



An Introduction to Marval MSM

Vincent Iweka



Marval software provides an **integrated IT Service Management software solution** along with related ITSM training & consultancy services backed up with 1st class customer support & maintenance



About Marval

Established in 1989, Marval is the company that changed the ITSM landscape:

- ✓ Our Service Management experts played a pivotal role in shaping recognised industry standards
- ✓ More than 30 industry awards and recognitions
- ✓ Proven experience in delivering successful ITSM solutions across the globe - Public and Private sector across many verticals
- ✓ ISO/IEC 20000 and 27001 certified



ITSM industry contribution

1. Co-author of ITIL
2. Co-author of ISO/IEC 20000 (formerly BS15000-1, BSI standard for ITSM)
3. Co-author of the worlds **1st MSc** in IT Service Management
4. Co-author of the SDI Best Practice Guidance
5. Dr. Don Page awarded **“ITSM life-time achievement contribution”** by the ITSMF





Global success, local support

We combine our **local expertise** with **world class industry knowledge** to provide you **proven ITSM solutions & services.**



UKI
The Baltics
Benelux
Nordics
Canada & USA
Australia NZ
Middle East & Africa



Recent UK Service Improvement Projects



Extensive experience across sectors



Demo

The screenshot shows a service management dashboard with the following sections:

- Navigation:** Home, Service Strategy, Service Design, Service Transition, Service Operation, Maintenance, Help.
- Today's Reminders:** 14:40 - Check new account.
- Dashboard:** Two progress gauges: 'Open Requests Within SLA Response Time' at 88% and 'Open Requests Within SLA Fix Time' at 53%.
- My Worklist:** A list of tasks with status indicators (green for complete, red for pending) and descriptions such as 'Awaiting software needed on all development machines' and 'New account needs creating'.
- Latest Knowledge Items:** A list of knowledge items with checkmarks, such as 'Using New Request From Request Functionality' and 'Process to follow for all datacentre changes'.
- Group Worklist:** A table with columns for Request No., Customer, Service, Description, Assignee, Tracker, and Priority.

Request No.	Customer	Service	Description	Assignee	Tracker	Priority
1045-1025	Marval Software	Application	Please add additional drives to application server	Steve, Kim	Open Ticket	3
1045-2000	Marval Software	Application	Configuration change required	Steve, Kim	Open Ticket	3
1045-1010	Marval Software	Infrastructure	Routine Backup	Documentation	Open Ticket	3
1045-1005	Marval Software	3rd Party App	Create Login Account	Steve, Kim	Open Ticket	3