

IT Service Management Using TFS

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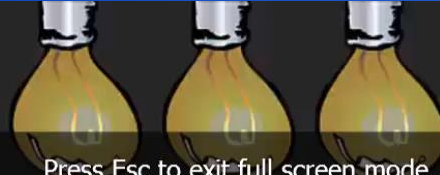


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- **Portfolio of Services**
- **In a Single Team Foundation Server (TFS) Project**
- **IT Capacity over view and planning**
- **Security to segregate everything**
- **Security to allow sharing of some things**

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- **Sounds easy to use TFS to manage all that right? Well it may be a bit more complicated when talking 6-7,000 users getting jammed into a TFS project**
- **Team Field implementation**
- **Security implementation**
- **Allowing for teams to collaborate**

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- **The Team Field**

New Task 1*: Field 'Title' cannot be empty.

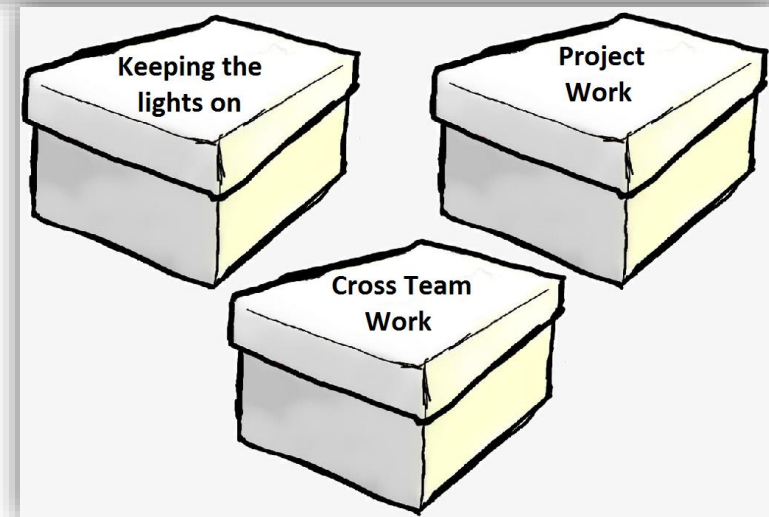
Navigation icons: Home, Close, Refresh, Undo, Redo, Print, Mail, Templates, New branch..., Open in Excel, Visualize

Tags: Add...

Title:

STATUS		CLASSIFICATION	
Team:	Global IDE (GIDE)	Area:	ITPortfolio\Enterprise Support Services\Global IDE (GIDE)
Assigned To:	Unassigned	Iteration:	ITPortfolio\2017\Q3\08 - August
State:	Proposed	Discipline:	Not Required
Reason:	New		
On Hold:	No		

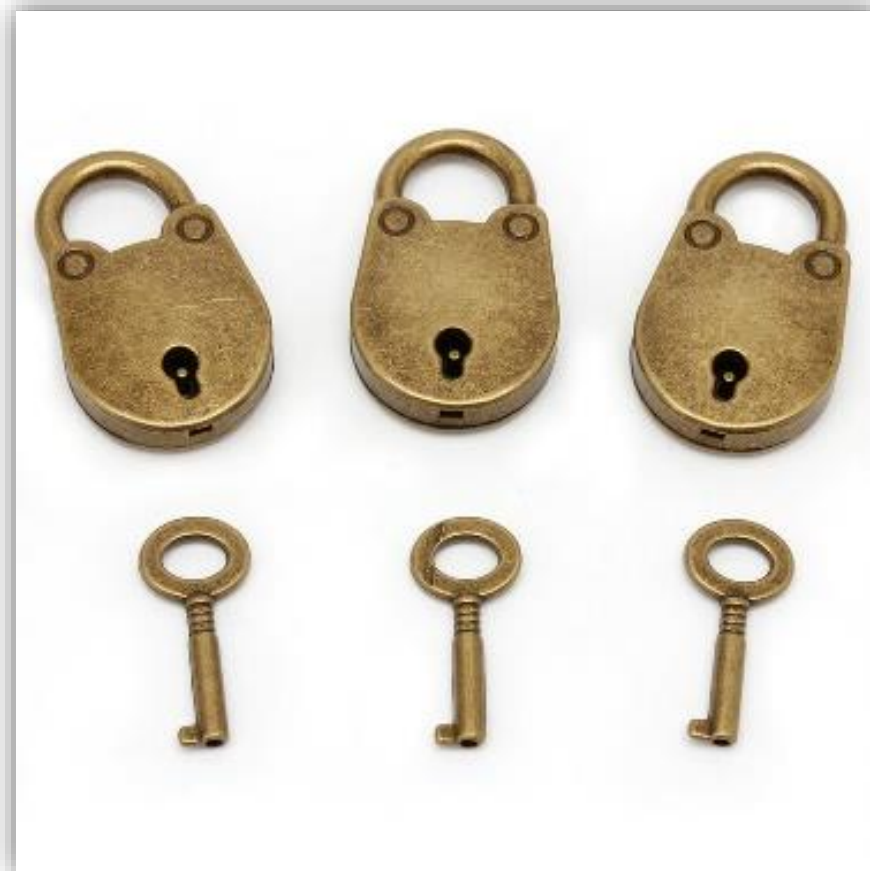
- **But what about the Area?**



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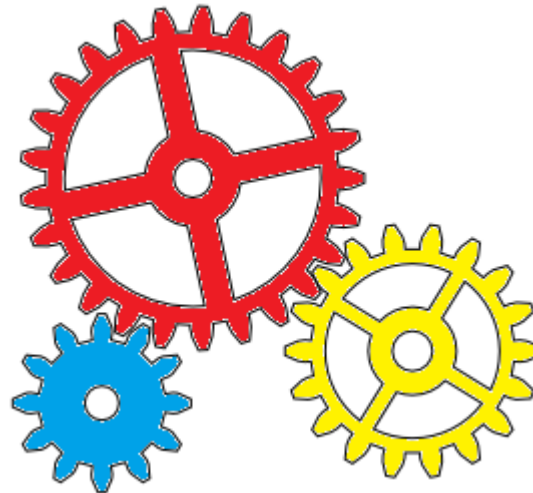
Security



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Collaboration

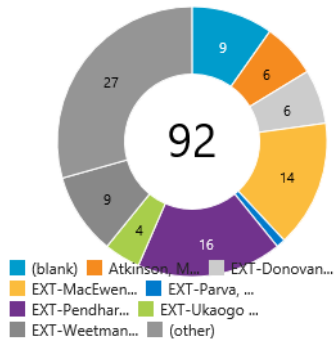


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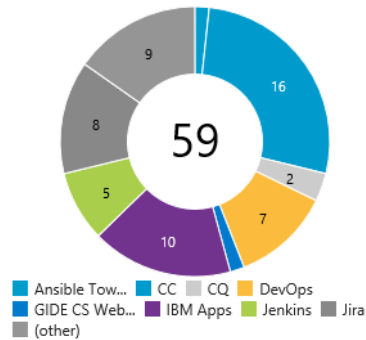
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• Capacity Planning can now be realized by Management

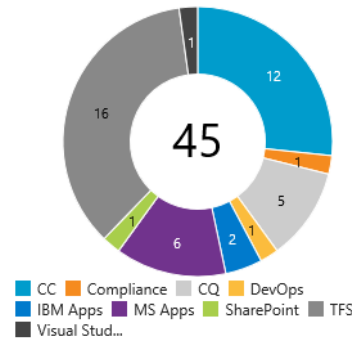
Ticket In Work



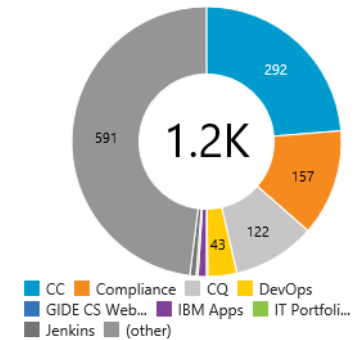
Ticket > 2 Weeks by App



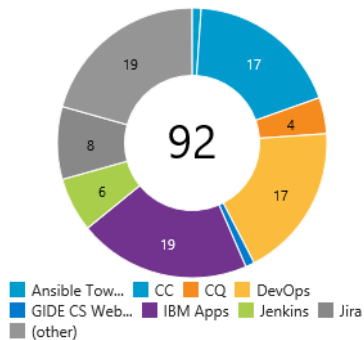
Ticket Closed Last 7 Days by App



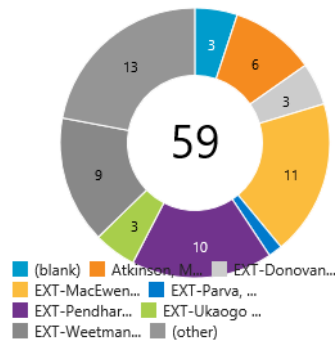
Ticket 2017 Closed - Chart



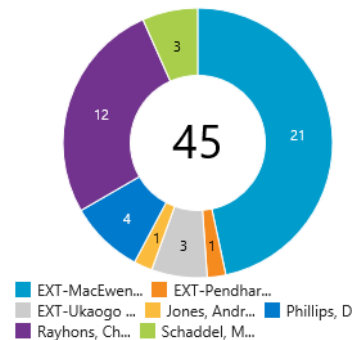
Open Tickets by App



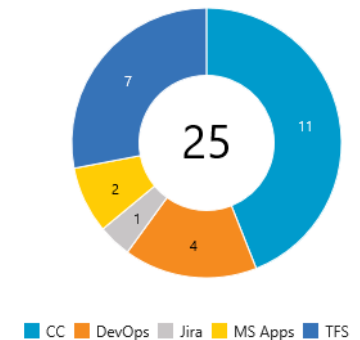
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Ticket Closed Last 7 Days



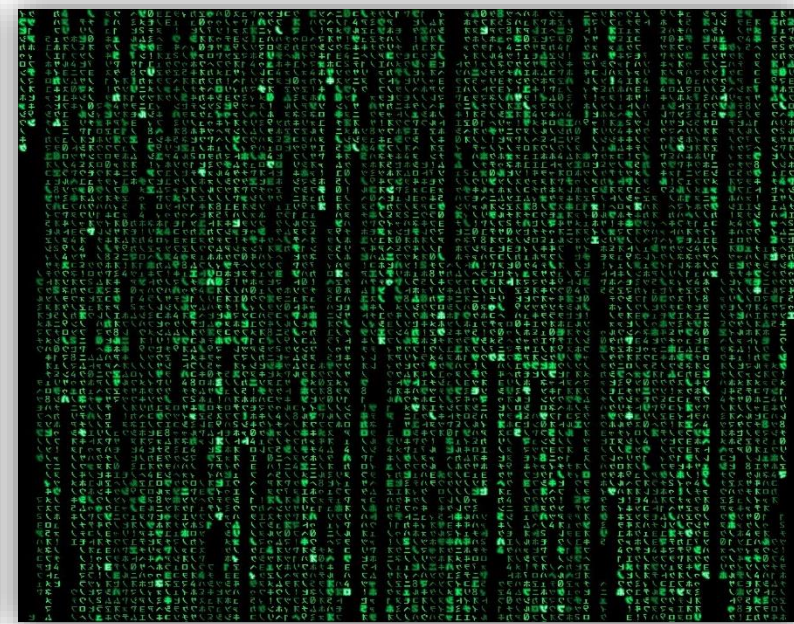
Completed Escalated Tickets



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- **Lessons Learned**



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- **Conclusion**



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YOU

