

Agile ITIL Configuration Management

Using our adaptive technology, you can quickly and easily make changes to fit the precise needs of your business.

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Agiloft's Pink Elephant certified Configuration Management module tracks the full details about your configuration items, including their relationships. Make your data actionable by integrating with service requests, change requests, releases, incidents, problems, and knowledge management.

Capture the Important Information

Don't just capture hardware information. Agiloft provides the tools to track ownership, purchase, deployment, location, relationships, SLAs, and all services and tasks performed on your CI's over time.

Benefits

- **Increase insight into configuration item availability** with charts and reports that show the comparative number of problems and incidents for particular CI types.
- **Reduce downtime** with preventative maintenance. Agiloft directs your maintenance schedule by providing regular reports on items due for maintenance, vendor support contracts about to expire, and so on.
- **Improve license control and auditability** by linking software items to licenses. Agiloft tracks available licenses and notifies staff when license limits are about to be exceeded.
- **Manage all IT configuration items** with a centralized repository of CI information. Link CI's to users, teams, or any record for integrated IT process control and management.
- **Improve response times** with a system that integrates with your service desk, so technicians can see the details and history of a CI at a glance.



Everything you need

Awarded
“Best Overall
Value” three
years in a row
by Info-Tech
Research Group.



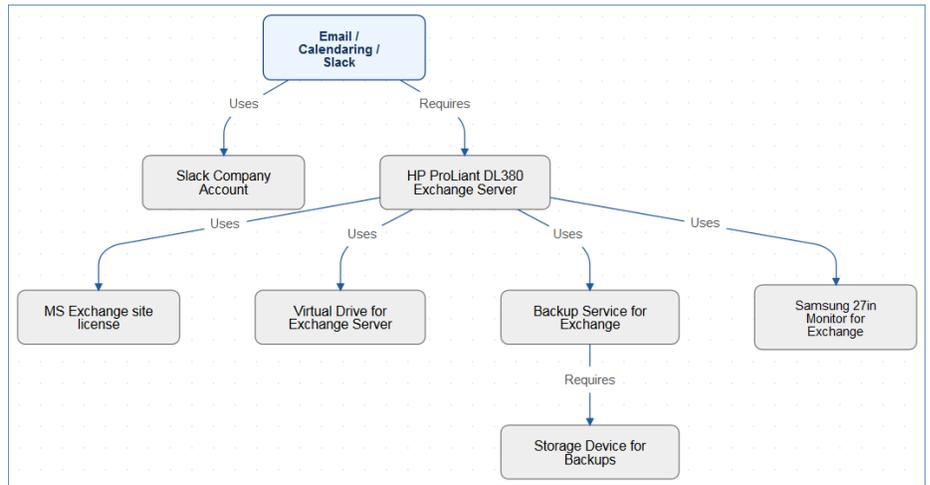
Monitor Configuration Item Changes

Important updates to CIs are automatically tracked and summarized in views and reports.

<input type="checkbox"/>	Edit	ID ↓	CI Name	Field Name	Old Value	New Value	Date Changed	Change Made By
<input type="checkbox"/>		242	Firewall Server 1	CPU	586Ghz	465GHz	Sep 22 2016 11:16	Agiloft System
<input type="checkbox"/>		241	Firewall Server 1	Memory (Gb)	128	64	Sep 22 2016 11:16	Agiloft System
<input type="checkbox"/>		240	Firewall Server 1	Hostname	firewall.example.com	firewall1.example.com	Sep 22 2016 11:16	Agiloft System
<input type="checkbox"/>		26	Firewall Server 1	Memory (Gb)	64	128	Sep 14 2016 16:50	Agiloft System

Visual Representations of CI Relationships

Display relationships in diagrams to quickly show all of dependencies and impacts for a given configuration item taken offline.



For More Information

Contact Agiloft today at 1-888-727-2209, Ext. 1 or visit our [product information page](#) to learn more about Agiloft’s ITIL Service Desk.



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About Agiloft

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