# PUG Konferenz 2014

## 27. – 28.03.2014, Schliffkopfhotel Baiersbronn

**Wendia World Café: Future of ITSM / POB**

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| **Key Questions** |
| * What are your expectations towards the future development of POB?
* How will ITSM develop in the future?
* What challenges do you see?
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| **Results**  |
| ***Usability Review POB G6*** |
| * Better navigation, less tabs in the client, less clicks, improved overview (where am I?)
* Usability aligned with MS Products, for example: format memo field with right click, Outlook like calendar
* Show controls where they are needed (for example memo formatting)
* Menu not intuitive
* Lists: Save formatting with filters. Show only columns that are needed, hide the rest according to filter
* Simplify filter options in lists and dashboards (enter search terms in header of list)
* Current filter too much SQL-oriented and complex
* More pictures in lists and forms for better and more intuitive understanding
* Highlight mandatory fields
* Mark tabs on forms with the help of icons, when data is inserted, for example: mark task tab, when task is there
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| ***Knowledge Base***  |
| * Improve KB process: approval, versioning, ranking
* keywording, key words
* Search functionality in POB and other sources (Internet, Sharepoint, external Wikis)
* Seamless integration with Sharepoint
* Out of the Box interfaces
* Show similar KB articles
* "Comicstyle KB" for Endusers in SSP, many pictures, not so much text
* Show similar articles
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| ***Social Media (Lotus Notes, Lync)***  |
| * Create tickets from Social Media
* Alarm when there is a new entry
* FB not so relevant
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| ***Workflow in PCM***  |
| * Runbook Automation
* Offer oob activities with linked scriots for automation, for example: create new users/accounts in AD
* Use WF Standards BPM
* Import and Export Functionality
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| ***Display on Different Screens***  |
| * Detach Dashboards/KPIs and display on 2nd screen
* Detach tabs on forms and display on 2nd screen
* Detach Case Mgmt
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| ***Analytics*** |
| * Predefined Standard KPIs
* More configuration options (different colors, chart types that can be changed by the user on the fly, etc.)
* Create predefined dimensions that can be changed by the user on the fly
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