# 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? |
| **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 |
| ***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 |
| ***Social Media (Lotus Notes, Lync)*** |
| * Create tickets from Social Media * Alarm when there is a new entry * FB not so relevant |
| ***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 |
| ***Display on Different Screens*** |
| * Detach Dashboards/KPIs and display on 2nd screen * Detach tabs on forms and display on 2nd screen * Detach Case Mgmt |
| ***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 |