MasterScope IT Process Management 3.1
New Features and Enhancements

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Cloud Platform Division
NEC Corporation
Introduction

This document provides an overview of new features and enhancements in MasterScope IT Process Management 3.1 released in April 2018.

- Email feature
- Task management feature
Interoperability with external systems has been improved and task management feature has been newly implemented.

<table>
<thead>
<tr>
<th>Function</th>
<th>Name</th>
<th>Description</th>
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<tbody>
<tr>
<td>ITIL management function</td>
<td>Incident management</td>
<td>Provide service management function specified by ITIL</td>
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<td></td>
<td>Problem management</td>
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<td></td>
<td>Change management</td>
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<td>Release management</td>
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<td></td>
<td>Application management</td>
<td>Manage various application forms from application to approval</td>
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<td>Schedule management</td>
<td>Share and manage various events by calendar view</td>
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<td>Document management</td>
<td>Store and share documents in a hierarchical manner</td>
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<td>ITIL information diagram</td>
<td>Display the correlation of each ITIL management function</td>
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<td></td>
<td>Infrastructure composition</td>
<td>Manage configuration information of HW, SW, and other components constituting the system</td>
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<td>Notification email delivery</td>
<td>Automatically send email to arbitrary destinations triggered by each management action</td>
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<td></td>
<td>Announcement function</td>
<td>Send notifications to specified destinations</td>
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<td></td>
<td>FAQ function</td>
<td>FAQ is registered for each category and shared by relevant people</td>
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<td>Report function</td>
<td>Provide report creation function for service level status and incident status</td>
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<td></td>
<td>Task management function</td>
<td>Manage tasks and track progress</td>
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<td>Global compliance</td>
<td>Multilingual function</td>
<td>Support English and Japanese</td>
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<tr>
<td>Cooperation with other systems</td>
<td>Incident data import function</td>
<td>Import data by email, csv, and API</td>
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Enhancement Overview in v3.1

Enhanced email integration and newly added task management feature help you visualize progress status and promote information aggregation.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
<th>Related Feature</th>
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<tbody>
<tr>
<td>1 Email Integration</td>
<td>Reply to request and record in action history by email.</td>
<td>actions</td>
</tr>
<tr>
<td>2 Task Management</td>
<td>Manage tasks and progress status quantitatively.</td>
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</table>
1. Email Integration

Reply email to an escalated request can be registered as an answer to the request.

**Enhanced email integration**
- Previously, reply email to an escalated request was registered to the action history as a comment. With this enhancement, reply email is registered as an answer to the request in the action history.
- Previously, all attachment files were registered to a related incident. With this enhancement, each attachment file is registered to the corresponding action.

**Incidents can be updated without operating ITPM**
- This enhancement enables workers outside the network to manage operation.
- Use of ITPM by email integration feature requires no licenses.

**Customers’ needs:**
- Status does not change when the escalated request gets a reply.
- It’s hard to find the time and person of attachment registration.
2. Task Management

Task management feature allows you to register tasks like system upgrade, manage task progress, and get the summary.

Register a new task

Register task plan and follow up
- Manage progress by registering task plans, workers, and man-hour estimation
- A task can be broken into small parts up to 5 depths.
- Deliverables can be registered to document management by relating the task.

Summary by date, week, and month streamlines report creation.

Jump to document management screen

Customers’ needs:
- I want to manage the progress of incident tasks in detail.
- It’s hard to manage progress for multiple teams.
2. Task Management

Registering daily work and results visualizes the progress of each task and the overall schedule status and enables proactive follow-up.

**Task Management**

Task progress is visualized, making it easy to find delayed tasks.

**Customers’ needs:**
- I want to deal with the delay before it’s too late.
- I want to share task relations with team members.

**Visualize progress status**

- Delayed task status is displayed in color, preventing overlook.
- Registered tasks can be displayed as a Gantt chart. Progress lines show whether tasks are behind, or right on schedule.
- It visualizes how each task is related to others and the risk of delay.

**Gantt Chart**

Customers’ needs:
- I want to deal with the delay before it’s too late.
- I want to share task relations with team members.
This feature enables incident task management in addition to incident management, promoting efficient management and preventing overlook.

### Before

It often happens that scattered information makes it hard to get the progress status without right management on operation site.

- **Operator’s trouble**
  - Someone is updating the file. I can’t register a new one.
  - Information is managed separately. I forgot to deal with the task.
  - It takes time to summarize the progress and make a report.
  - Team members don’t really understand the impact of delay.

- **Administrator’s trouble**
  - [XLSX]

### After

Necessary information to handle tasks is consolidated, improving convenience and information sharing speed and reducing the time and effort to make reports.

- **New**
  - All the information is aggregated. I don’t forget to do tasks and I can update information anytime.
  - [NEW]

- **Improved convenience**
  - Work results can be automatically summarize. I can make a report easily.
  - [NEW]

- **Reduce operation time**
  - Speed up information sharing

- **NEW**
  - Schedule is visualized and team members are now aware of the impact of delay.