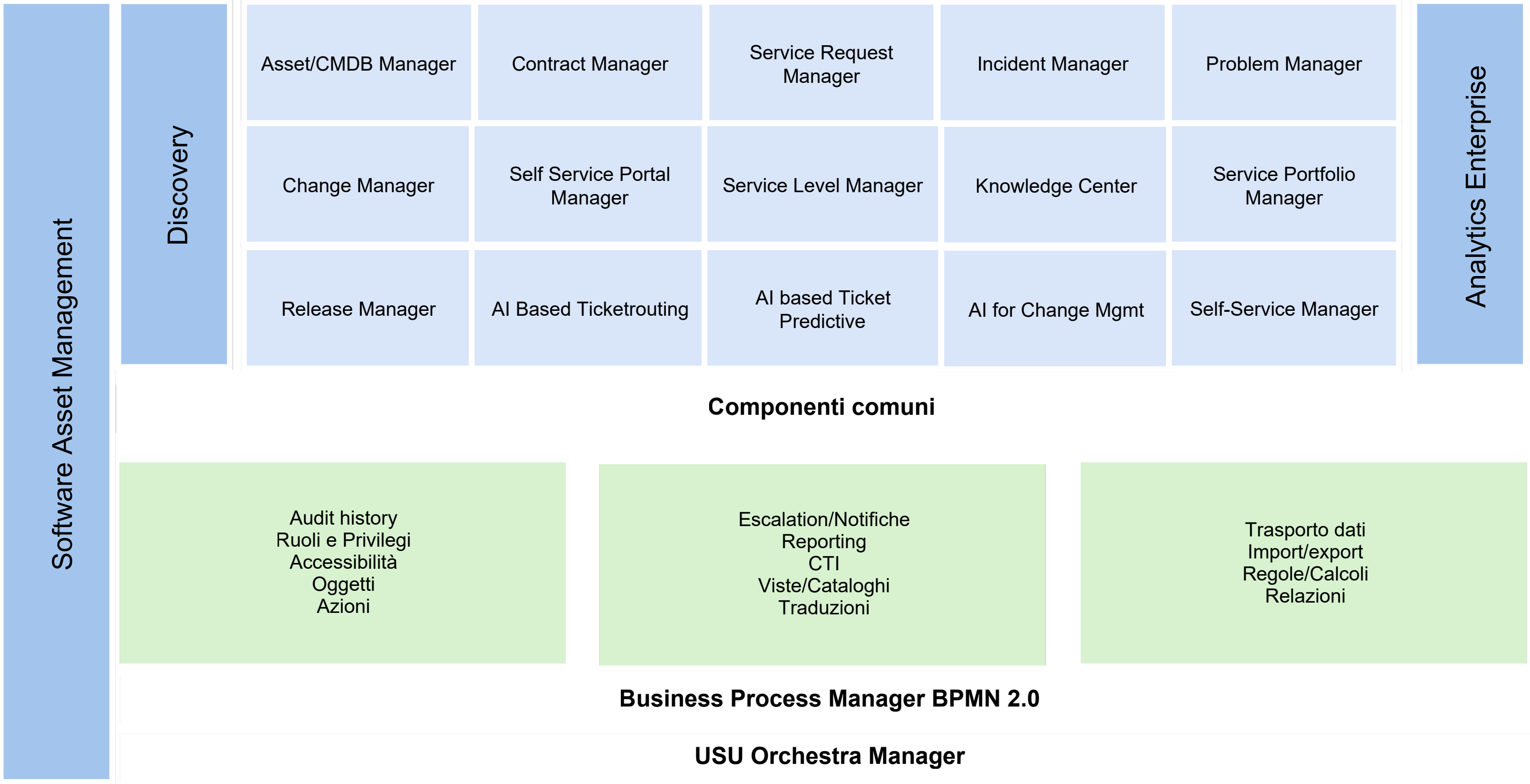
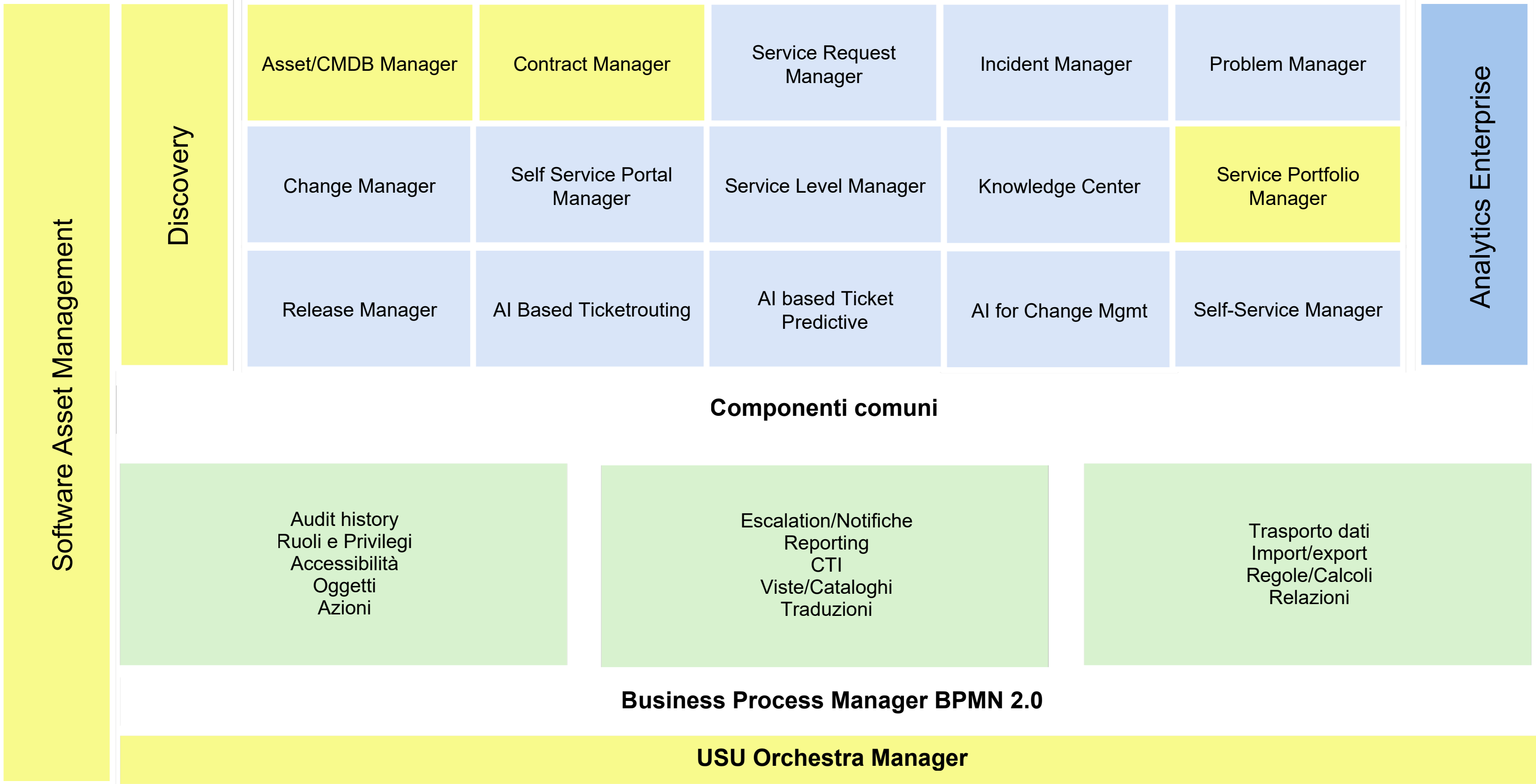


ISTAT

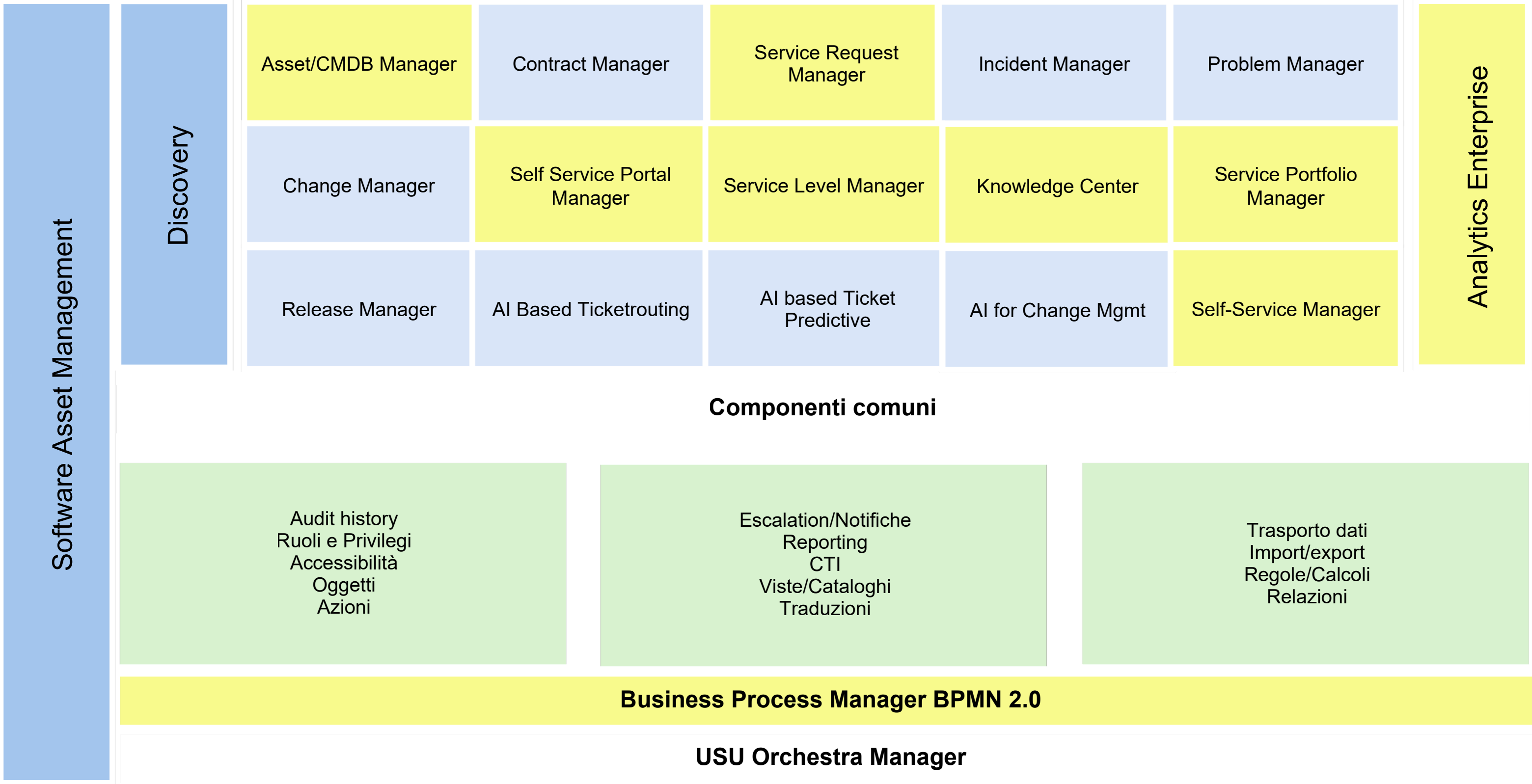
Lanuova architettura funzionale per il Service Management



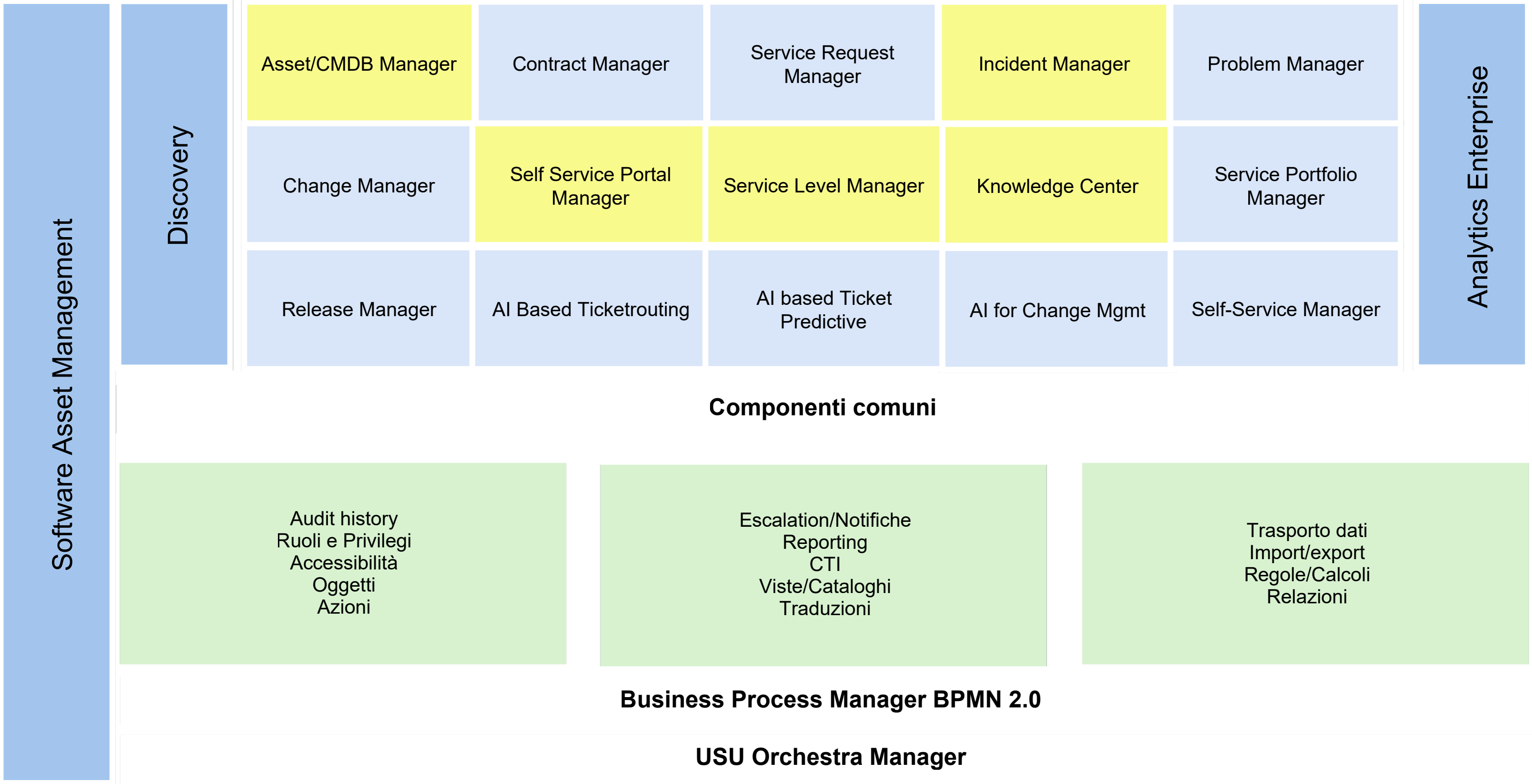
Governo del ciclo di vita degli Asset e della «gerarchia» tecnologica dei Servizi



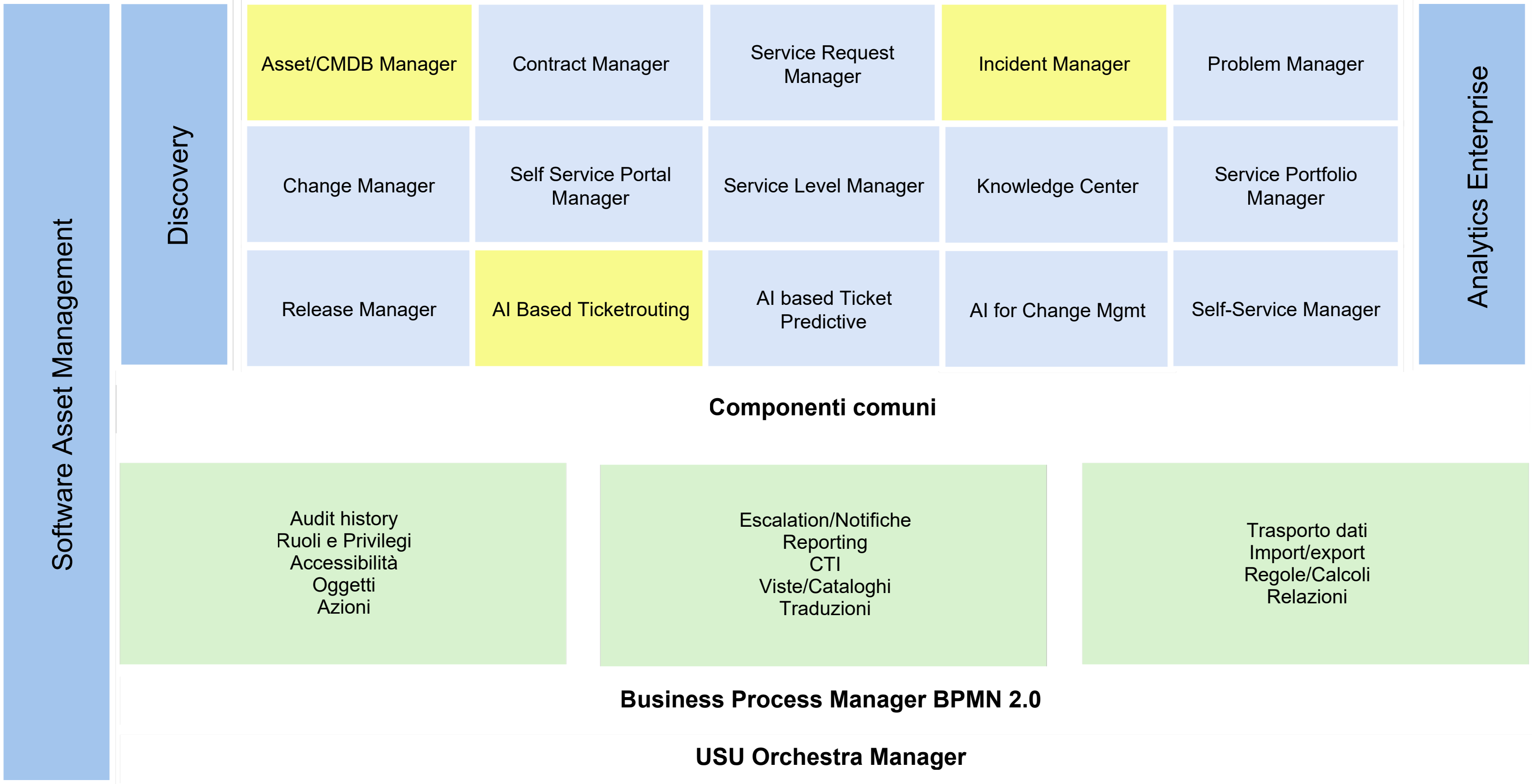
Digitalizzare *processi di servizio re-ingegnerizzati* (Request Fulfillment)



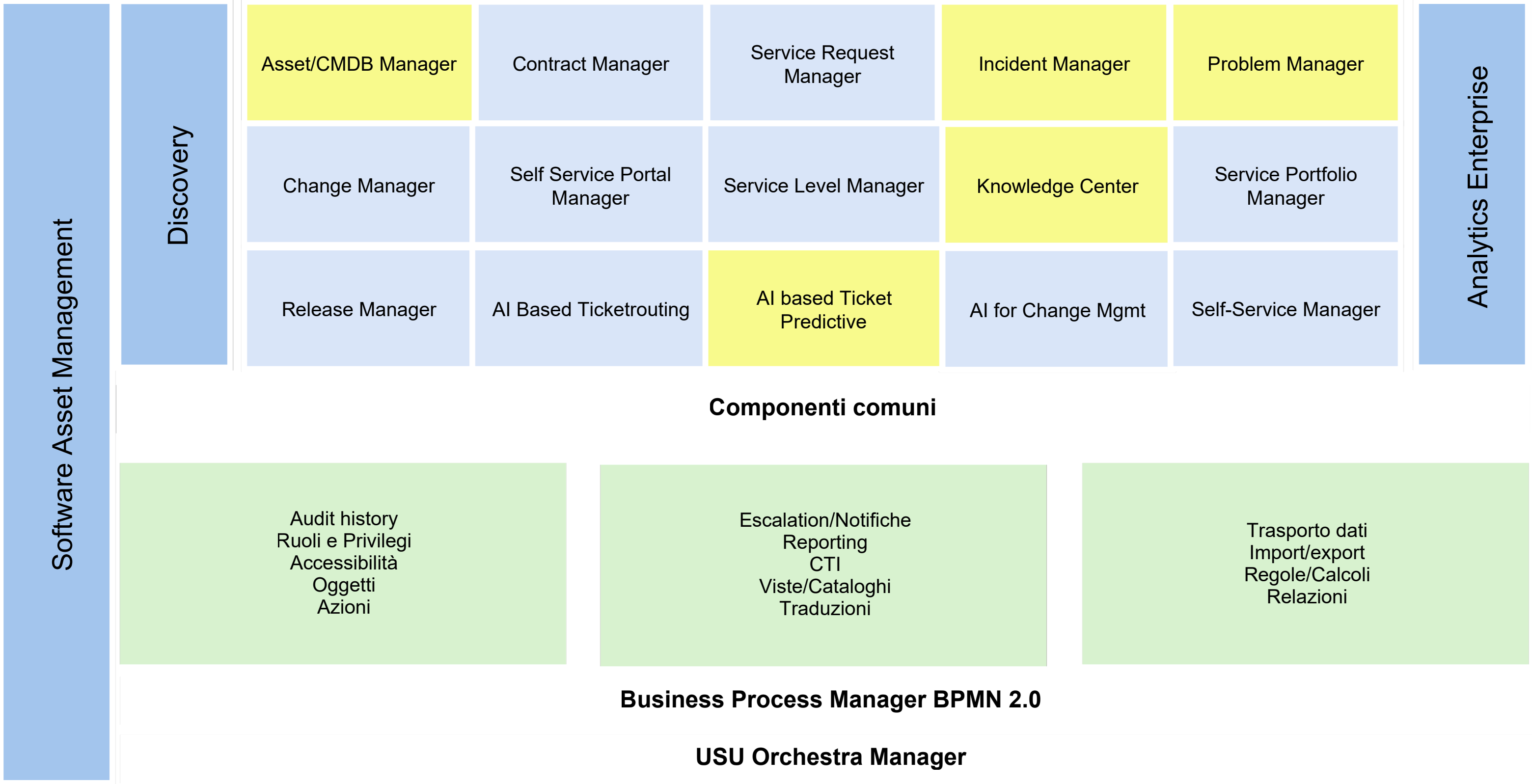
Ridurre le richieste di Supporto su problematiche ricorrenti



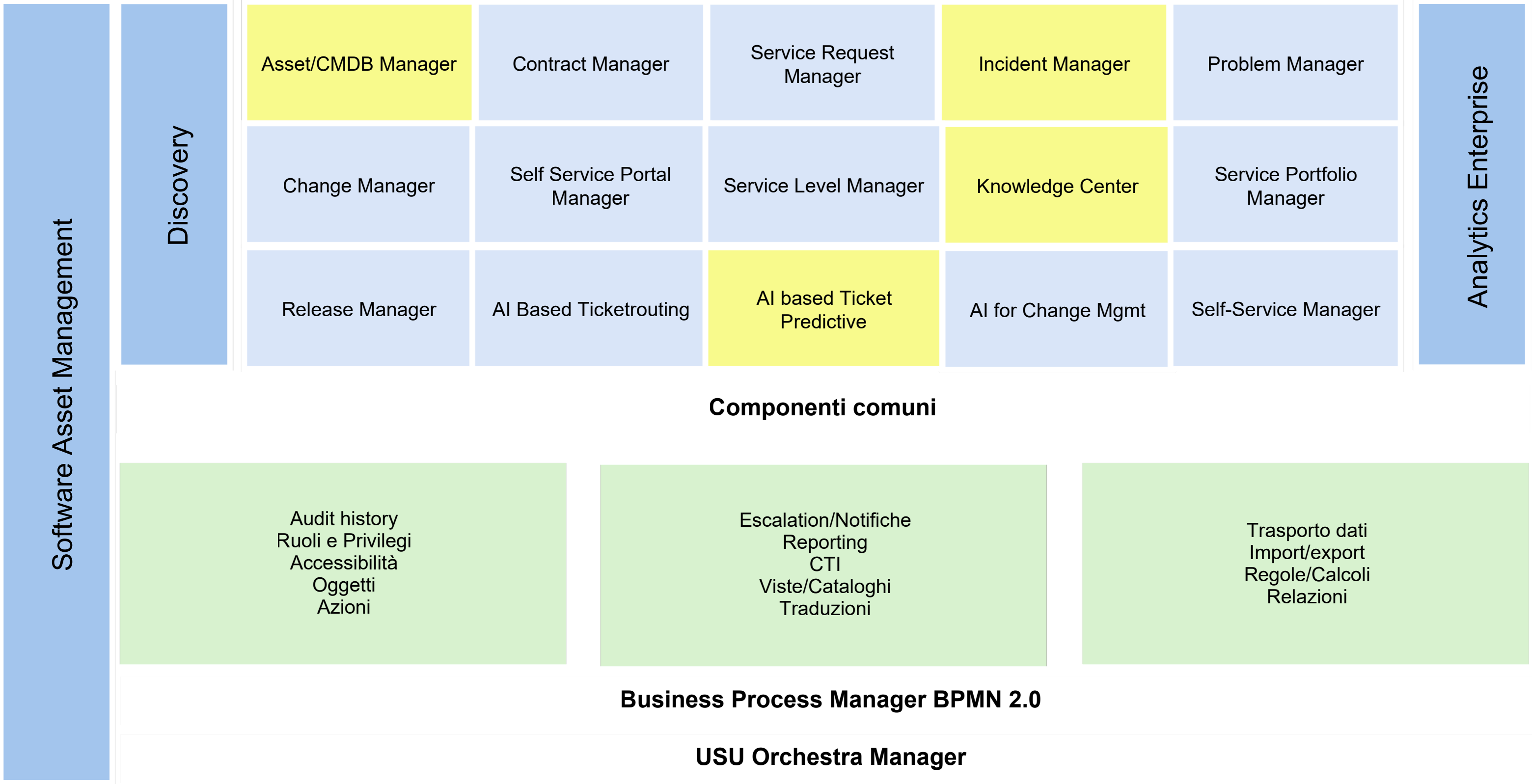
Errata e laboriosa attribuzione e classificazione delle richieste di supporto

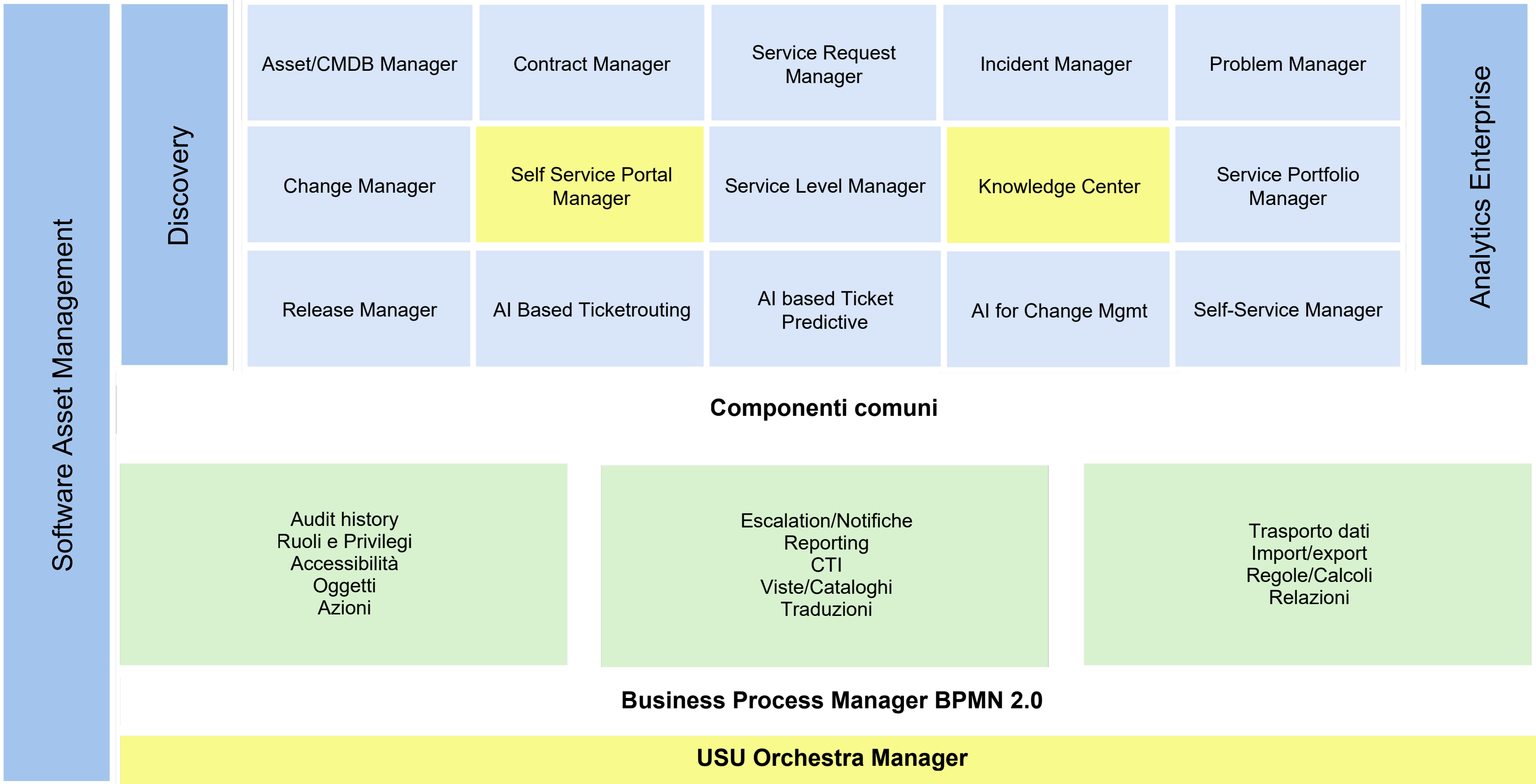


Mancato riconoscimento e aggregazione di malfunzionamenti ricorrenti

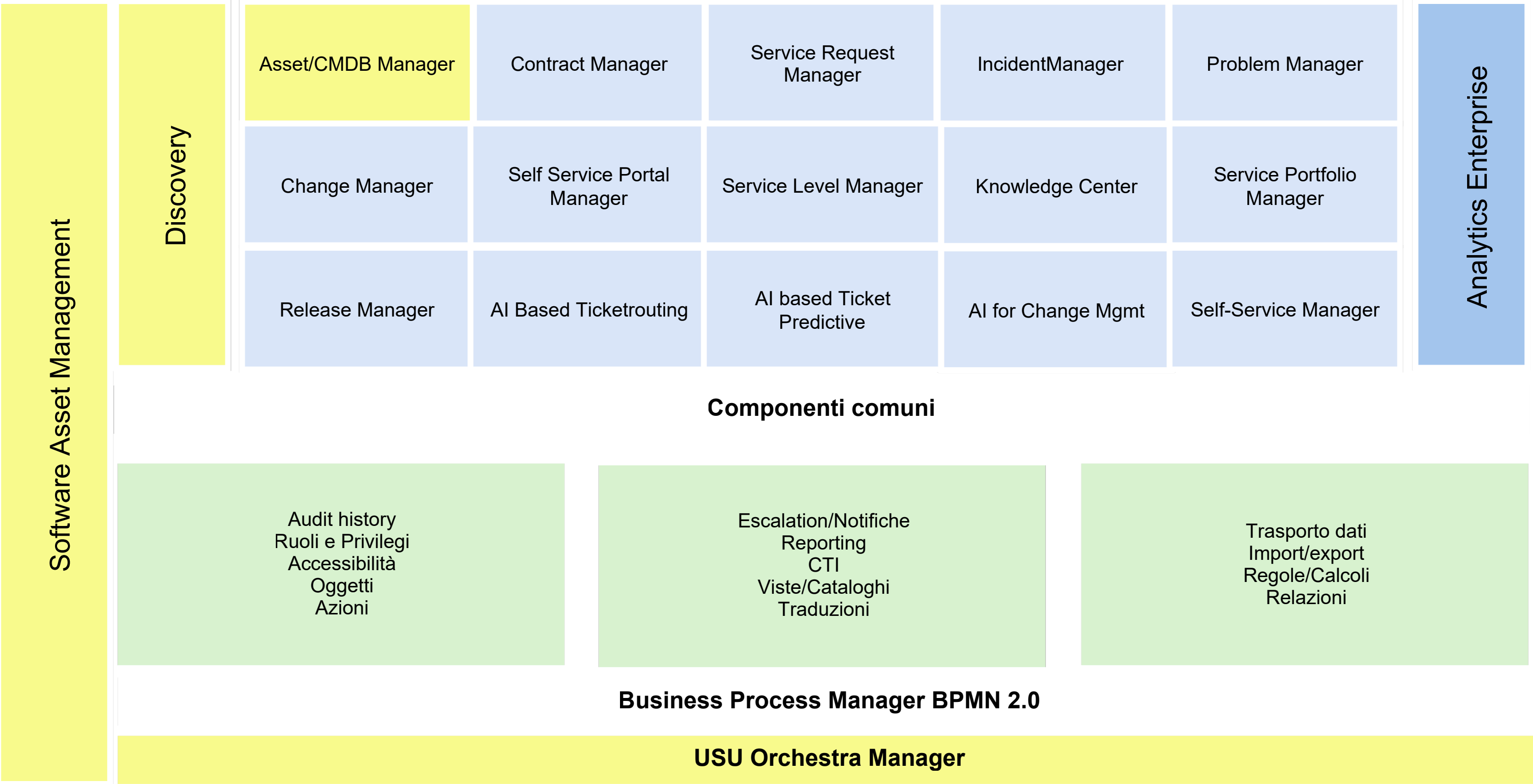


Comprendere la history dei ticket e creare soluzioni generiche sintetiche

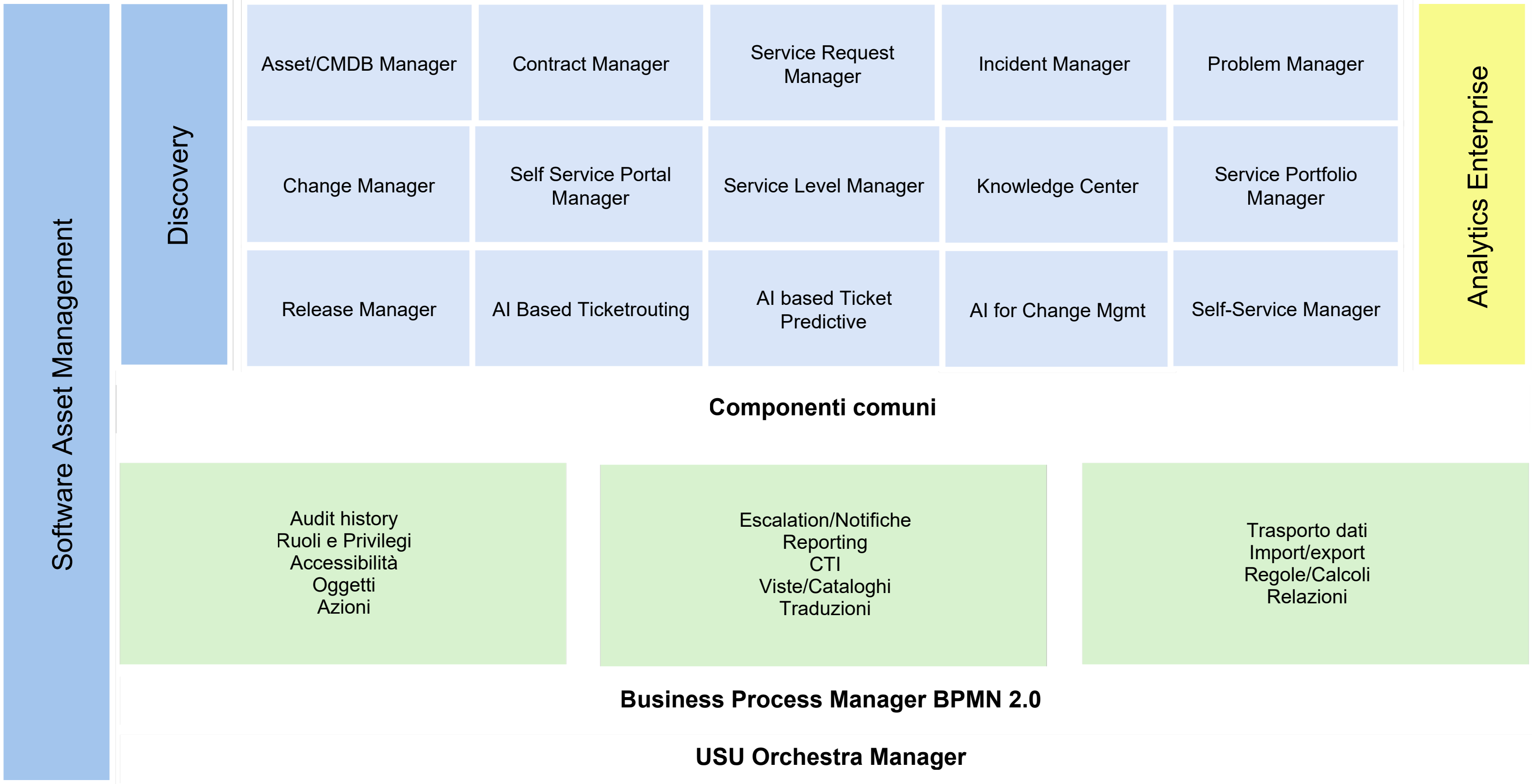




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Complete funzioni di analisi e reportistica



Thank you

USU