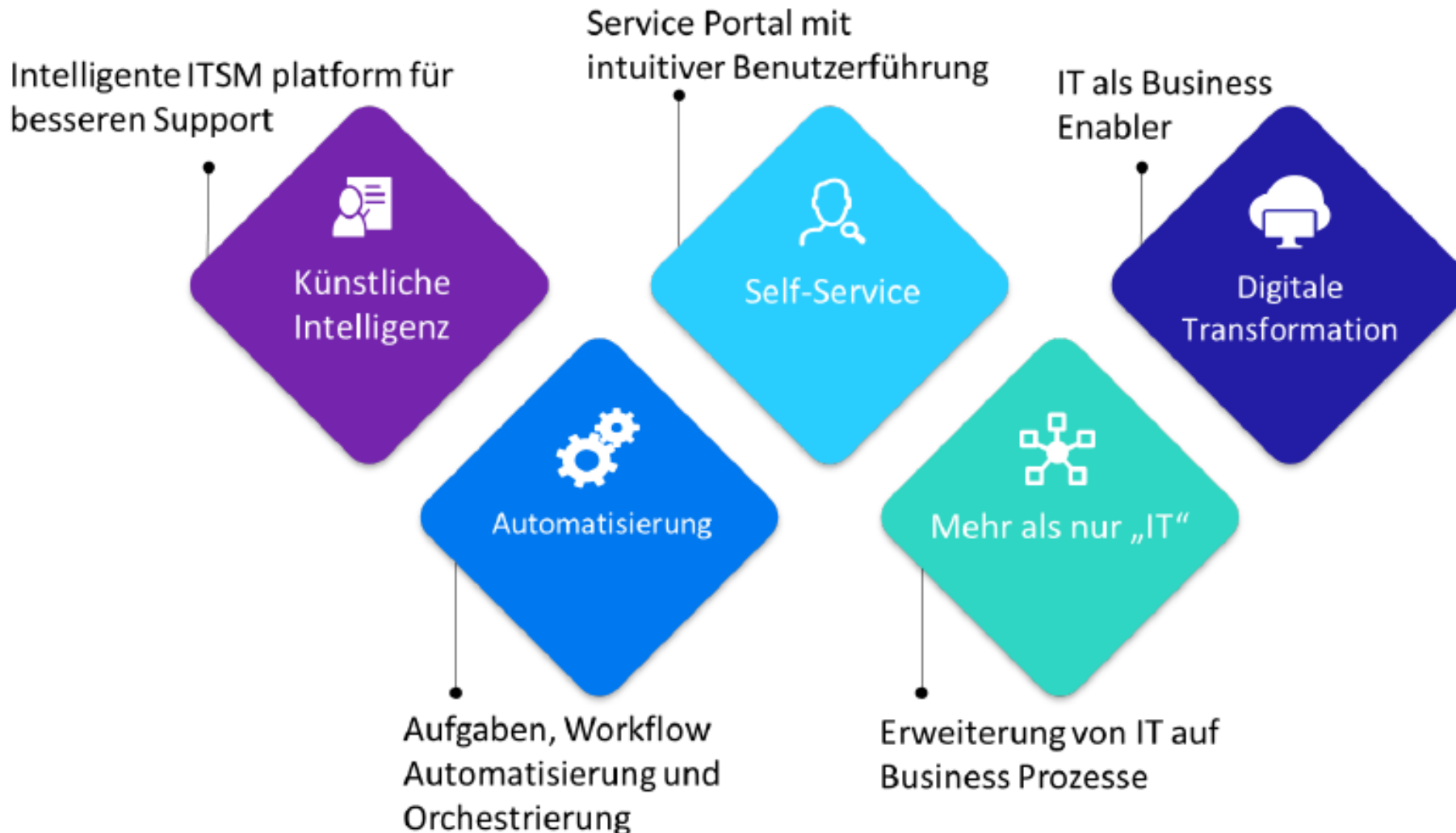
# Service Management Automation

Innovative Architektur, gebaut für Agilität und Skalierung



- Intelligenter Service-Schalter
- Einfach zu bedienender Self-Service
- ChatOps-Zusammenarbeit
- Flexible Bereitstellung, codelose Konfiguration
- Automatisierte Service-Modellierung und -Erkennung

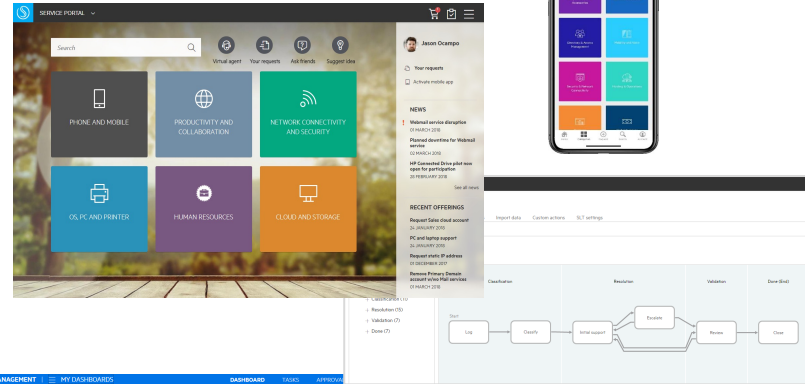
# Key Design Prinzipien für Micro Focus Service Management



# Unsere Antwort lautet SMAX – Smart, Agile, Anywhere

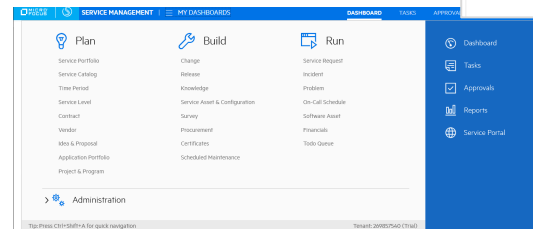
Smart Service Desk Delivered Anywhere

Tickethandling



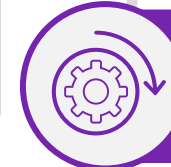
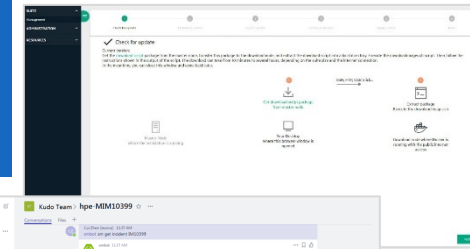
Self-sufficiency via Portal

Alle Prozesse auf einer Plattform



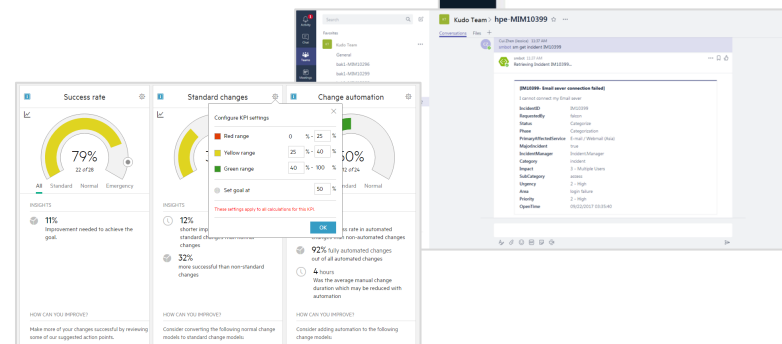
Einfache Wege, Tickets zu erstellen

Smart Service Desk / ESM/ITSM



Knowledge-driven Support

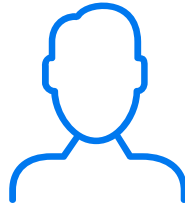
Studio / Multi-Tenant-Konsole



Analytics und Machine Learning

# Smart Service Desk

Angetrieben durch Analytik und maschinelles Lernen



## End user

- Einfache Ticketerstellung
- Schnelle Lösungsfindung
- Sofortige Hilfe
- Überlegene Selbstständigkeit
- Automatische Wissensbereitstellung

Smart Ticket

Smart Search

End User Chat

Smart Email

Hot Topic Analytics



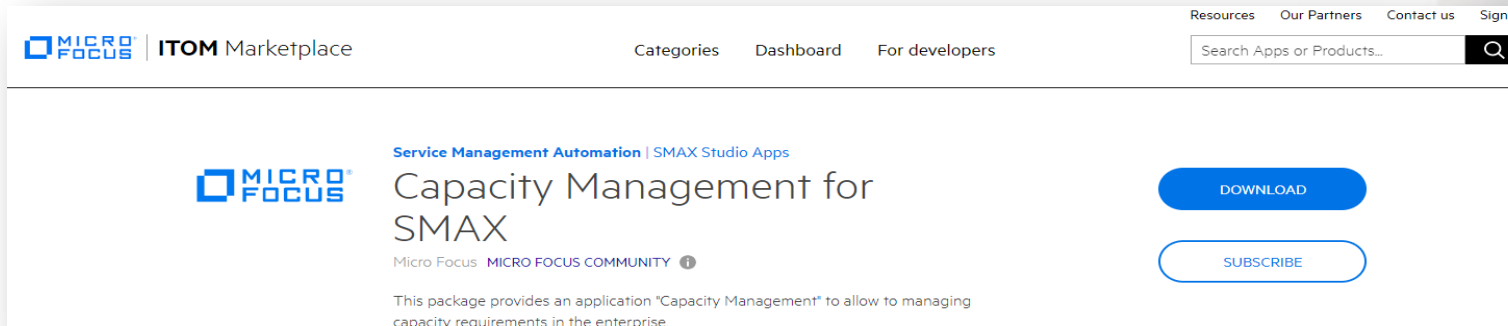
## IT Agent

- Automatische Ticket-Klassifizierung
- Intelligente Wissensvermittlung
- 24\*7 Service-Desk-Verfügbarkeit
- Automatische Ticket-Weiterleitung
- Verwandeln Sie Daten in umsetzbare Erkenntnisse

# SMAX Studio App Store

## Veröffentlichen von Apps auf dem Micro Focus Marketplace

- Nutzung der von der Community erstellten Inhalte
- Bietet eine Starthilfe zur Erweiterung der Lösung über die IT hinaus
- Kontinuierliche Bereitstellung neuer Funktionen
- Beispiel: (z. B. Sicherheit, Dev/Ops, Kapazität,..)



MICRO FOCUS | ITOM Marketplace

Resources Our Partners Contact us Sign in

Categories Dashboard For developers

Search Apps or Products...

**MICRO FOCUS** Service Management Automation | SMAX Studio Apps

### Capacity Management for SMAX

Micro Focus MICRO FOCUS COMMUNITY

This package provides an application "Capacity Management" to allow to managing capacity requirements in the enterprise.

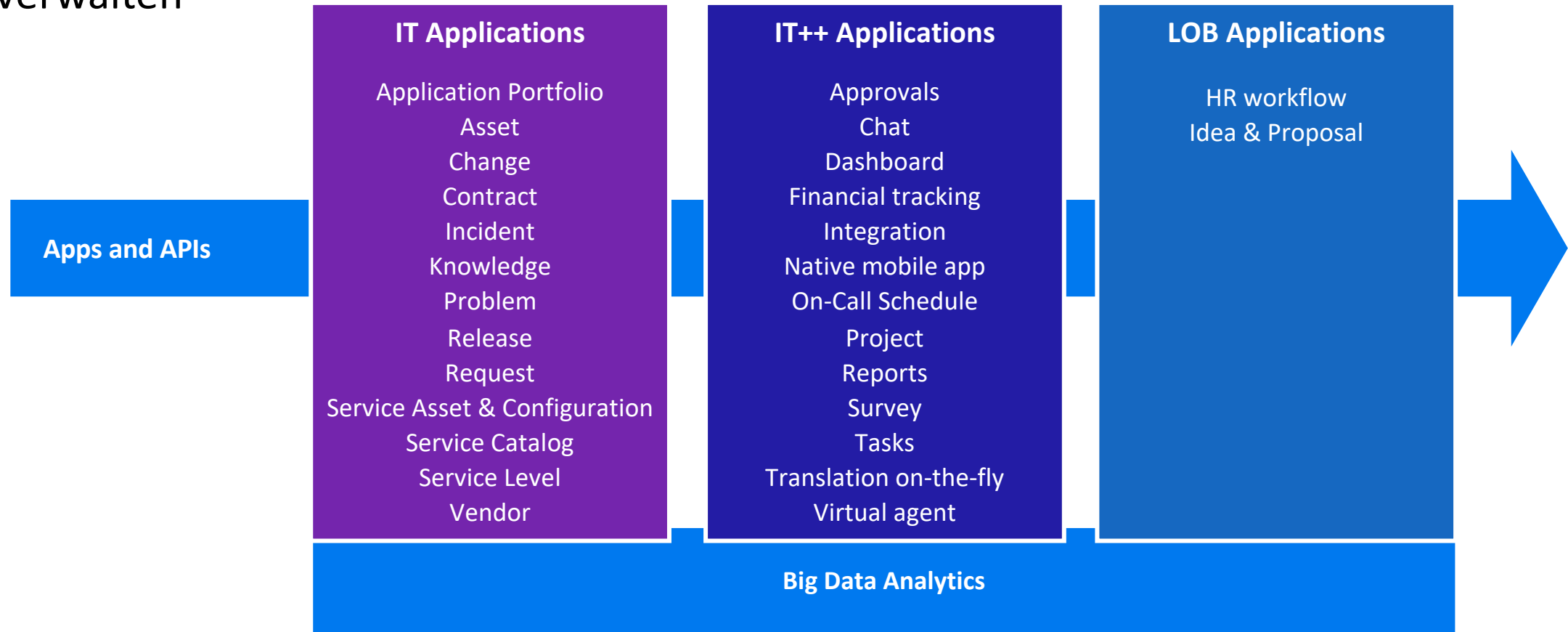
DOWNLOAD

SUBSCRIBE



# Analytics-based Applications

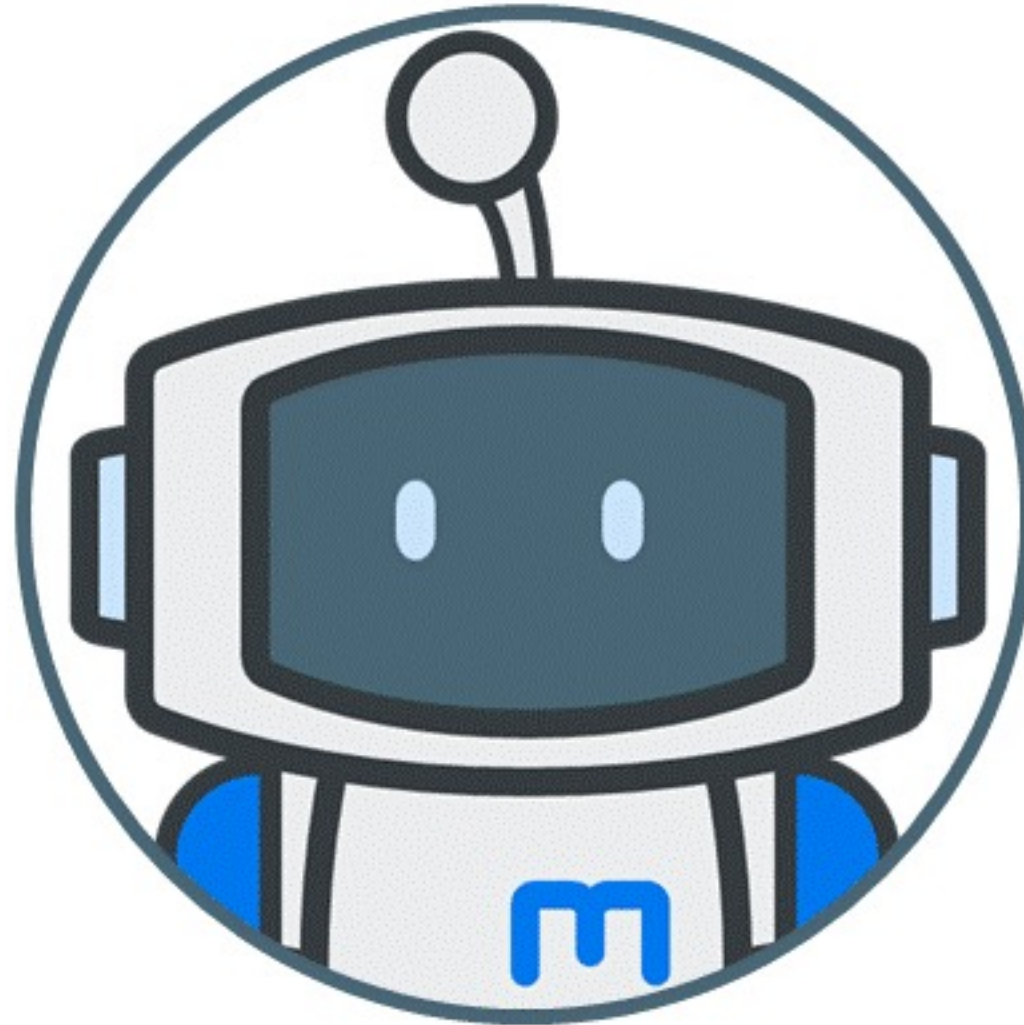
Über die IT hinausgehen, um das Serviceportfolio und den Lebenszyklus zu verwalten



Weitere Informationen zu Integrationen:

[https://docs.microfocus.com/itom/SMAX:latest/PractitionersNotes/SMAX\\_Config/cg\\_integrations](https://docs.microfocus.com/itom/SMAX:latest/PractitionersNotes/SMAX_Config/cg_integrations)

<https://docs.microfocus.com/itom/SMAX:latest/IntegrationMgmt>

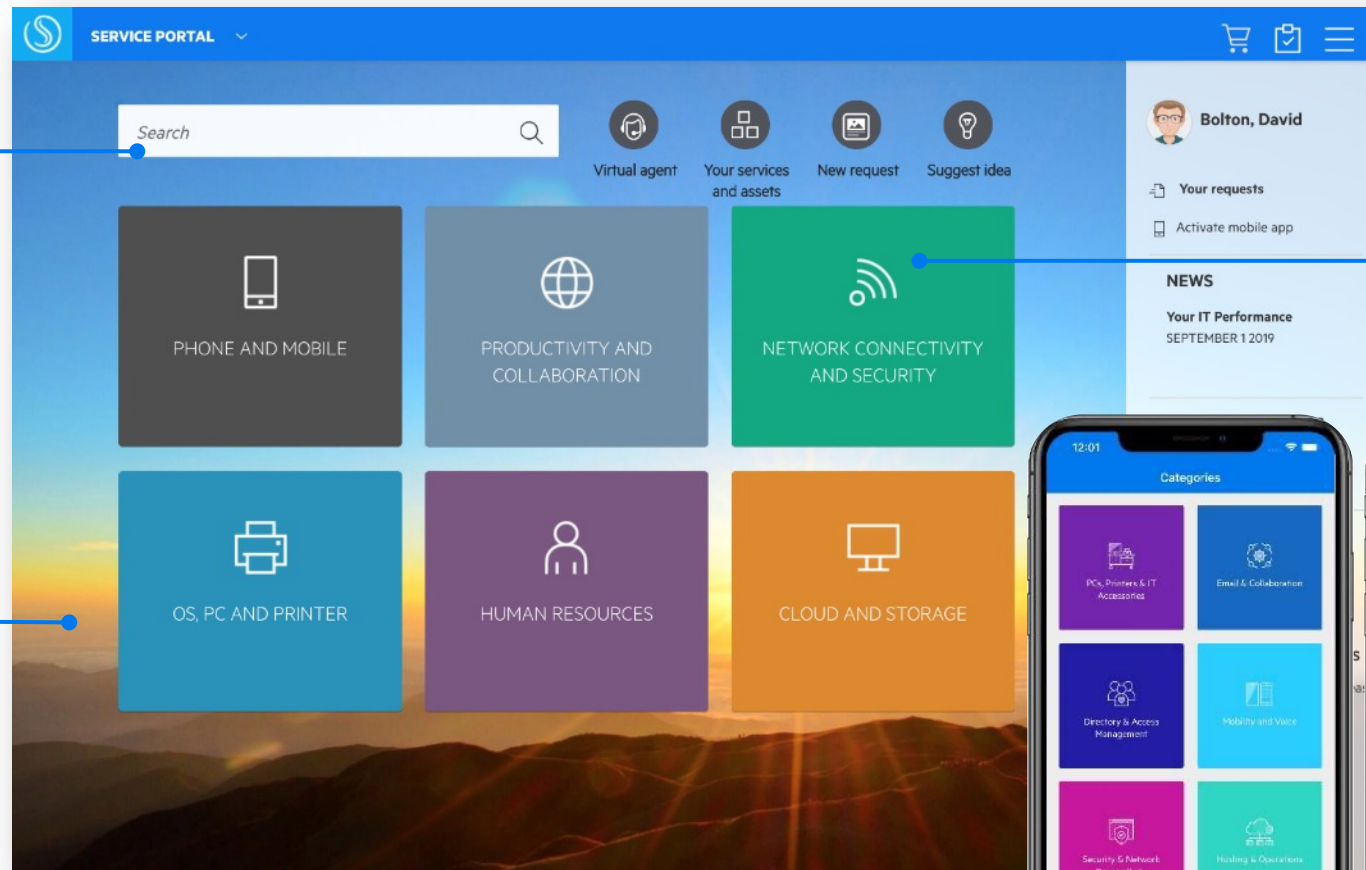


# Smarter Self-service mit Social Collaboration

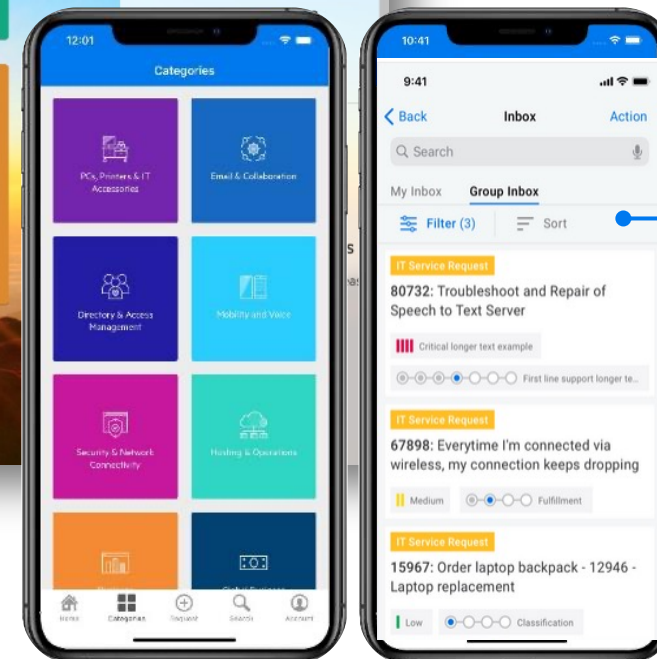
User Experience im Fokus

Intelligente Suche über strukturierte und unstrukturierte Daten mit schneller Lösungsfindung

Anpassbar mit Corporate Identity Design



Übersichtliche Katalogansicht und Angebote



Native mobile Applikation für das Self-Service Portal und Field Agent Request

# ...inclusive Hybrid-Cloud-Services

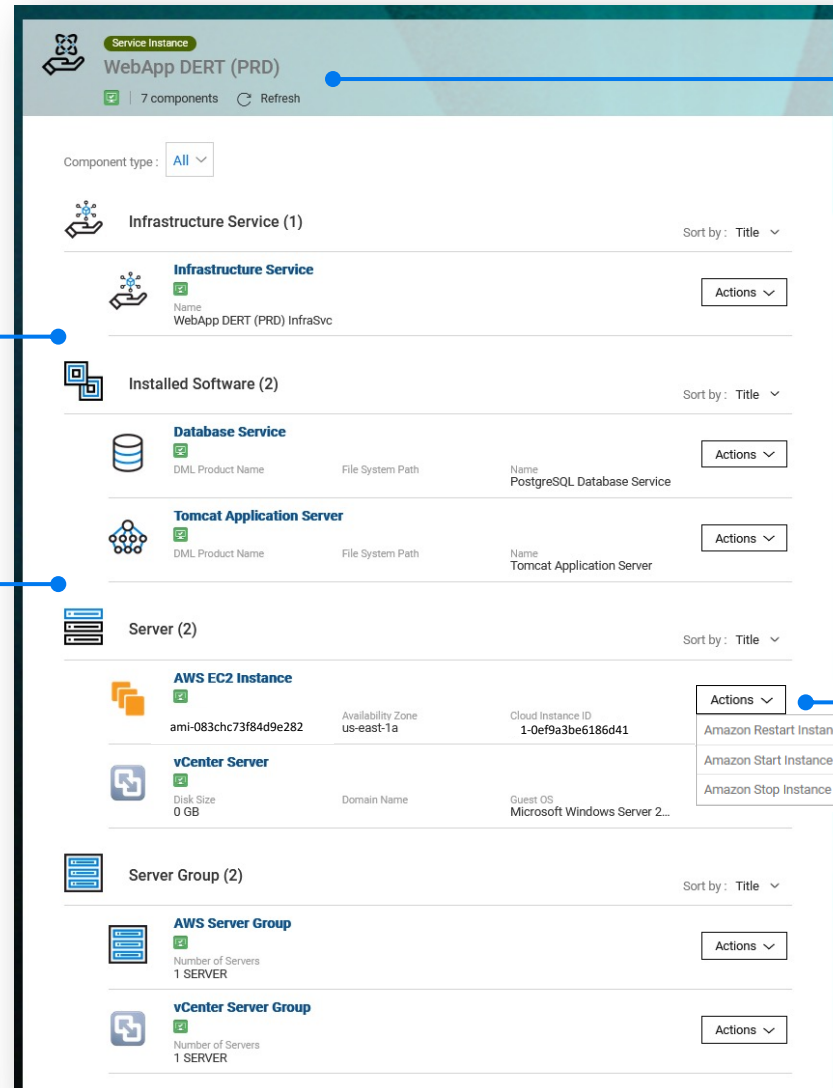
Via Web oder App

Informationen zu allen Services und den installierten Softwares

Alle Serverinformationen auf einen Blick

Alle Informationen zu einem Service Subscription

Einfache Möglichkeit für Endanwender, Aktionen im Service Portal aufzugeben

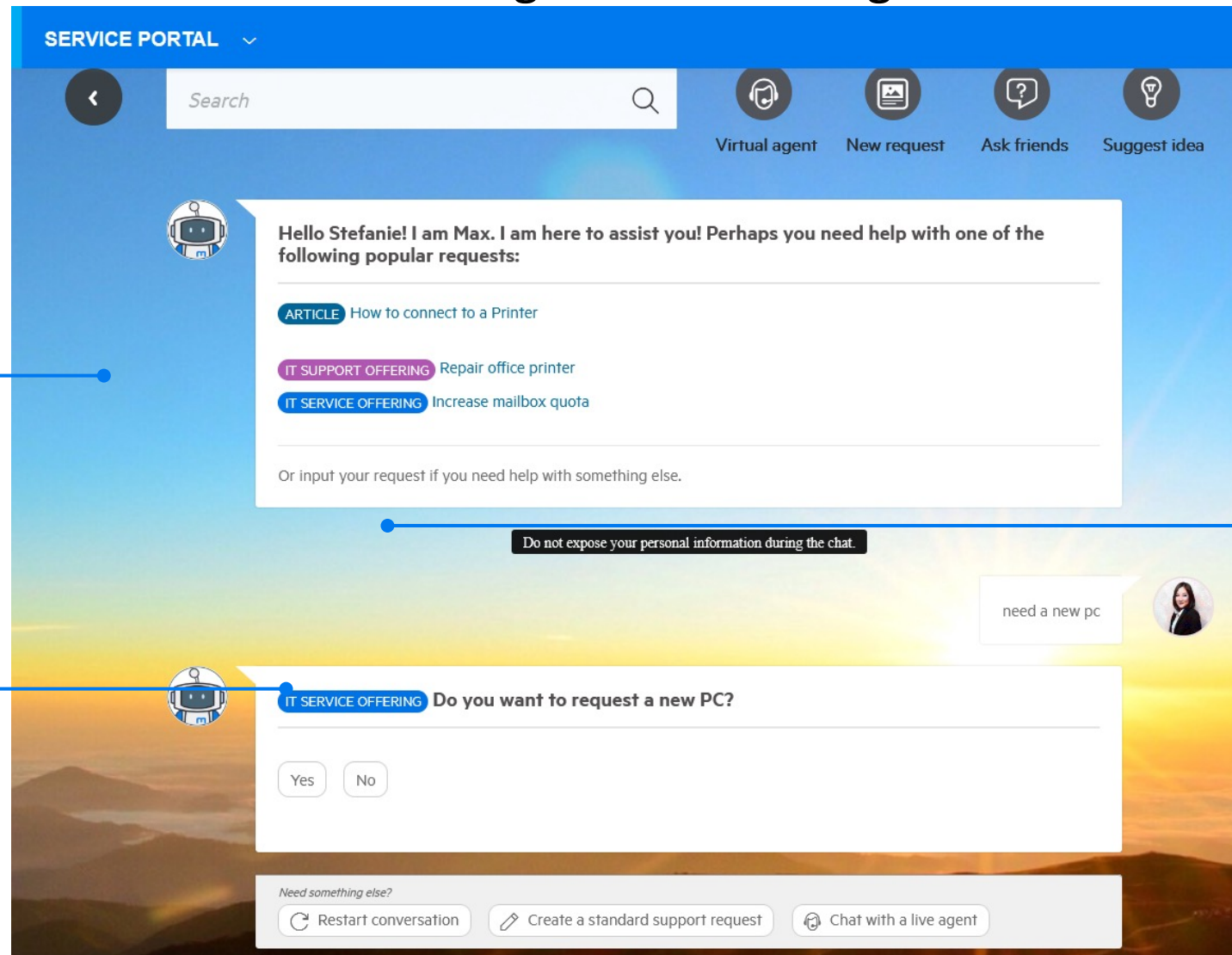


The screenshot shows a service portal interface for 'WebApp DERT (PRD)'. At the top, it indicates '7 components' and a 'Refresh' button. Below this, there are several sections:

- Infrastructure Service (1)**: Contains one entry for 'Infrastructure Service' with name 'WebApp DERT (PRD) InfraSvc' and an 'Actions' dropdown.
- Installed Software (2)**: Contains two entries:
  - Database Service**: Includes columns for 'DML Product Name', 'File System Path', and 'Name' (PostgreSQL Database Service).
  - Tomcat Application Server**: Includes columns for 'DML Product Name', 'File System Path', and 'Name' (Tomcat Application Server).
- Server (2)**: Contains two entries:
  - AWS EC2 Instance**: Includes columns for 'ami-083chc73f84d9e282', 'Availability Zone' (us-east-1a), and 'Cloud Instance ID' (1-0ef9a3be6186d41). An 'Actions' dropdown is open, showing options: 'Amazon Restart Instance', 'Amazon Start Instance', and 'Amazon Stop Instance'.
  - vCenter Server**: Includes columns for 'Disk Size' (0 GB), 'Domain Name', and 'Guest OS' (Microsoft Windows Server 2...).
- Server Group (2)**: Contains two entries:
  - AWS Server Group**: Shows 'Number of Servers' as '1 SERVER'.
  - vCenter Server Group**: Shows 'Number of Servers' as '1 SERVER'.

# Machine Learning und Analytics basierter Service Desk

Automatisierte Hilfe mit virtuellem Agenten und integriertem Live-Chat



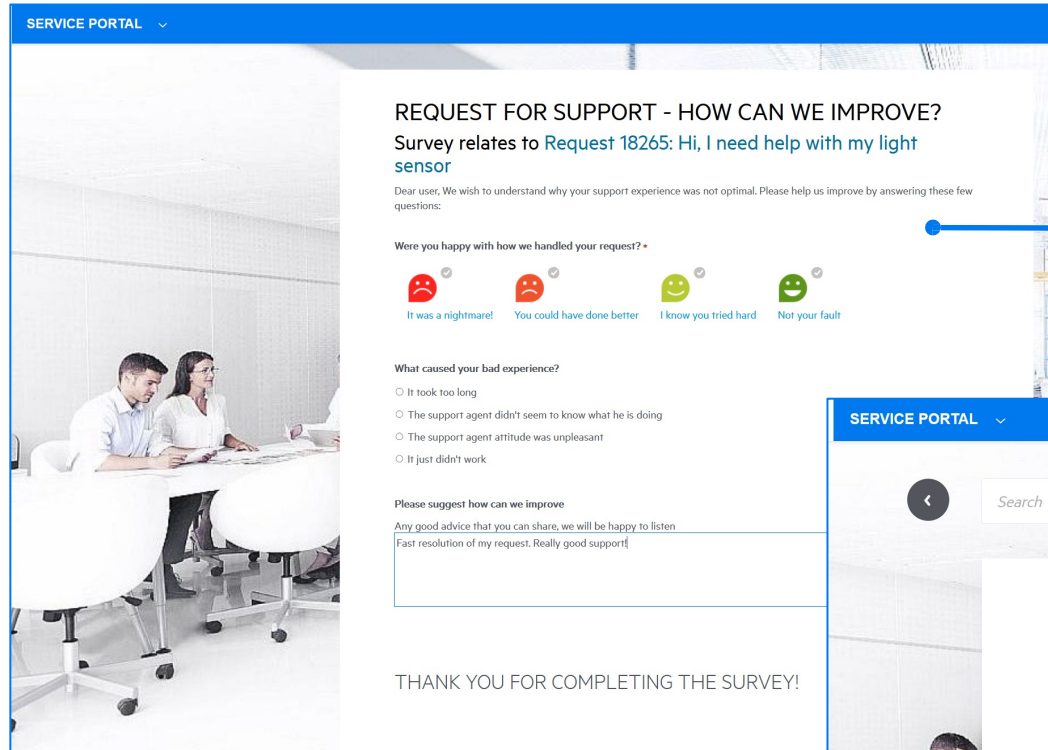
The screenshot shows a 'SERVICE PORTAL' interface. At the top, there is a search bar and navigation icons for 'Virtual agent', 'New request', 'Ask friends', and 'Suggest idea'. The main chat area features a virtual agent named 'Max' who greets 'Stefanie' and offers help with popular requests: 'How to connect to a Printer', 'Repair office printer', and 'Increase mailbox quota'. A user input bubble contains the text 'need a new pc'. Below this, the virtual agent asks 'Do you want to request a new PC?' with 'Yes' and 'No' buttons. At the bottom, there are options to 'Restart conversation', 'Create a standard support request', and 'Chat with a live agent'.

Self-service (robo) chat

Schlägt automatisch  
Nachrichten, Artikel,  
Service- und  
Supportangebote vor

Benutzer beschreibt  
Problem

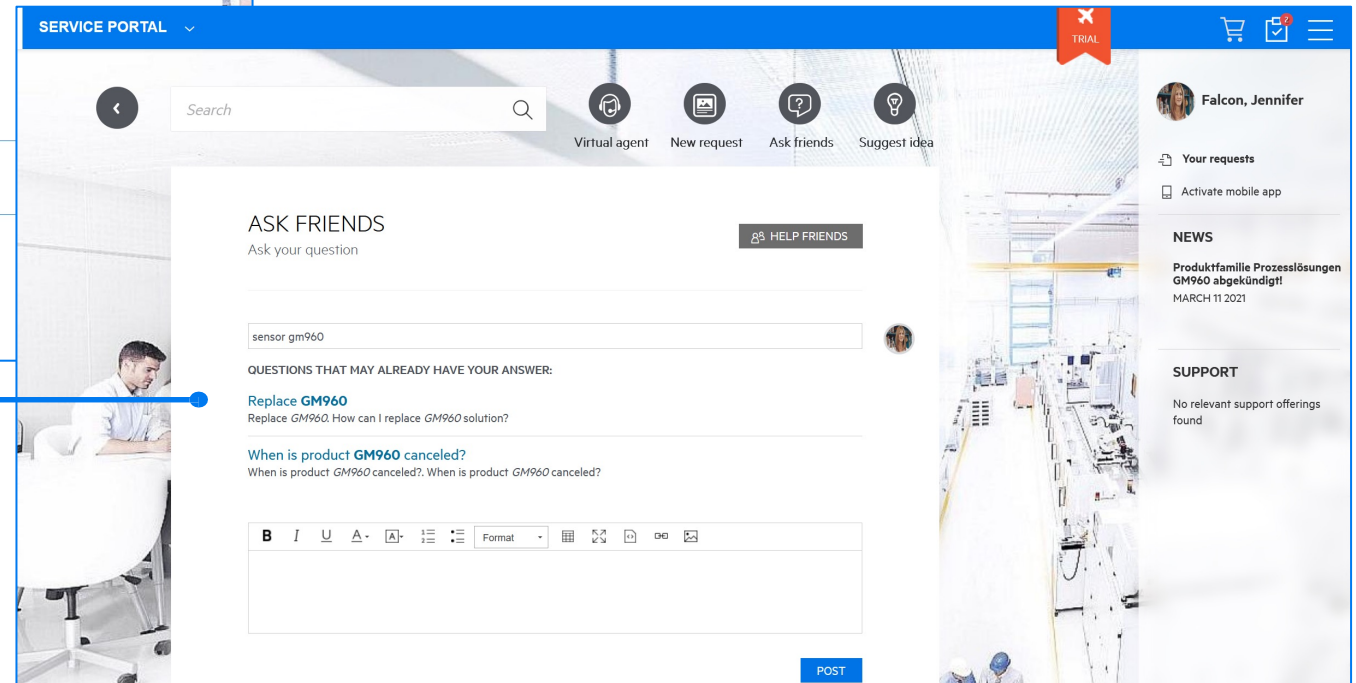
# Social Collaboration für schnelleren Support



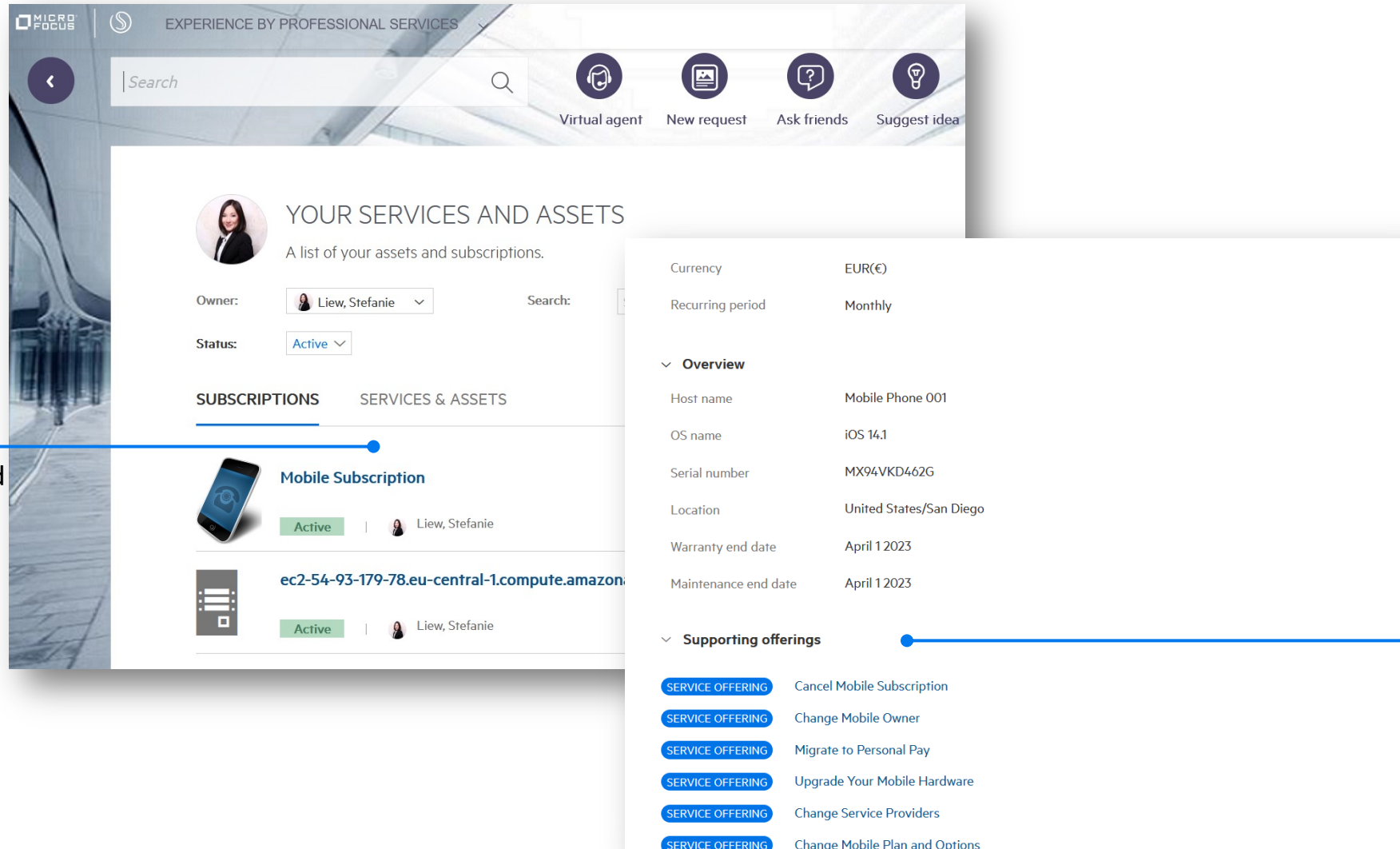
Einfache Erstellung und saubere Darstellung von Umfragen zur besseren Erfassung von Benutzerfeedbacks.

Möglichkeit zur Analyse von strukturierten und unstrukturierten Daten.

Intelligente Vorschläge von Fragen mit demselben Inhalt



# Eigene Assets auf einen Blick verwalten



The screenshot shows a user interface for managing services and assets. At the top, there's a navigation bar with 'MICRO FOCUS' and 'EXPERIENCE BY PROFESSIONAL SERVICES'. Below that is a search bar and several icons for 'Virtual agent', 'New request', 'Ask friends', and 'Suggest idea'. The main content area is titled 'YOUR SERVICES AND ASSETS' and includes a list of subscriptions. A detailed view of a 'Mobile Subscription' is shown, with fields for 'Currency' (EUR(€)), 'Recurring period' (Monthly), 'Host name' (Mobile Phone 001), 'OS name' (iOS 14.1), 'Serial number' (MX94VKD462G), 'Location' (United States/San Diego), 'Warranty end date' (April 1 2023), and 'Maintenance end date' (April 1 2023). Under 'Supporting offerings', there are several service offering buttons: 'Cancel Mobile Subscription', 'Change Mobile Owner', 'Migrate to Personal Pay', 'Upgrade Your Mobile Hardware', 'Change Service Providers', and 'Change Mobile Plan and Options'.

Subscriptions und Asset auf einen Blick für die eigene Verwaltung

Alle Details und zusätzliche Angebote sichtbar

# SMAX interner Task Plan – automatisierte Abwicklung

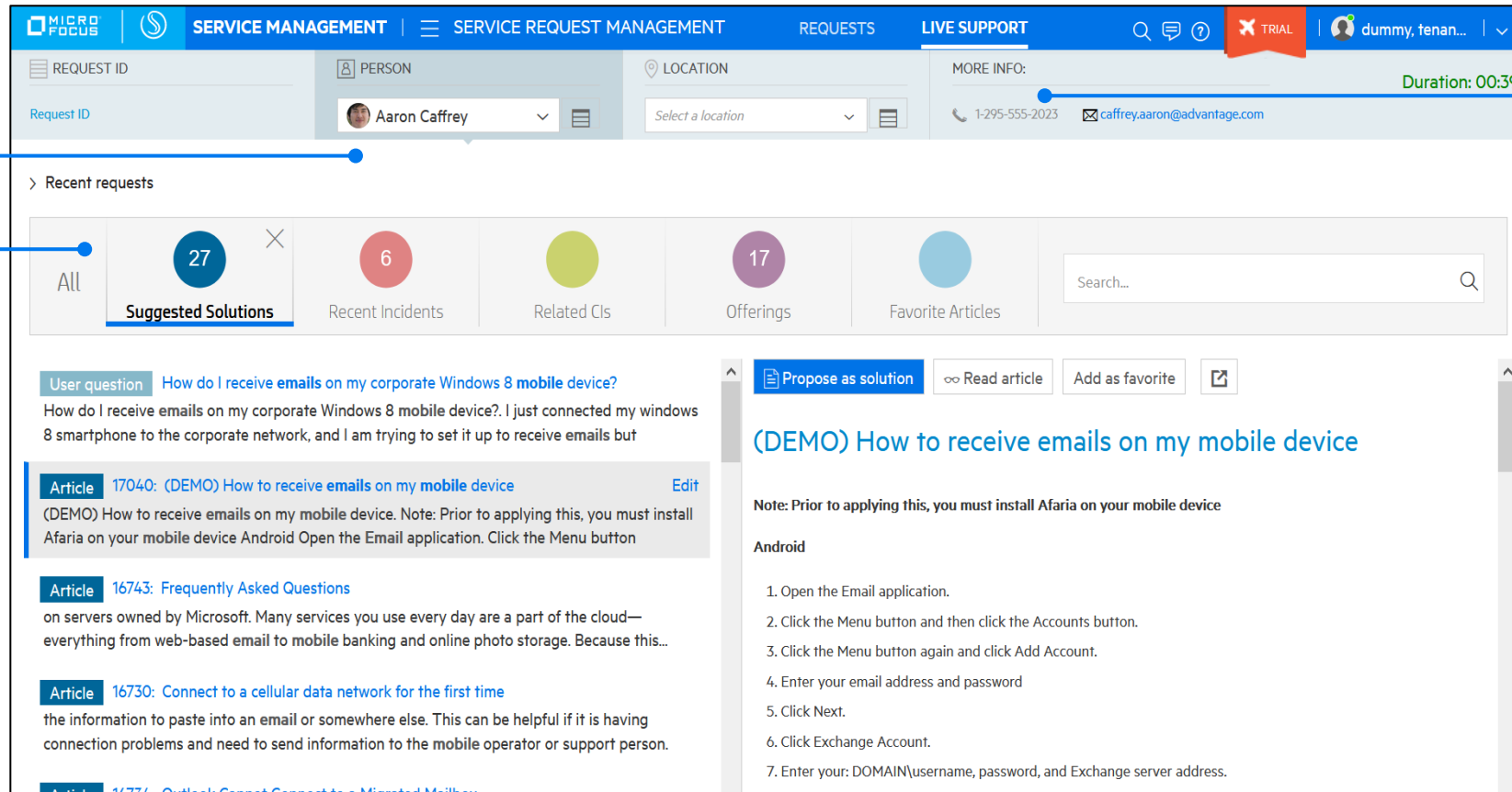




# Modern User Experience für Enterprise Applikationen

## Proaktiver live support

Anruferdetails - einschließlich ihrer kürzlich geöffneten Anfragen



The screenshot shows a service management interface with the following elements:

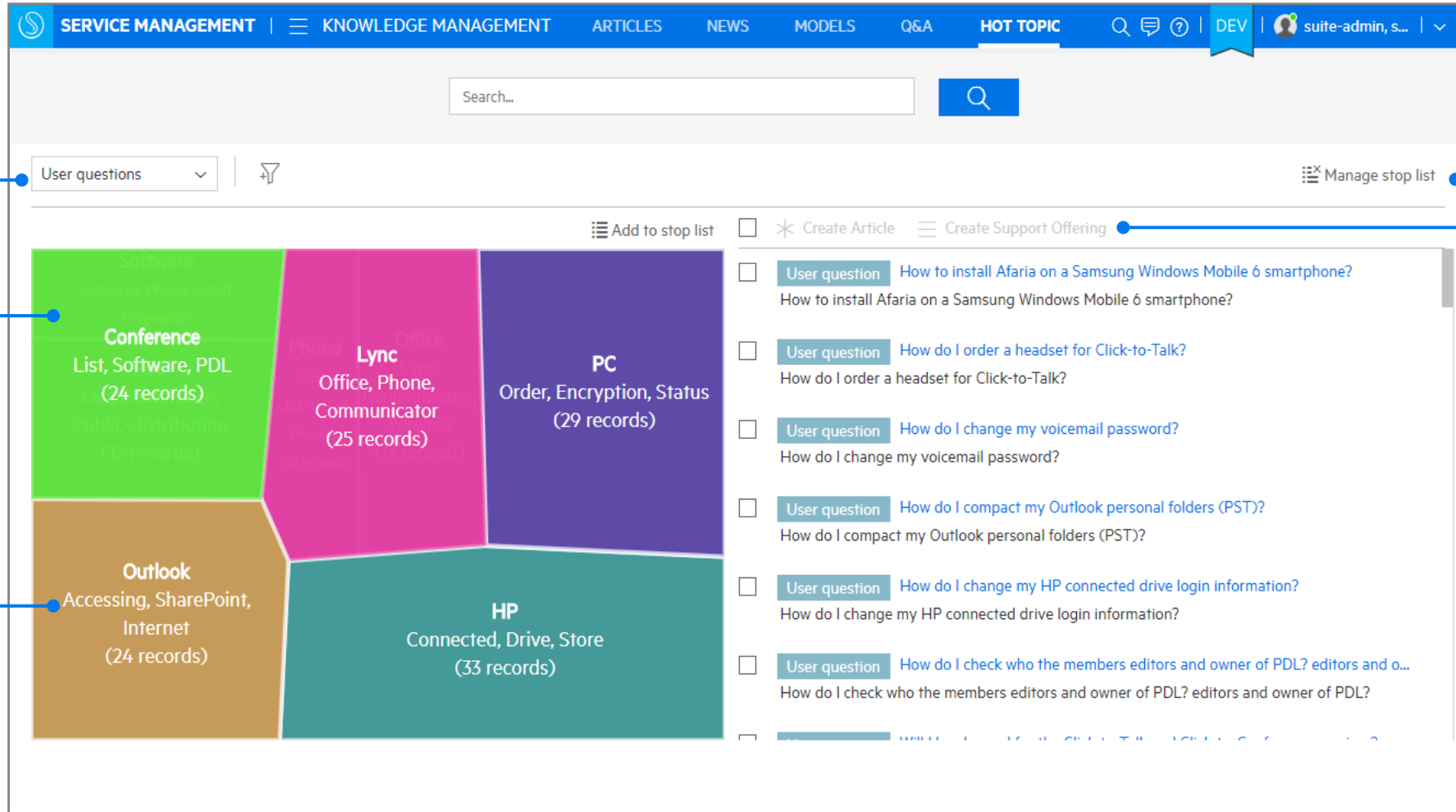
- Header:** MICRO FOCUS SERVICE MANAGEMENT | SERVICE REQUEST MANAGEMENT | REQUESTS | LIVE SUPPORT. Includes a search bar, a 'TRIAL' badge, and a user profile 'dummy, tenan...'.
- Request Details:** REQUEST ID, PERSON (Aaron Caffrey), LOCATION (Select a location), and MORE INFO (1-295-555-2023, caffrey.aaron@advantage.com). A 'Duration: 00:39' indicator is visible.
- Recent requests:** A section with a search bar and a list of request categories: All (27), Suggested Solutions (27), Recent Incidents (6), Related CIs, Offerings (17), and Favorite Articles.
- User question:** 'How do I receive emails on my corporate Windows 8 mobile device?'. The user's input is: 'How do I receive emails on my corporate Windows 8 mobile device?. I just connected my windows 8 smartphone to the corporate network, and I am trying to set it up to receive emails but'.
- Suggested Solutions:**
  - Article 17040: (DEMO) How to receive emails on my mobile device** (Edit). Content: '(DEMO) How to receive emails on my mobile device. Note: Prior to applying this, you must install Afaria on your mobile device Android Open the Email application. Click the Menu button'.
  - Article 16743: Frequently Asked Questions**. Content: 'on servers owned by Microsoft. Many services you use every day are a part of the cloud—everything from web-based email to mobile banking and online photo storage. Because this...'.
  - Article 16730: Connect to a cellular data network for the first time**. Content: 'the information to paste into an email or somewhere else. This can be helpful if it is having connection problems and need to send information to the mobile operator or support person.'
- Proposed Solution:** '(DEMO) How to receive emails on my mobile device'. Includes a 'Propose as solution' button, 'Read article', and 'Add as favorite' options.
  - Note:** Prior to applying this, you must install Afaria on your mobile device
  - Android:**
    1. Open the Email application.
    2. Click the Menu button and then click the Accounts button.
    3. Click the Menu button again and click Add Account.
    4. Enter your email address and password
    5. Click Next.
    6. Click Exchange Account.
    7. Enter your: DOMAIN\username, password, and Exchange server address.

Proaktive Vorschläge durch Big-Data-Suche von Lösungen, Wissen, verwandten Tickets und Assets gefunden

Optimierte Erfahrung für telefonischen Live-Support. Minimieren Sie Klicks und maximieren Sie die Produktivität.

# Hot Topic Analytics

## Die Brennpunkte auf einem Blick



SEARCH... [Magnifying Glass Icon]

User questions [Dropdown Arrow] [Filter Icon] [Manage stop list]

Add to stop list [Checkbox] \* Create Article [Dropdown Arrow] Create Support Offering [Dropdown Arrow]

Hot Topic	Records
Conference	24
Outlook	24
Lync	25
HP	33
PC	29

User question [Checkbox] How to install Afaria on a Samsung Windows Mobile 6 smartphone?  
How to install Afaria on a Samsung Windows Mobile 6 smartphone?

User question [Checkbox] How do I order a headset for Click-to-Talk?  
How do I order a headset for Click-to-Talk?

User question [Checkbox] How do I change my voicemail password?  
How do I change my voicemail password?

User question [Checkbox] How do I compact my Outlook personal folders (PST)?  
How do I compact my Outlook personal folders (PST)?

User question [Checkbox] How do I change my HP connected drive login information?  
How do I change my HP connected drive login information?

User question [Checkbox] How do I check who the members editors and owner of PDL? editors and o...  
How do I check who the members editors and owner of PDL? editors and owner of PDL?

Suche nach Hot Topics

Konfiguration von Stop Word Listen

Mustererkennung in strukturierten und unstrukturierten Daten

Erstellen von

- Wissensartikeln
- Katalog Angeboten
- Problemtickets

Darstellen von Hot Topics

# Schnelle CI Erkennung

**CHANGE** 12376: Application Migration to Virtual Environments -- Deploy DB03NY82

← Back < > Save Save & close Apply template Comments Start Discussion Duplicate More ▾

STANDARD  
Classification > Evaluate

→ PLAN

In this phase, you check the information provided, perform an initial analysis, and select a category for the change.

**General**

Workflow

Schedule

Plan and execute

Involved CIs

Related records

Approvals


Related knowledge

Discussions

History



General change details


Title \* Application Migration to Virtual Environments -- Deploy DB03NY82

Description \* **B I U A- A- 1≡ ≡≡ Format** 



Phase 1 of the IT infrastructure project requiring all applications to be moved to a virtual environment is ready to go through the change process. Deploy serv-vm-west1. This should be activated on **DB03NY82** **SERV22NY043** and **SERV26NY050** servers.

Reason for Change \* Business requirement ▾

Latest execution time 10/25/2017  10:00 PM 

Justification \* **B I U A- A- 1≡ ≡≡ Format** 

Contractual agreement to complete application migration by 12/01 or else infrastructure wil not be in policy compliance.

Reported by \*  Maria Lewis ▾ 

Erkannte CIs werden automatisch zum Abschnitt "Beteiligte CIs" des Datensatzes hinzugefügt

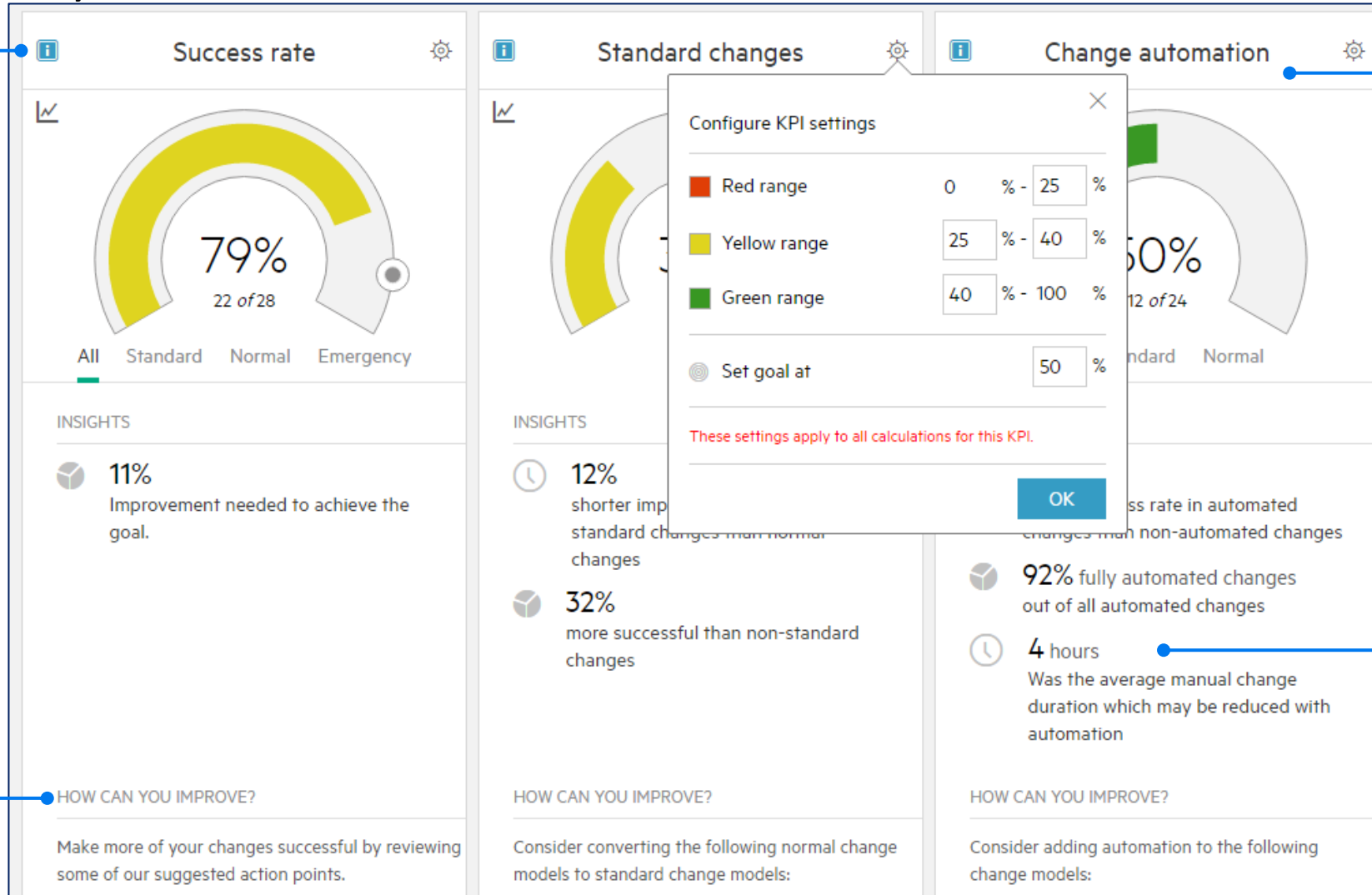
Analysiert Rich-Text-Inhalte und findet und markiert automatisch CIs, die im Text vorkommen

# Machine Learning und Analytics basierendes Service Desk

## Change Analyse

Prädiktive Big-Data-Analysen ändern Eigentümer, um Prozessverbesserungen vorzunehmen

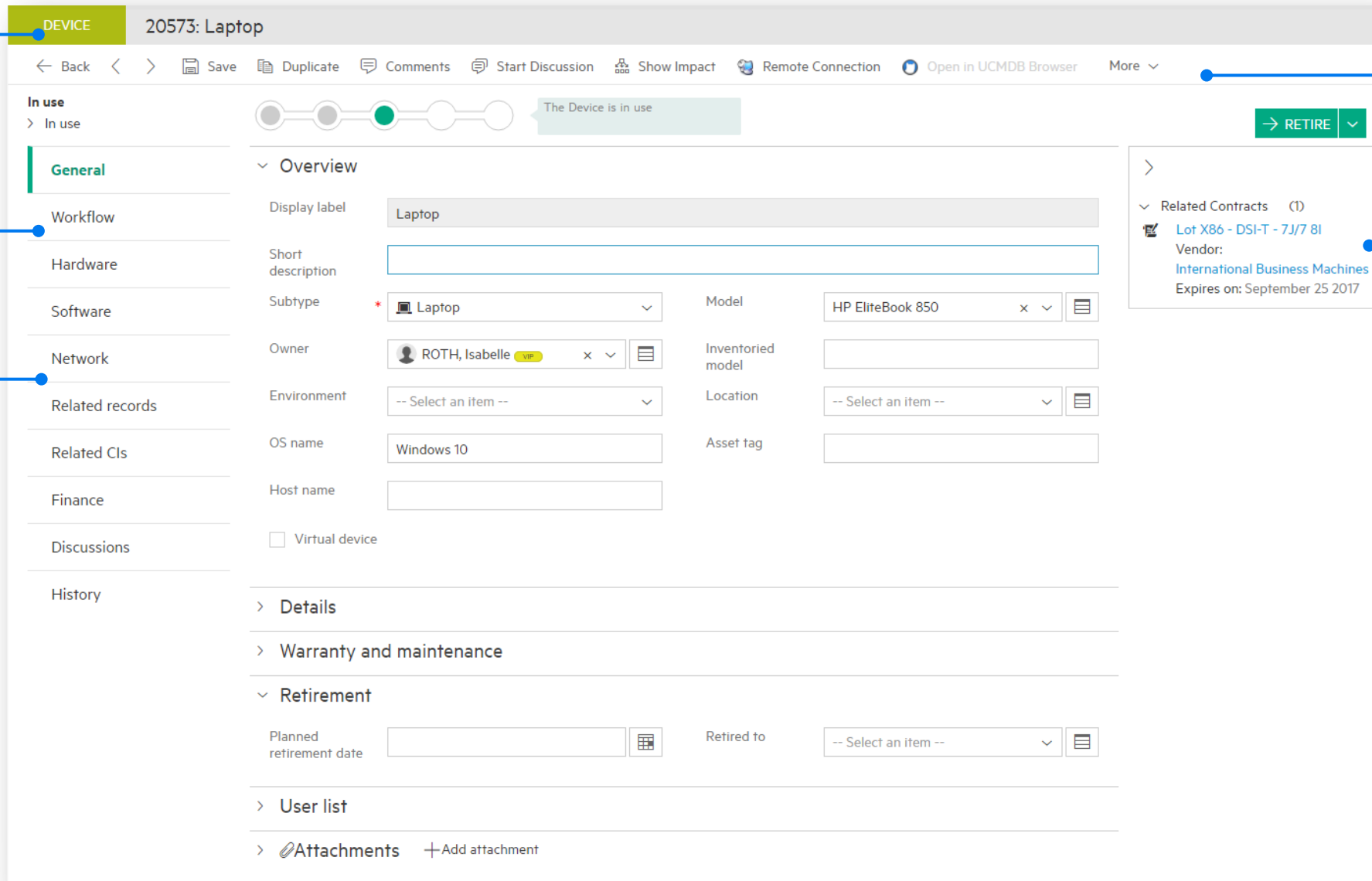
Empfohlene Verbesserungen



Analytik identifiziert Bereiche, die von Standardmodellierung und Automatisierung profitieren können, um Risiken zu reduzieren, Erfolgsquoten zu erhöhen und Implementierungszeiten zu verkürzen

Insights

# Service Asset und Configuration Management



Die Anlagenverfolgung umfasst die Anlagenmodellierung, Anlagentypen und -untertypen, die mit UNSPSC abgestimmt sind.

Verwalten von Lebenszyklus- und Vertragsinformationen

Verbesserte Anzeige komplexer Attribute (z. B. CPUs)

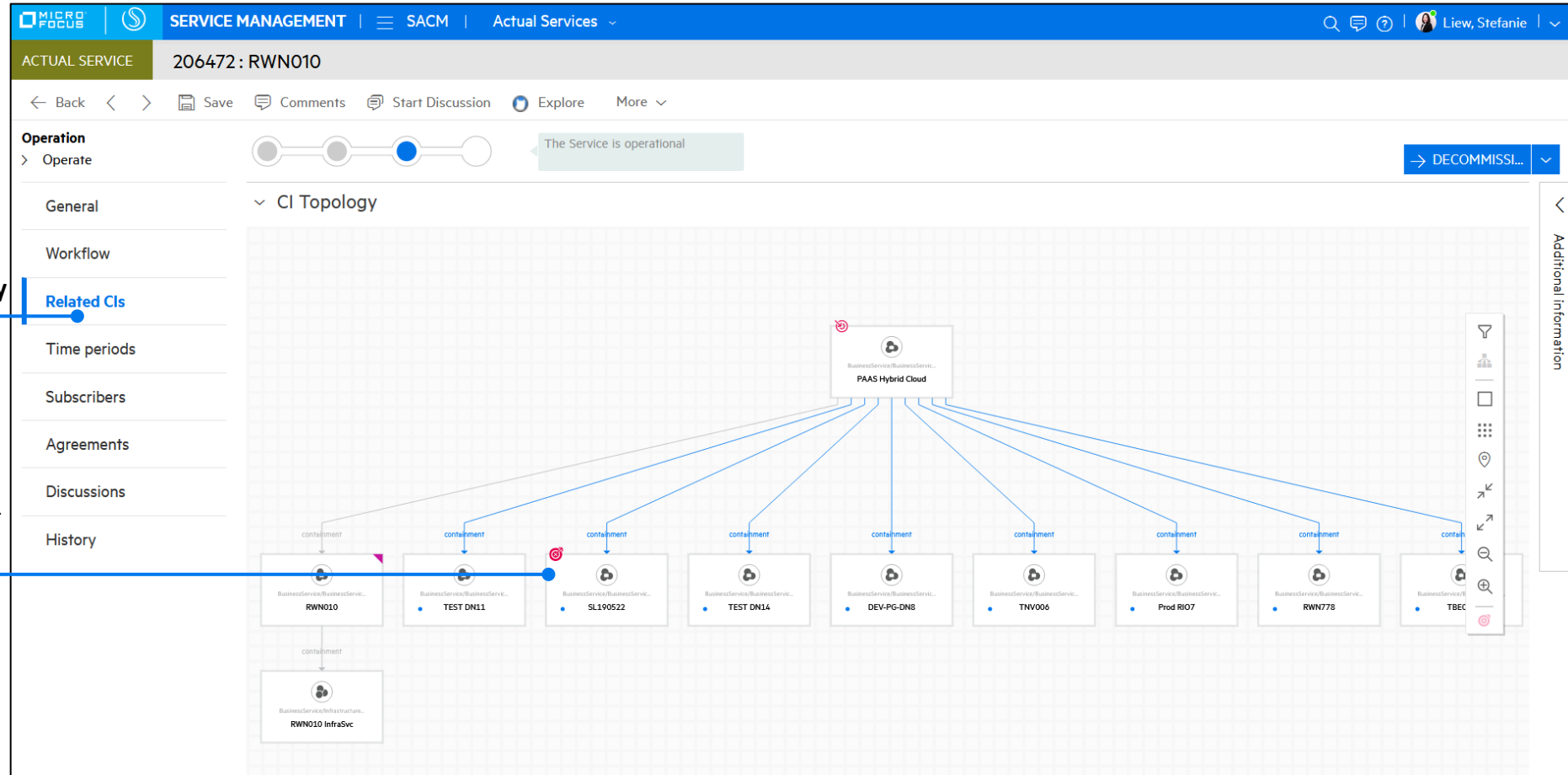
Integration mit UCMDB/UD. Drill-Down in UCMDB-Browser.

Immersives IT Asset Management-Widget zeigt Verträge über Assets und Services an

# Anzeige der Related CIs und der Topologie

Native Integration:  
Anzeigen der  
**Topologie** durch  
**Universal Discovery**

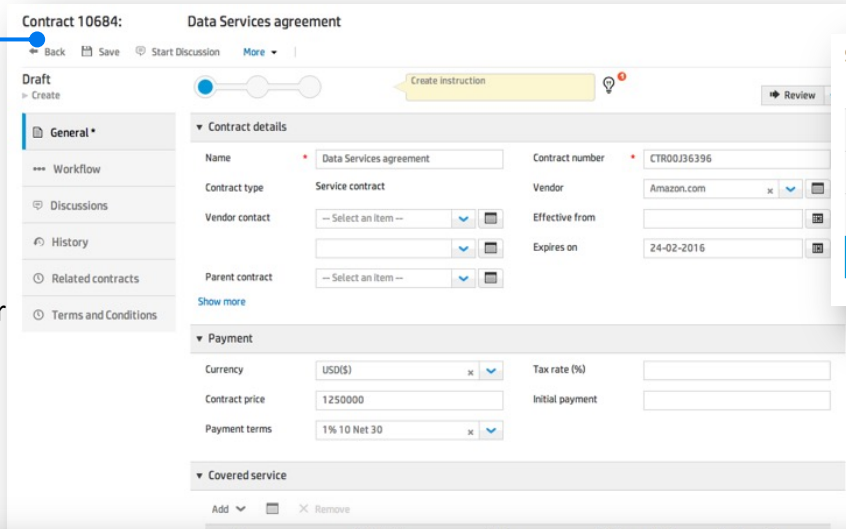
Durchführung einer  
**Impact Analyse**



# Asset Management

Maximieren Sie den Wert Ihrer IT-Investition

**Contract und Vendor Management:**  
Verwalten Sie Ihre Verträge über den gesamten Lebenszyklus, von der Erstellung über die Unterzeichnung bis hin zum Auslaufen



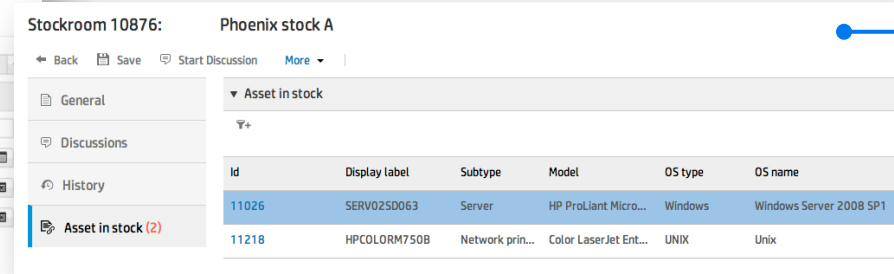
Contract 10684: Data Services agreement

Contract details:

- Name: Data Services agreement
- Contract number: CTR00J36396
- Contract type: Service contract
- Vendor: Amazon.com
- Vendor contact: -- Select an item --
- Effective from: [ ]
- Expires on: 24-02-2016
- Parent contract: -- Select an item --

Payment:

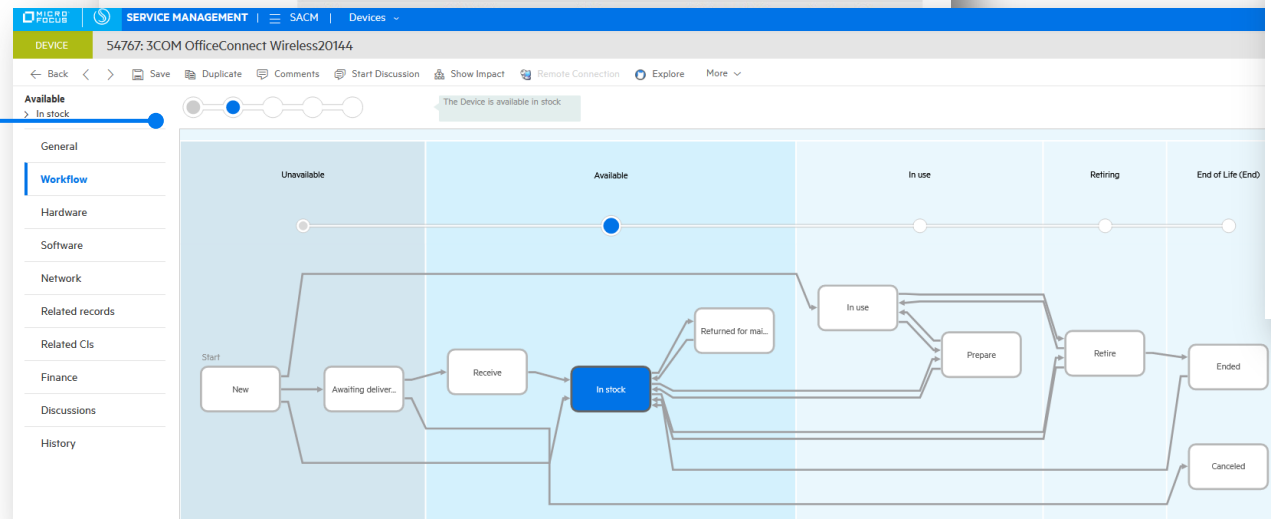
- Currency: USD(\$)
- Contract price: 1250000
- Payment terms: 1% 10 Net 30
- Tax rate (%): [ ]
- Initial payment: [ ]



Stockroom 10876: Phoenix stock A

Id	Display label	Subtype	Model	OS type	OS name
11026	SERV025D063	Server	HP ProLiant Micro...	Windows	Windows Server 2008 SP1
11218	HPCOLORM750B	Network prin...	Color LaserJet Ent...	UNIX	Unix

**Stock Management:**  
Optimieren Sie die Wiederverwendung von Assets

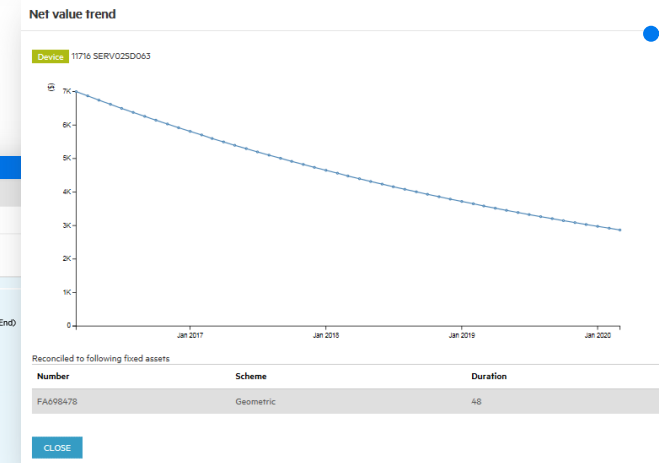


54767: 3COM OfficeConnect Wireless20144

The Device is available in stock

Workflow diagram showing states: Unavailable, Available, In use, Retiring, End of Life (End). Key steps include: New, Awaiting deliver..., Receive, In stock, Returned for mai..., Prepare, Retire, Ended, Canceled.

**Asset Tracking:**  
Kombinierter CI- und Asset-Lebenszyklus



**Asset Financial Management:**  
Kontrollieren Sie Ihre IT-Kosten

# Umfragen Management

## Kundenzufriedenheit messen und verbessern





- Konfigurieren & wählen Sie Umfragen aus, die an Endbenutzer gesendet werden sollen.
- Einfach einzurichten mit benutzerfreundlichen Formaten.
- Umfragen können für eine Vielzahl von Szenarien definiert werden:
  - Zufriedenheitsumfragen für den Service-Support
  - Post-Change-Erfolgsumfrage
  - Anwendungsnutzung und Angebotsumfrage
  - ... und mehr!

Dear Leanne,  
Your opinion matters!

We need your input regarding [Request 12379: Anti-virus alert](#).

Please take a minute to answer this question and a few more:

**How would you rank the ease of use of the Self Service Portal?**

-  Very high
-  High
-  Medium
-  Low



# Umfragen Management – Benutzerfreundliche Formate

- Freundliche Formate sollen die Antwortraten der Benutzer erhöhen

*Kurze Textfrage*

*Radio-Button-Fragen*

*Titel und Benutzerhinweise*

*Primäre Frage zur Bewertung der Umfrage (diese wird in der E-Mail an den Endbenutzer angezeigt)*

**FEEDBACK FOR YOUR HELPDESK EXPERIENCE**

Thank you for your support and participation. If you have not done so already, please take a few minutes to make your voice heard. Every single voice counts.

**Your Name (not required):**  
Your personal data will remain in complete safety.

*Type your name here*






**Was your problem resolved? \***

Yes  
 No

**Are you happy with the resolution? \***

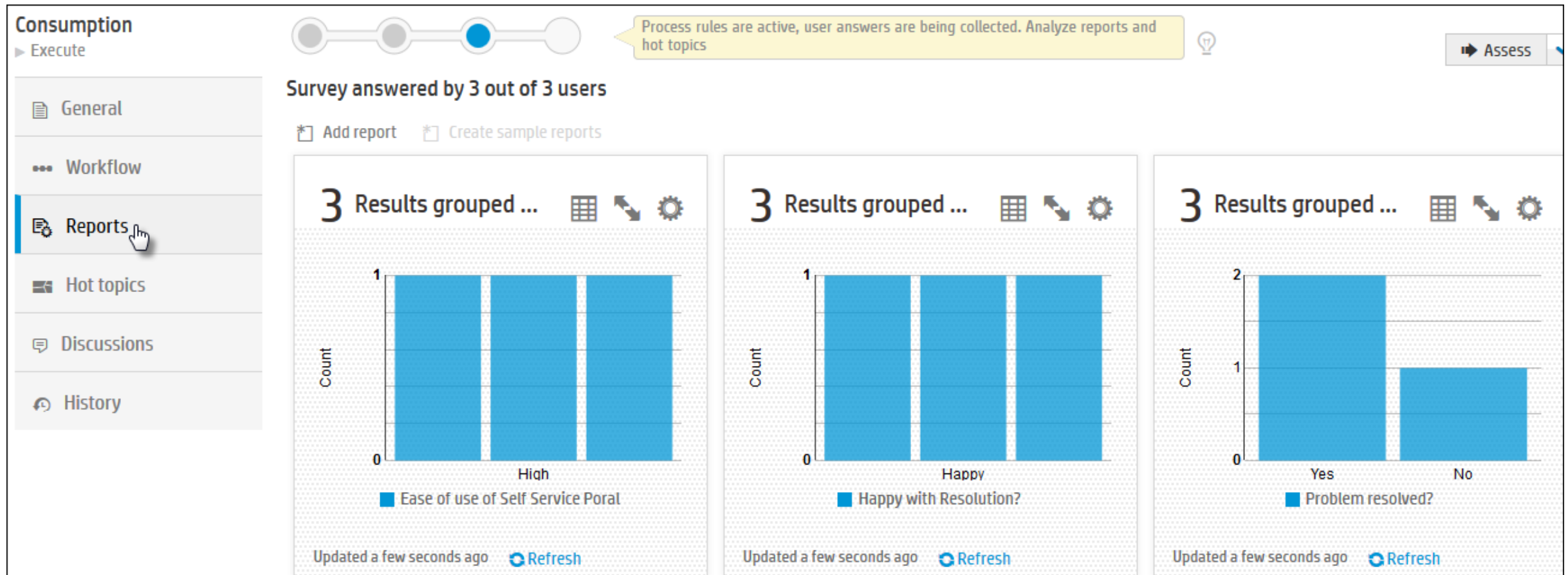
Unhappy  
 OK  
 Happy  
 Very happy

**How would you rank the ease of use of the Self Service Portal? \***

 Very low  
  Low  
  Medium  
  High  
  Very high

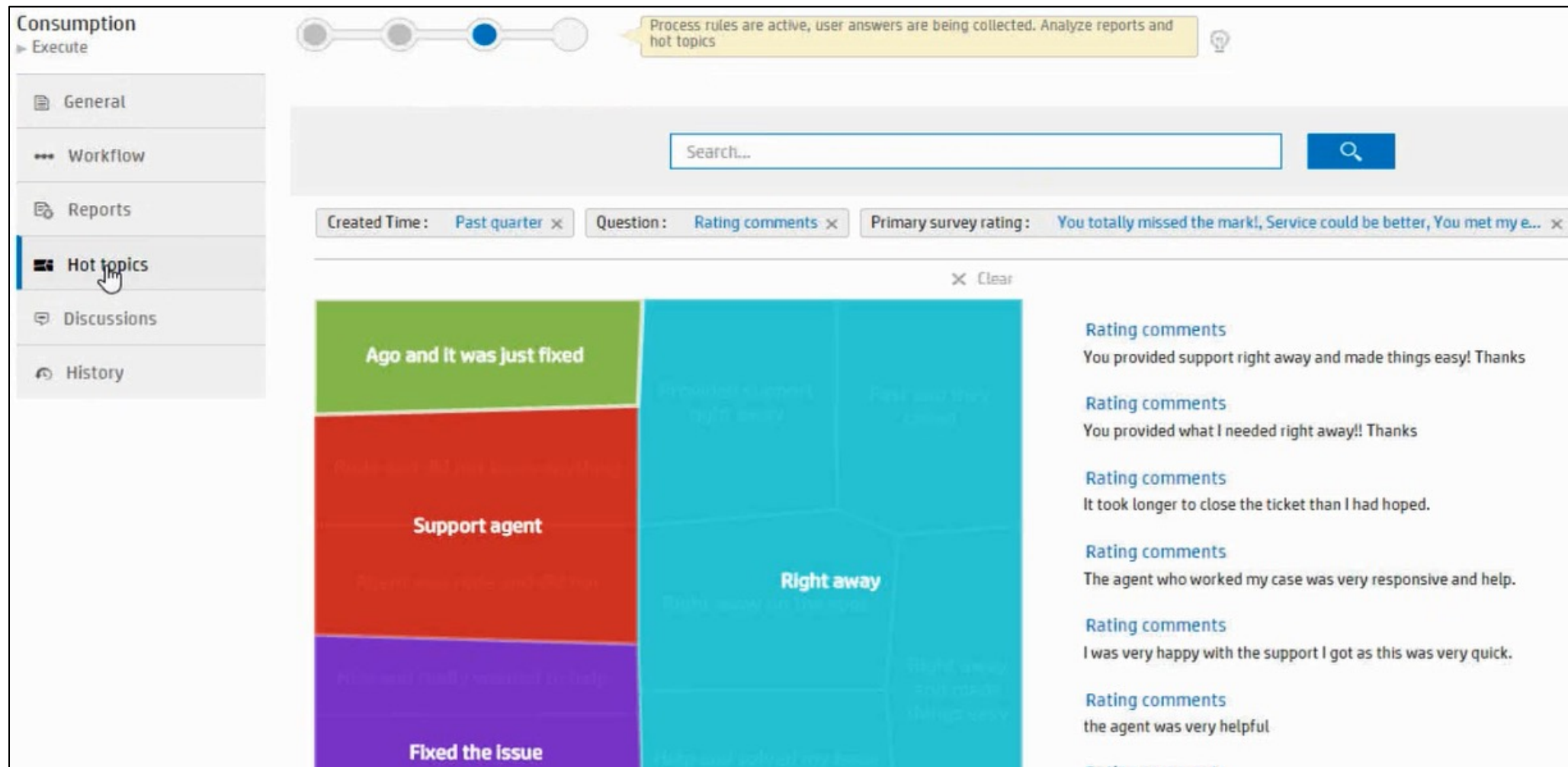
# Umfragen Management – Reporting

- Berichte können auf der Registerkarte "Berichte" oder in der Anwendung "Berichte" angezeigt werden



# Umfragen Management – Hot Topic Analytics

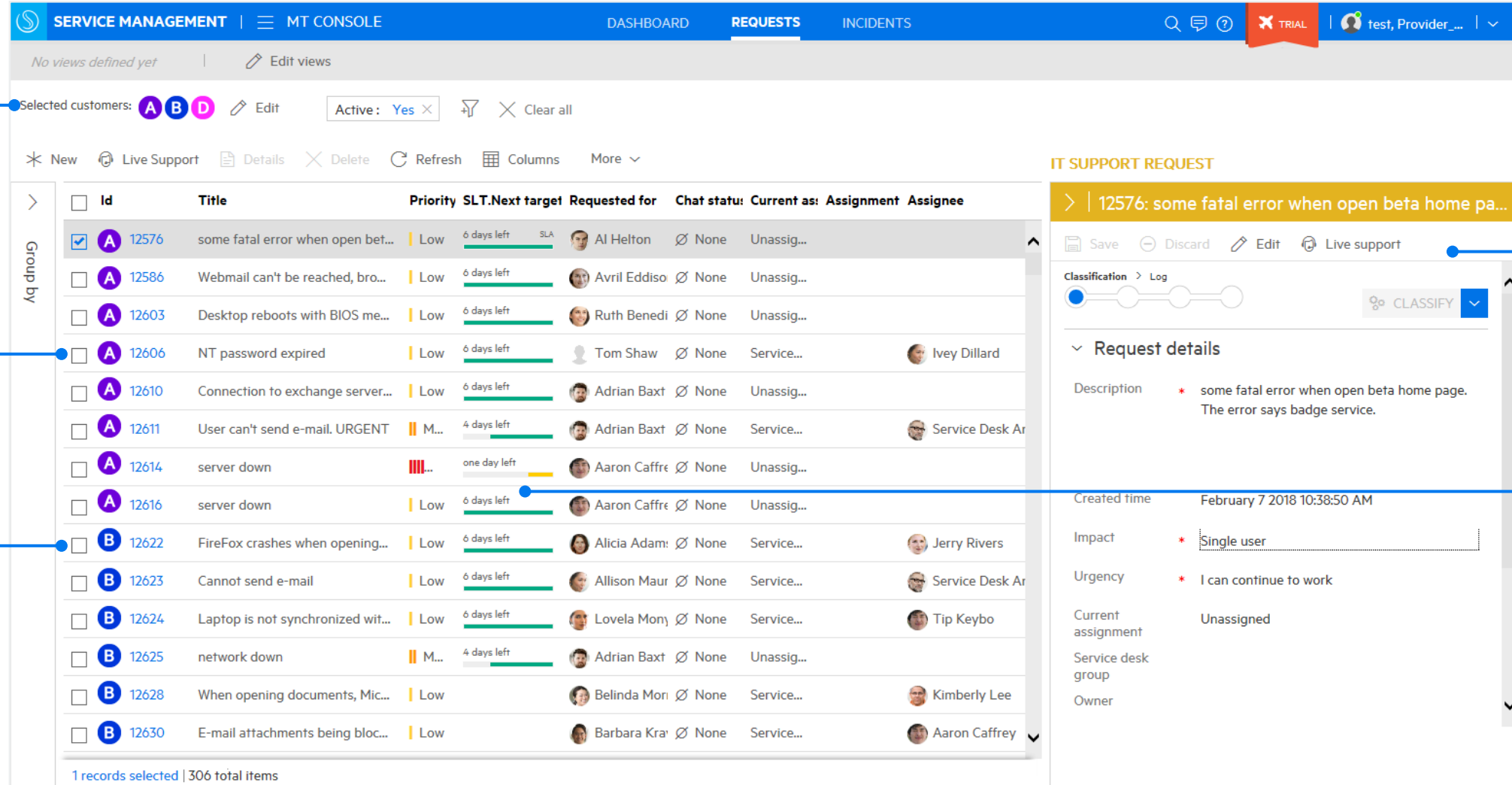
- Hot-Topic-Analysen von Antworten mit vollständigen Berichts- und Dashboard-Widget-Funktionen



The screenshot displays a dashboard for 'Consumption' with a navigation menu on the left containing 'General', 'Workflow', 'Reports', 'Hot topics', 'Discussions', and 'History'. The 'Hot topics' menu item is highlighted. The main content area features a search bar and filter controls for 'Created Time' (Past quarter), 'Question' (Rating comments), and 'Primary survey rating' (You totally missed the mark!, Service could be better, You met my e...). A central treemap chart visualizes the data, with categories such as 'Ago and it was just fixed', 'Support agent', 'Fixed the issue', and 'Right away'. To the right of the chart, a list of 'Rating comments' is displayed, including feedback like 'You provided support right away and made things easy! Thanks' and 'It took longer to close the ticket than I had hoped.'

# Multi-tenancy Support für Service Provider

Arbeiten Sie mit mehreren Instanzen von einer einzigen Konsole aus



**Selected customers:** A B D Edit Active: Yes X Clear all

**IT SUPPORT REQUEST**

> | 12576: some fatal error when open beta home pa...

Save Discard Edit Live support

Classification > Log CLASSIFY

Request details

Description \* some fatal error when open beta home page. The error says badge service.

Created time February 7 2018 10:38:50 AM

Impact \* Single user

Urgency \* I can continue to work

Current assignment Unassigned

Service desk group

Owner

Id	Title	Priority	SLT.Next target	Requested for	Chat status	Current as	Assignment	Assignee
<input checked="" type="checkbox"/> A 12576	some fatal error when open bet...	Low	6 days left SLA	Al Helton	None	Unassig...		
<input type="checkbox"/> A 12586	Webmail can't be reached, bro...	Low	6 days left	Avril Eddiso	None	Unassig...		
<input type="checkbox"/> A 12603	Desktop reboots with BIOS me...	Low	6 days left	Ruth Benedi	None	Unassig...		
<input type="checkbox"/> A 12606	NT password expired	Low	6 days left	Tom Shaw	None	Service...		Ivey Dillard
<input type="checkbox"/> A 12610	Connection to exchange server...	Low	6 days left	Adrian Baxt	None	Unassig...		
<input type="checkbox"/> A 12611	User can't send e-mail. URGENT	M...	4 days left	Adrian Baxt	None	Service...		Service Desk Ar
<input type="checkbox"/> A 12614	server down	M...	one day left	Aaron Caffre	None	Unassig...		
<input type="checkbox"/> A 12616	server down	Low	6 days left	Aaron Caffre	None	Unassig...		
<input type="checkbox"/> B 12622	FireFox crashes when opening...	Low	6 days left	Alicia Adam	None	Service...		Jerry Rivers
<input type="checkbox"/> B 12623	Cannot send e-mail	Low	6 days left	Allison Maur	None	Service...		Service Desk Ar
<input type="checkbox"/> B 12624	Laptop is not synchronized wit...	Low	6 days left	Lovela Mony	None	Service...		Tip Keybo
<input type="checkbox"/> B 12625	network down	M...	4 days left	Adrian Baxt	None	Unassig...		
<input type="checkbox"/> B 12628	When opening documents, Mic...	Low		Belinda Mon	None	Service...		Kimberly Lee
<input type="checkbox"/> B 12630	E-mail attachments being bloc...	Low		Barbara Kra	None	Service...		Aaron Caffrey

1 records selected | 306 total items

Mehrere Kunden in einer einzigen Konsole

Kunde A

Kunde B

Anfragedetails mit Auswirkung, Dringlichkeit etc.

Service-Level-Ziele und Priorität zeigen Wichtigkeit und Dringlichkeit an

# Codeless Konfiguration und einfache Upgrades

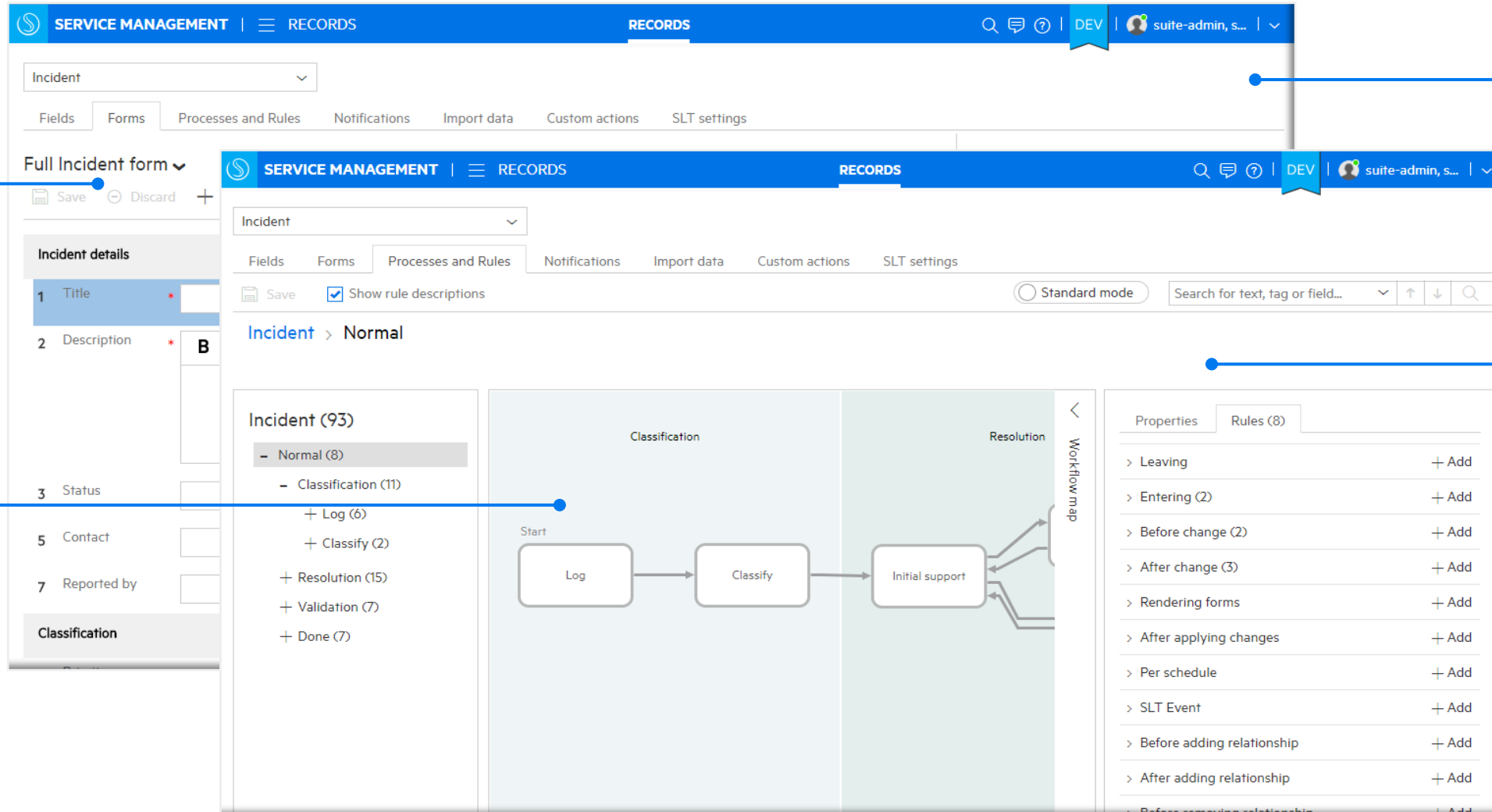
Prozesse und Workflows einfach erstellen, konfigurieren und pflegen

WYSIWYG  
Formen und editieren

Keine Programmier-  
kenntnisse  
erforderlich

Einfache  
grafische  
Oberfläche

Behält  
benutzerdefinierte  
Konfigurationen  
für nahtlose  
Updates bei

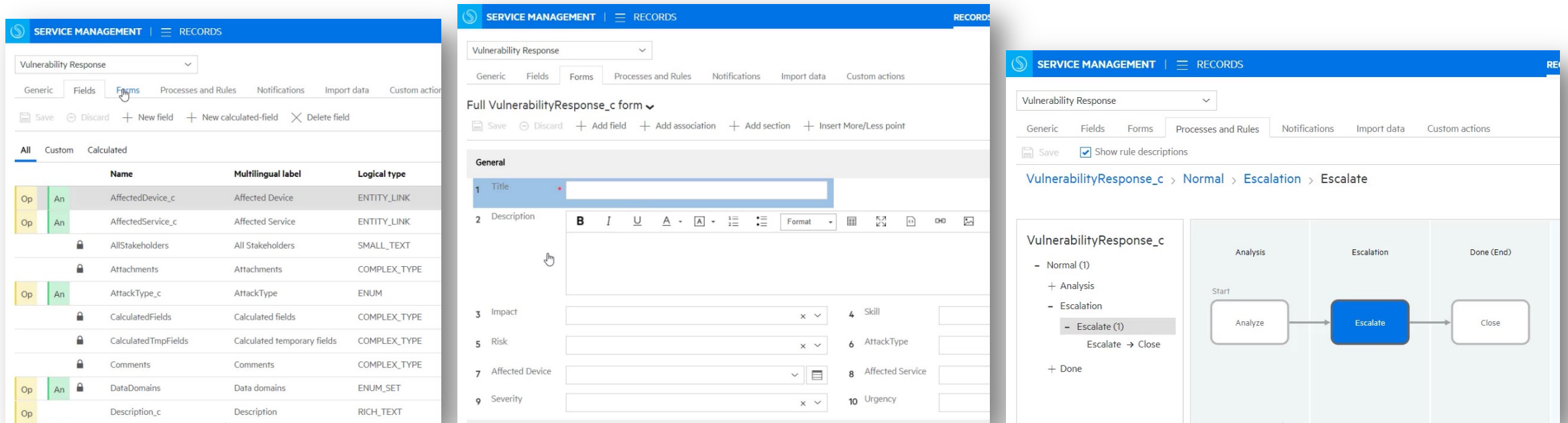


The screenshot displays the 'SERVICE MANAGEMENT' interface. The top navigation bar includes 'RECORDS' and a user profile 'suite-admin, s...'. Below the navigation, there are tabs for 'Fields', 'Forms', 'Processes and Rules', 'Notifications', 'Import data', 'Custom actions', and 'SLT settings'. The main content area is divided into several sections:

- Incident details:** A list of fields including '1 Title', '2 Description', '3 Status', '5 Contact', and '7 Reported by'.
- Classification:** A tree view showing 'Incident (93)' with sub-categories like 'Normal (8)', 'Classification (11)', 'Log (6)', 'Classify (2)', 'Resolution (15)', 'Validation (7)', and 'Done (7)'.
- Workflow map:** A visual flow diagram with steps: 'Start' -> 'Log' -> 'Classify' -> 'Initial support'.
- Rules (8):** A list of rules for configuration, such as 'Leaving', 'Entering (2)', 'Before change (2)', 'After change (3)', 'Rendering forms', 'After applying changes', 'Per schedule', 'SLT Event', 'Before adding relationship', 'After adding relationship', and 'Before removing relationship'.

# SMAX Studio

Sofortige Erstellung von neuen Service Management Anwendungen



The screenshots illustrate the SMAX Studio workflow for creating a new application:

- Entity List:** A table showing various entities like 'AffectedDevice\_c', 'AffectedService\_c', 'AttackType\_c', etc., with columns for Name, Multilingual label, and Logical type.
- Form Editor:** A 'Full VulnerabilityResponse\_c form' editor with fields for Title, Description, Impact, Risk, Affected Device, Severity, Skill, AttackType, Affected Service, and Urgency.
- Workflow Editor:** A workflow diagram for 'VulnerabilityResponse\_c' showing a process flow: Start -> Analyze -> Escalate -> Close.

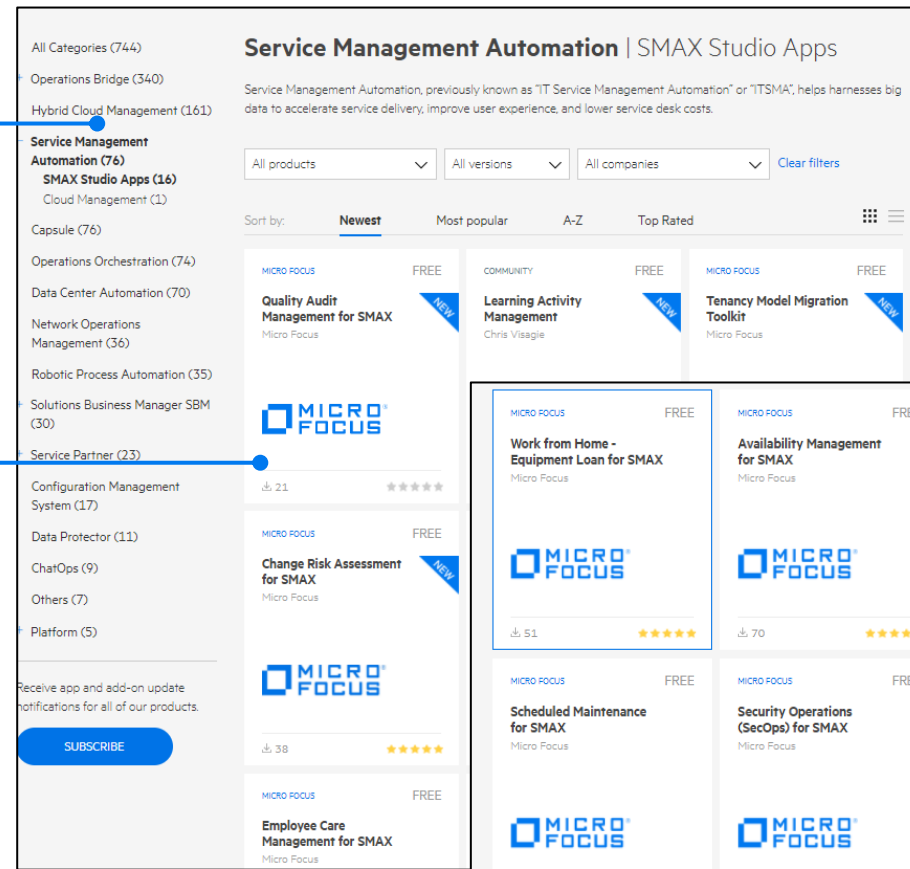


# Moderne User Experience für Enterprise Applikationen

## Erweiterung der SMAX Service Management in non-IT Abteilungen

[Micro Focus ITOM Marketplace](#)

[SMAX Content zum Downloaden](#)



Apps auf Micro Focus Marketplace

- Community Build Apps
- Erweiterung von non-IT Apps
- Kontinuierliche Entwicklung neuer Funktionen

Beispiel-Apps:

- Security Operations
- Capacity Management
- Facility Management – Besucherregistrierung
- Scheduled Maintenance
- Time Tracker