



ITSM Add-on „innomea. RACI Dynamic Approval Workflow“

The ITSM Add-on enables the dynamic creation of approval procedures based on the Responsible-Accountable-Consultable-Informable concept (RACI).

A separate approval matrix can be created for each service using the form, which can then also be used in the provisioning workflow.

For example, an e-mail with information can be automatically sent to all employees in the group marked „Informable“ for those employees who have been deposited according to the RACI concept, which has proven itself in project business. This allows an extremely dynamic approval structure that can be freely defined for customers and users. This eliminates the time required for the creation and adaptation of workflows and forms, as well as the creation of separate approval workflows for each procedure. Furthermore, the seamless integration into existing requirements, such as documentation of processes as part of the EU GDPR and similar, is possible quickly and easily.

Benefits:

- Creation of dynamic approval processes and service orders
- Flexible definition of approval procedures
- Illustrating of complex approval processes without technical know-how

No workflow studio or basic knowledge of database schema or scripting/programming is required.

Advantages:

- Intuitive creation of authorization per service
- Flexible use of multiple roles for authorizations
- Time-consuming adjustments to workflows and forms omitted

Technical requirements:

- Matrix42 Enterprise Service Management from 10.0.1 on



ITSM Add-ons

The innomea ITSM Add-ons are useful extensions to the Matrix42 Service Management Products. These extensions are based on practical requirements of our customers or our employees. These Add-ons support your employees in their work with the Matrix42 products.

innomea ITSM Add-ons - Quick Overview:

- innomea.Absence Assistant
- innomea.AD Catalogue Management
- innomea.Auto CMDB
- innomea.Catalogue Warehouse Management
- innomea.CIP
- innomea.Easy Workflow Creator
- innomea.EU-GDPR General Data Protection Regulation
- innomea.Expert Search
- innomea.Human Ressources Onboarding
- innomea.Mail Journal Selection
- innomea.MIA - Mobile Inventory Administration
- innomea.Multi Asset Registration
- innomea.Multi - Tenancy Service Desk
- innomea.MobileIron Connector
- innomea.Monitoring Connector
- innomea.Projekt Planner
- innomea.RACI Dynamic Approval Workflow
- innomea.Service Desk Representation Rule
- innomea.Unknown Ticket Creator

