

Visit Clinic IT Service Management ITIL User Guide



The Pulse of Medical Management

**MODERN SYSTEM FOR SOFTWARE
DEVELOPMENT**

Table of Contents

.1 MODERN SYSTEMS FOR SOFTWARE DEVELOPMENT	3
2. IT INFRASTRUCTURE LIBRARY	12
3. INDEX	43
4. REFERENCES	45
5. CONTACT US	46

1. Modern Systems for Software Development

1.1 Introduction

Modern Systems for Software Development is a dedicated software firm with a core focus on delivering software development, analysis, and implementation services that adhere to global standards. Our mission is to craft cutting-edge software solutions that meet the complex needs of our clients, ensuring quality and excellence in every project we undertake. By integrating international best practices into our processes, we strive to set a benchmark in the software industry.

Modern Systems for Software Development has innovated a healthcare software solution designed to streamline online services for medical professionals and pharmacies. This platform also serves as a vital tool for medical sales representatives. Crucially, it is engineered with the general public in mind, allowing them to engage with the system for their healthcare needs. Medical practitioners and pharmacists utilize this system to efficiently locate and serve patients, ensuring accurate and timely distribution of medications and services.

The platform is designed to provide a comprehensive suite of features, encompassing various medical fields such as internal medicine among others. Additionally, it will offer an extensive directory of over 189,000 commonly used medications, meticulously categorized by country for universal accessibility.

Visit Clinic provides a suite of general modules, including an accounting module with a comprehensive general ledger to track income and expenses for clinics and pharmacies. Additional modules are available within the system. To access detailed information, please proceed with registration.

Modern Systems for Software Development provides comprehensive software analysis services adhering to the highest standards for both private and public entities. Utilizing frameworks like the Information Technology Infrastructure Library (ITIL), which is renowned globally and tailored for IT services, they offer a suite of about twenty-six business processes. Additionally, ITIL offers a range of professional certifications catering to various expertise levels, from beginners to experts.

Modern Systems for Software Development provide comprehensive business analysis, aiding organizations in adopting processes aligned with global standards. Additionally, they offer specialized software solutions for processes like incident and knowledge management, enhancing operational efficiency and information governance.

The founder of Modern Systems for Software Development previously established a successful track record with notable entities such as Microsoft, Horvath, and Link Dot Net within a governmental framework.

The Capability Maturity Model Integration (CMMI) is a globally recognized standard that aims to enhance business processes, enabling organizations to conduct their operations more systematically. It encompasses approximately twenty-two distinct business processes. The proprietor of a company has been involved in a significant CMMI transformation initiative within governmental entities. To disseminate practical insights on CMMI application, this individual has authored and freely distributed an e-book, drawing from authentic implementation experiences, for the benefit of software engineers seeking to apply these principles in practical scenarios.

The founder of Modern Systems for Software Development holds a strong belief in the development of human resources, particularly in nurturing young talent. This commitment extends to providing expertise in software business process development and analysis, which contributes to the national economy in the IT sector. Their dedication led to the collaboration with a U.S. consultant in authoring a comprehensive book on CMMI, which they generously offer free of charge to the global community.

Custom software development, including portal creation, is tailored to meet the specific needs and objectives of clients, as guided by their recommendations and directives. Modern Systems for Software Development specializes in crafting bespoke software solutions that cater to the unique requirements of customers, ensuring accessibility through online platforms or internal networks.

Modern Systems for Software Development is committed to embracing diversity in IT specialization, ensuring that customer demands are met with professional services and products that adhere to international standards, all offered at competitive prices.

1.2 Why Modern Systems

Organization leaders strive to offer outstanding products and services that meet the needs and expectations of a global clientele. IT departments bear a crucial role in providing high-quality e-services that align with the organization's financial agreements and management expectations. It is essential to seek cost-effective solutions that support the organization's objectives and ensure sustainable operations.

Modern Systems for Software Development, based in Egypt, is dedicated to meeting the diverse software requirements of all users. With a strategic approach, Modern Systems for Software

Development offers vital support to various private and public entities, delivering high-quality, cost-effective in-house software solutions. Additionally, the company specializes in tailoring renowned global software to align with the unique needs and objectives of its clients.

Modern Systems for Software Development boast extensive expertise in business processes and the implementation of software solutions. They strategically utilize a selection of technologies in synergy to fulfill the specific needs of organizations. This approach ensures that each technology is leveraged effectively to enhance the organization's operational efficiency and achieve its strategic objectives.

Modern Systems for Software Development are committed to fostering human welfare, particularly for the youth, to accomplish strategic objectives aimed at ensuring a high quality of life for all. This commitment is mirrored in the services offered to both local and global markets, reflecting a dedication to excellence and a better future through technological advancement.

Modern Systems for Software Development specializes in delivering bespoke software solutions, including proprietary platforms such as VisitClinic.org. We cater to the unique requirements and expectations of our clients, whether it involves developing custom software from scratch or tailoring existing products like Microsoft SharePoint to meet specific business needs. Our commitment is to ensure that our software aligns perfectly with the client's vision and operational demands.

Modern Systems for Software Development are equipped to deliver solutions that adhere to a variety of global standards, including the Information Technology Infrastructure Library (ITIL), Customer Relationship Management (CRM), and the Capability Maturity Model Integration (CMMI). These systems are designed with the flexibility to be customized and configured to meet the specific needs of different international standards.

Modern Systems for Software Development is committed to delivering comprehensive support through our team of expert consultants. We specialize in analyzing and developing software solutions that are tailored to meet our customers' expectations and align with their strategic organizational goals. Our approach ensures that the software we configure is not only functional but also a strategic asset to our clients' operations.

1.3 Modern Systems Services

Modern Systems for Software Development, a dedicated entity within the IT sector, is committed to refining business processes and bolstering visibility for both internal staff and external clientele, aligning with the company's strategic goals. Our proficiency lies in ongoing process enhancement, a key aspect of our services designed to foster organizational growth.

Modern Systems for Software Development are designed to enhance service delivery, both online and offline, by tackling the challenges faced by internal and external customers. These systems strive to foster innovation, providing tailored solutions that assist all stakeholders in reaching their objectives efficiently. By leveraging modern methodologies and technologies, they offer a robust framework for businesses to improve customer satisfaction and operational excellence.

Modern Systems for Software Development boasts a wealth of experience across various software domains. Recognized globally, the following frameworks are among the most widely adopted by organizations, and Modern Systems for Software Development is well-equipped to assist any organization by offering comprehensive software solutions and thorough process analysis. Their expertise ensures that clients receive tailored, cutting-edge software strategies that align with industry best practices.

1.4 Visit Clinic 1# Medical Society

Visit Clinic offers an integrated platform designed for healthcare professionals, including doctors, pharmacists, and laboratory technicians, medical factories, computer stores, medical factories, schools, educational institutions; faculties; and universities, as well as sales representatives and individual clients. This comprehensive system facilitates seamless collaboration across various medical services, ensuring a more cohesive healthcare experience. By uniting diverse roles within a single interface, Visit Clinic streamlines the delivery of medical care and support.

Visit Clinic offers a user-friendly platform with a vast array of features suitable for various needs. It is equipped with numerous functionalities that cater to diverse preferences, ensuring that you can easily find what you're searching for. The dedicated team of consultants continuously updates the website, striving to meet and exceed user expectations with every enhancement.



1.5 Visit Clinic dashboard

Explore visit clinic's portal to discover the outstanding services we offer. The accompanying graph illustrates the success story of our portal, showcasing the effectiveness and reach of our services through compelling numerical data. This visual representation serves as a testament to our commitment to excellence and the measurable impact we have on our community's health outcomes.



1.6 Visit Clinic Youtube Video

Modern Systems for Software Development's Visit Clinic would like to draw your attention to our video content. Please be aware that due to ongoing updates to our portal, this content may no longer be current. We encourage you to log in to the system or download the most recent documentation directly from the portal to ensure you have access to the latest information. Thank you for staying updated with us.

1.7 Microsoft Copilot

Microsoft Copilot is an AI-powered assistant designed to enhance your productivity and simplify various tasks. Integrated within Microsoft 365 applications like Word, Excel, Outlook, and PowerPoint, Copilot helps users by:

- **Generating Content:** It can create text, generate summaries, and offer suggestions to improve writing.
- **Answering Questions:** It provides accurate and relevant information, helping you find answers quickly.
- **Performing Tasks:** It can automate repetitive tasks, freeing up your time for more important activities.
- **Providing Insights:** It analyzes data and provides insights, making it easier to understand and utilize information effectively.
- **Creative Projects:** It assists in brainstorming ideas and generating creative content.

With Copilot, you have a powerful tool at your disposal to enhance productivity and streamline your workflow.

Microsoft Copilot offers several plans to cater to different needs:

1. **Standard Copilot:** This is the free version that provides access to basic AI features, such as generating and editing AI images, and using GPT-4 during non-peak hours. It's available on the web, Windows, macOS, iPadOS, and mobile apps¹.
2. **Copilot Pro:** For \$20 per month, this plan offers priority access to GPT-4 and GPT-4 Turbo during peak usage times, 100 boosts per day for creating AI images, and access to Copilot in the free web versions of Word, Excel, OneNote, and Outlook.
3. **Copilot for Microsoft 365:** Priced at \$30 per month, this plan integrates seamlessly with Microsoft 365 apps (Teams, Word, Outlook, PowerPoint, Excel, etc.) and includes enterprise-grade security, privacy, and compliance.

4. **Copilot Studio:** This is a low-code, end-to-end conversational AI platform that allows you to build and customize your own Copilots.

Each plan offers different features and benefits, so you can choose the one that best fits your needs. Would you like more details on any specific plan?

How to register and activate your Hotmail account for Microsoft Copilot for free, follow these steps:

1. **Create a Microsoft Account:** If you don't already have a Microsoft account, sign up using your Hotmail email address. Visit the Microsoft account creation page and follow the instructions to create your account¹.
2. **Access Free Microsoft 365 Apps:** Once your account is created, you can access the free online versions of Microsoft 365 apps like Word, Excel, Outlook, and PowerPoint. These apps are available for free with a Microsoft account¹.
3. **Enable Copilot:** To enable Copilot in the free version, you may need to check for updates in the Microsoft 365 apps and ensure that Copilot features are turned on. You can usually find this in the settings or options menu of each app.
4. **Check for Updates:** Make sure your Microsoft 365 apps are up to date, as Copilot features may be included in recent updates.
5. **Use Copilot:** Once enabled, you can start using Copilot to assist you with various tasks in the Microsoft 365 apps.

Microsoft Official Copilot Website <https://copilot.microsoft.com/>

1.8 Portal Response Challenge

The Visit Clinic portal offers user-friendly functionalities and straightforward development strategies to address potential issues arising from ambiguous software development challenges, ensuring a consistently fast response. However, low portal response times could be attributed to one of the following reasons:

- 1- Check your internet connection speed using well-known portals such as Speedtest <https://www.speedtest.net/>
- 2- Ensure your internet bundle is active. If necessary, restart the internet router or contact your internet provider for technical support.
- 3- Open the portal and allow it to fully load. This helps your browser download cache files, ensuring it is ready and faster for future visits.
- 4- You can download widely-used internet browsers:
 - a. Microsoft Edge <https://www.microsoft.com/en-us/edge/?form=MA13FJ>
 - b. Google Chrome <https://www.google.com/chrome/>
- 5- If you encounter any new issues, please don't hesitate to contact us by email, including a screenshot for reference.

1.9 Portal Migration

The Visit Clinic portal has been migrated from www.visitclinic.org to the current portal www.visitclinic.net, following the strategic directions and recommendations of Modern Systems for Software Development. The portal's Facebook and LinkedIn pages remain unchanged.

If you need any assistance or guidance, please feel free to contact the company through the approved communication channels listed at the end of this document

2. IT Infrastructure Library

The Information Technology Infrastructure Library, commonly known as ITIL, encompasses a suite of best practices and methodologies for administering IT services. It delineates a variety of critical IT processes, supplemented by extensive checklists, tasks, and procedures that can be tailored by any organization to meet its unique requirements. ITIL's primary objective is to enhance the business value of IT by aligning IT services with the strategic needs of the business, with a core emphasis on the continual enhancement of these services.



Originating in English as ITIL, this framework has been instrumental since its first publication in 1989 in guiding organizations on leveraging IT to drive business innovation, transformation, and growth. The framework offers a systematic approach to service management, equipping organizations with a set of comprehensive guidelines, literature, consultative directives, and software solutions. These resources collectively aid in the development of a robust service management system, advocating a methodical approach to employing IT as a strategic asset for business advancement.



2.1 Service Catalogue Management

The IT Services Catalog stands as the definitive repository of precise details on all IT services rendered by the company's IT department. This catalog functions as the core of a database that houses up-to-date data on active IT services and constitutes an integral component of the IT Service Provider's service portfolio. The administration of the catalog is a critical aspect of IT service management, offering solutions to a multitude of organizational challenges.



Visit Clinic employs four ITIL methodology mechanisms that empower both employees and IT managers to deliver superior services. These services are collectively known as Catalog Management or the IT Service Catalogue, which facilitates the integration of new catalogs into the internally provided services. This systematic approach ensures a streamlined process for updating and maintaining the service catalog, thereby enhancing the overall service delivery framework. By adopting this method, Visit Clinic not only optimizes its service management but also aligns its IT offerings with the strategic objectives of the organization, ensuring a robust and efficient IT infrastructure.



2.1.1 Dashboard

The IT Service Management **system provides** an exceptional ITIL 4 processes dashboard.

Company
Dr Mahmoud Clinic
Search

Total Incidents
9

Total Service Requests
4

Total Knowledge
3

Total Service Catalogue
3

Service Desk Queue
Company: Dr Mahmoud Clinic
Status: Open
Find

Title	From	Status	Date	
please add me to the service desk team	Mahmoud Zaki	Open	11/17/2022 4:26:53 PM	Details
please check my printer	Mahmoud Zaki	Open	2/3/2023 12:27:38 AM	Details
this is the ITIL Incident technical page	Mahmoud Zaki	Open	2/3/2023 12:30:35 AM	Details
install windows 11	Mahmoud Zaki	Open	2/21/2023 7:14:04 PM	Details
install and configure wireless adapter	Mahmoud Zaki	Open	2/23/2023 5:59:36 PM	Details
configure windows drivers	Mahmoud Zaki	Open	2/23/2023 6:06:08 PM	Details
qqwqw	Mahmoud Zaki	Open	3/7/2024 8:47:01 PM	Details
qqq	Mahmoud Zaki	Open	3/9/2024 9:49:13 AM	Details
1qwq	Mahmoud Zaki	Open	3/9/2024 7:15:16 PM	Details

Quick Links

Service Catalog Management

My Personal Informations

My Resume / Professional Profile

Catalogue of Knowledge Management Articles

Locating a medical professional

Introduce New Offering / Service or Product

Catalogue of Incidents

Request Medication

My Payment Plan

Catalogue of Service Request Fulfillments

Locate a Conference or Event

My Shopping Cart for Computer Items

2.1.2 Service Catalogue Management

2.1.2.1 Introduce a New Service Catalogue

The visit clinic portal is set to enhance its offerings by integrating a new service catalog, which will introduce an array of fresh services to your company's directory. This expansion is designed to streamline the process of accessing healthcare services, ensuring that your organization can find and utilize the necessary services with greater ease and efficiency. By incorporating this updated catalog, the portal will not only broaden the scope of available services but also improve the overall user experience, making it more intuitive and user-friendly. The goal is to provide a seamless interface that simplifies the process of service selection and integration for your company, thereby optimizing your operational workflow and contributing to better health outcomes.

New Information on ITIL Service Catalog

Service information	
Company	Dr Mahmoud Clinic
Published	☒ Not published ☐ Published
Service Name	Service Name?
Description	Service Description?
Status	Requirements
Importance	Critical
Type Of Service	External Service
Time To Provide The Service	Official hours
Support Service Time	Official hours
Service Owner	General Manager of the company
Service Manager Job Position	General Manager of the company
Service url	Service website?

Service classifications

Main Category	Agriculture & Food	▼
Sub Category	Agriculture	▼
Categories	Agricultural Growing Media	▼
Service general classification	Applications	▼

Service users information

Service User	Public service	▼
Number Of Users	No Of Use	
Service Channels	Internet	▼
How To Order The Service	Record request through service desl	▼
Service/Project Start Date	mm/dd/yyyy	📅
Service/Project End Date	mm/dd/yyyy	📅

Service support information

Responsible support team	General Manager of the company	▼	
Service owner name	Mobile	▼	Search Text? Find
	New User		search for user first.
Service manager name	Mobile	▼	Search Text? Find
	New User		search for user first.
The Official Supplier For Support	Mobile	▼	Search Text? Find
	New Company		search for company first

Save

2.1.2.2 Service Catalog Management

The visit clinic portal is designed to offer a comprehensive Service Catalog Management Directory, which will facilitate the creation and management of a new service catalog for your organization. This directory serves as a centralized platform where you can access, manage, and update your service offerings, ensuring that your company's services are organized and easily accessible for both staff and clients. By streamlining the process of service management, the clinic portal enhances operational efficiency and improves the overall service delivery experience.

Service Catalog Management - Information Listing

Company [New Service Catalogue Management](#)

Name	Published	Type	Start Date	End Date	Owner Name	Date	
Visit Clinic Event Mgmt	☒	External Service	17/11/2022	02/06/2023	Mahmoud Zaki	11/17/2022 4:12:13 PM	Edit
my catalog	☐	Internal service	02/02/2023	02/02/2023	Mahmoud Zaki	2/2/2023 11:17:06 PM	Edit
qq	☐	External Service	01/03/2024	07/03/2024	Mahmoud Zaki	3/7/2024 8:40:44 PM	Edit

Edit Information on ITIL Service Catalog

Service classifications

Company

Published ☐ Not published ☒ Published

Service Name

Description

Status

Importance

Type Of Service

Time To Provide The Service

Support Service Time

Service Owner

Service Manager Job Position

Service url

Service classifications

Main Category	Software & Networks	▼
Sub Category	Applications	▼
Categories	eServices Portal	▼
Service general classification	Business applications	▼

Service users information

Service User	Employees of the company	▼
Number Of Users	100	
Service Channels	Internet	▼
How To Order The Service	Contact the Service Desk	▼
Service/Project Start Date	11/17/2022	📅
Service/Project End Date	06/02/2023	📅

Service support information

Responsible support team	General Manager of the company	▼	
Service owner name	Mobile	▼	Mahmoud Zaki
	New User		Mahmoud Zaki
Service manager name	Mobile	▼	Mahmoud Zaki
	New User		Mahmoud Zaki
The Official Supplier For Support	Mobile	▼	Dr Mahmoud Clinic
	New Company		Dr Mahmoud Clinic

Save Changes

Incorporate a new service catalogue 	The visit clinic portal is set to enhance its offerings by integrating a new service catalog, which will introduce an array of fresh services to your company's directory. This expansion is designed to streamline the process of accessing healthcare services, ensuring that your organization can find and utilize the necessary services with greater ease and efficiency. By incorporating this updated catalog, the portal will not only broaden the scope of available services but also improve the overall user experience, making it more intuitive and user-friendly. The goal is to provide a seamless interface that simplifies the process of service selection and integration for your company, thereby optimizing your operational workflow and contributing to better health outcomes.
Service catalogue management directory 	The visit clinic portal is designed to offer a comprehensive Service Catalog Management Directory, which will facilitate the creation and management of a new service catalog for your organization. This directory serves as a centralized platform where you can access, manage, and update your service offerings, ensuring that your company's services are organized and easily accessible for both staff and clients. By streamlining the process of service management, the clinic portal enhances operational efficiency and improves the overall service delivery experience.

External links from youtube website

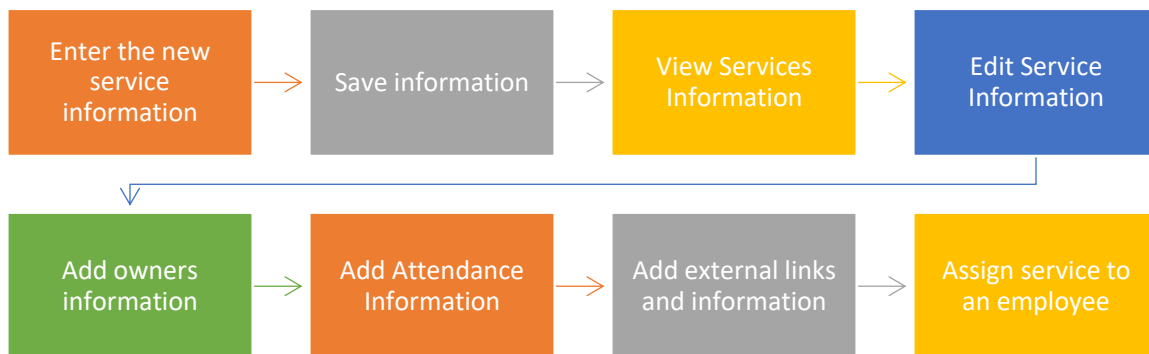
This video offers a basic understanding of our services. For the most up-to-date information and features, please log in to your account. You can download the complete English and Arabic service catalog and user guides directly from the portal.

Language	Youtube Link
English	https://www.youtube.com/watch?v=vRz2oyQbbTY

2.2 Knowledge Management



In ITIL, the Knowledge Management process serves as a centralized hub that assimilates inputs from various ITSM processes, ensuring the availability of vital knowledge to support all ITSM operations as required. The core objective of ITIL's Knowledge Management is to enhance efficiency and preserve data within the enterprise. Integral to this endeavor is the Service Knowledge Management System (SKMS), which encompasses an array of systems, tools, and databases essential for the efficacy of knowledge management. The stewardship of the SKMS falls under ITIL's Knowledge Management, which is tasked with the upkeep of the service's knowledge system, encapsulating the organization's collective expertise. Visit Clinic employs four ITIL methodologies that empower both employees and IT managers to deliver superior services. Termed the ITIL service knowledge management process, it facilitates the documentation of challenges encountered by the organization's personnel, thereby contributing to the resolution process.



2.2.1.1 Create a New Entry for the Knowledge Management

Accessing the visit clinic portal allows you to create a new record within the knowledge management system, which is essential for maintaining and organizing critical information for your company. This streamlined process ensures that all pertinent data is captured accurately and efficiently, contributing to the overall management and dissemination of knowledge within your organization.

Knowledge Management: Advancements in Information Dissemination

Company	Dr Mahmoud Clinic
Published	☐ Yes ☒ No
Public	☐ Yes ☒ No
Title	Title?
Status	Open
Phase	1. Knowledge Planning & Management
Section	Agriculture & Food
Division	Agriculture
Classification	Agricultural Growing Media
Descriptions	Description?
File	Choose File No file chosen Read privacy policy first File maximum size not more than 200 KB

2.2.1.2 Catalogue of Knowledge Management Articles

Accessing the visit clinic portal will grant you a comprehensive catalog of knowledge management articles, offering a streamlined browsing experience through an extensive directory of resources tailored for your company. This repository is designed to enhance your understanding and management of corporate knowledge, ensuring that valuable insights and information are readily available at your fingertips.

2.2.1.3 Transferred Knowledge Management Articles to my Account

By accessing the visit clinic portal, you can seamlessly integrate transformative knowledge management articles into your account. This streamlined process ensures that the articles are efficiently transferred directly to your inbox, facilitating an effortless exchange of information. This feature is designed to enhance your understanding and management of knowledge within your professional domain.

IT Service Management - Knowledge Management Information List

Company: Dr Mahmoud Clinic

Status: Open

Phase: 1. Knowledge Planning & Management

Search

[New Knowledge Management](#)

Title	Public	Published	Status	Phase	Date					
how to install windows 10	☒	☒	Open	1. Knowledge Planning & Management	17/11/2022	Details	Authors	Audience	External Sources	Assign
qq	☐	☐	Open	1. Knowledge Planning & Management	07/03/2024	Details	Authors	Audience	External Sources	Assign

Create a new entry for the knowledge management 	Accessing the visit clinic portal allows you to create a new record within the knowledge management system, which is essential for maintaining and organizing critical information for your company. This streamlined process ensures that all pertinent data is captured accurately and efficiently, contributing to the overall management and dissemination of knowledge within your organization.
Catalogue of knowledge management articles 	Accessing the visit clinic portal will grant you a comprehensive catalog of knowledge management articles, offering a streamlined browsing experience through an extensive directory of resources tailored for your company. This repository is designed to enhance your understanding and management of corporate knowledge, ensuring that valuable insights and information are readily available at your fingertips.
Transform knowledge management articles to my account 	By accessing the visit clinic portal, you can seamlessly integrate transformative knowledge management articles into your account. This streamlined process ensures that the articles are efficiently transferred directly to your inbox, facilitating an effortless exchange of information. This feature is designed to enhance your understanding and management of knowledge within your professional domain.

External links from youtube website

This video offers a basic understanding of our services. For the most up-to-date information and features, please log in to your account. You can download the complete English and Arabic service catalog and user guides directly from the portal.

Language	Youtube Link
English	https://www.youtube.com/watch?v=IRsr4yyWp8Q

2.3 Incident Management



ITIL's incident management framework is a critical component of IT service management, aimed at addressing and mitigating incidents that hinder the standard operations of IT services. Within ITIL's scope, incidents are unexpected events that negatively affect IT services, leading to a degradation in service quality. The objective of incident management is to enable organizations to manage and resolve these incidents promptly. ITIL's incident management process encompasses a set of practices and procedures designed to tackle significant incidents effectively. It involves strategies for incident identification, logging, and reporting, as well as delineating responsibilities for incident handling and outlining the steps for resolution.

Adhering to best practices in ITIL incident management is vital for businesses and organizations to manage incidents efficiently. Key practices include the documentation of incidents, their resolution and categorization, continuous monitoring, and comprehensive reporting. Visit Clinic leverages ITIL's methodologies, offering four distinct mechanisms that empower employees and IT administrators to deliver superior services through the ITIL Incident Management Process.

Company User

- Add New Order
- Follow-up request

Service Officer

- Service configuration
- Review requests
- Resolving and escalating requests
- Print reports
- View the dashboard

2.3.1.1 Configuration of Incident Management Systems

The Visit Clinic portal is designed to streamline incident management by offering configurations that designate the initial contact person accountable for receiving newly created incidents. This individual will review the incident details and, if necessary, escalate it to the appropriate party for further action. This ensures a structured and efficient approach to incident resolution, maintaining clear lines of responsibility and communication throughout the process.

Incident Management Configuration Details

Company	Dr Mahmoud Clinic		
Person	Mobile	Mahmoud Zaki	Find
	New User	Mahmoud Zaki	
Save Changes			

2.3.1.2 Create a New Incident Record

The Visit Clinic portal is designed to facilitate the creation of new incident records within the incident management system. This feature is specifically tailored for technical employees who possess the necessary expertise to provide detailed information about incidents. Their in-depth knowledge enables them to not only document the incident comprehensively but also to initiate immediate actions towards resolution or escalation directly through the portal. This streamlined process ensures that incidents are managed efficiently and effectively, leveraging the technical staff's capabilities to enhance the overall response to any issues that may arise.

IT Service Management: New Incident Report - Technical Details

Company

Elapsed Time **10:00 - 9:54**

Title

Description?

Descriptions

Section

Division

Classification

File No file chosen
Read privacy policy first
File maximum size not more than 200 KB

Status

Impact Priority Urgency

Contact Method Source

Requested By
[New User](#) [Mahmoud Zaki](#)

Assign to
[New User](#) [Mahmoud Zaki](#)

Assign to comment?

Resolution Date

Resolution?

Resolution

Knowledge

Affected Users
[New User](#) [search for user first.](#)

Affected Services

2.3.1.3 Transferred Incidents to my Account

The visit clinic's portal will facilitate the transfer of incidents to my account, which includes escalated incidents. This streamlined process ensures that any critical issues requiring my attention are promptly and efficiently directed to me, allowing for a more effective management of patient care and operational workflow.

Service Desk Queue

Company

Dr Mahmoud Clinic

Status

Open

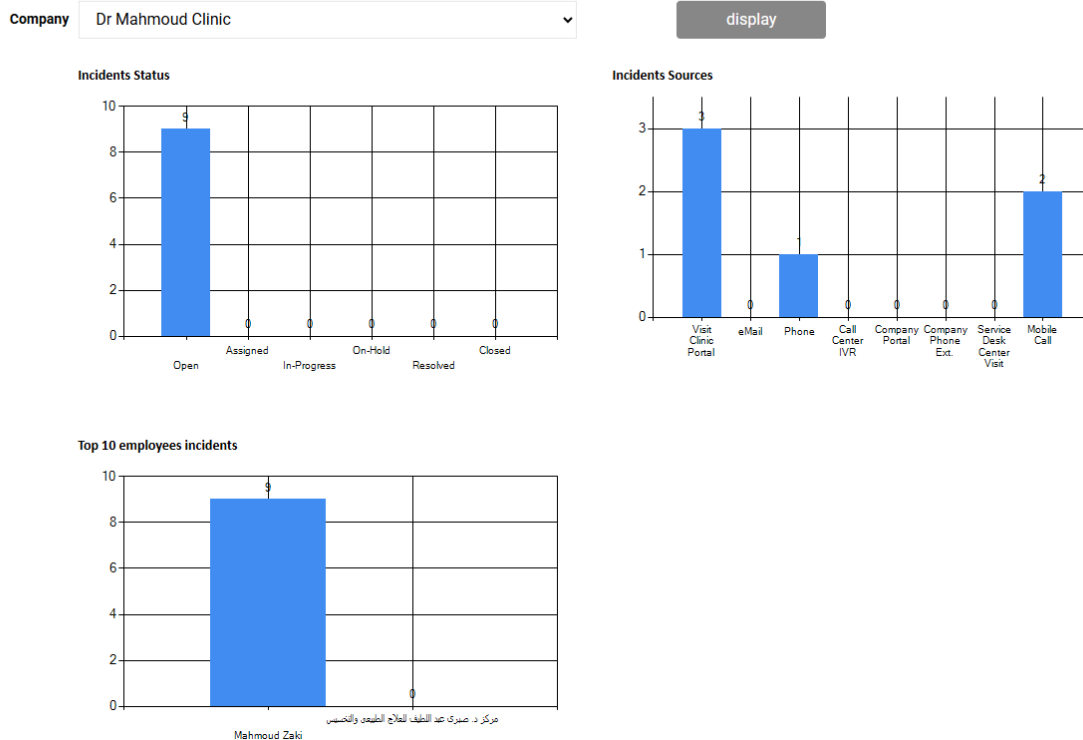
Find

Title	From	Status	Date	
please add me to the service desk team	Mahmoud Zaki	Open	11/17/2022 4:26:53 PM	Details
please check my printer	Mahmoud Zaki	Open	2/3/2023 12:27:38 AM	Details
this is the ITIL incident technical page	Mahmoud Zaki	Open	2/3/2023 12:30:35 AM	Details
install windows 11	Mahmoud Zaki	Open	2/21/2023 7:14:04 PM	Details
install and configure wireless adapter	Mahmoud Zaki	Open	2/23/2023 5:59:36 PM	Details
configure windows drivers	Mahmoud Zaki	Open	2/23/2023 6:06:08 PM	Details
qqwqw	Mahmoud Zaki	Open	3/7/2024 8:47:01 PM	Details
qqq	Mahmoud Zaki	Open	3/9/2024 9:49:13 AM	Details
1qwq	Mahmoud Zaki	Open	3/9/2024 7:15:16 PM	Details

2.3.1.4 Dashboard

The Visit Clinic portal is set to feature an incident dashboard that will offer comprehensive insights from multiple perspectives. This dashboard will include: an overview of incident statuses, detailing the progression and resolution of each case; a breakdown of incident origins, providing clarity on how and where incidents are occurring; and a leaderboard of the top 10 employees reporting incidents, highlighting active engagement in workplace safety. This structured approach to incident reporting will not only streamline the management process but also enhance the overall safety protocol within the organization.

Dashboard for Incident Management



2.3.1.5 Create a New Incident Record

The visit clinic portal is designed to facilitate the creation of new incident records for all employees. This streamlined process ensures that any employee can report an incident swiftly and efficiently, allowing for immediate attention and action. The portal's user-friendly interface simplifies the submission of detailed incident reports, contributing to a safer and more responsive workplace environment. By providing this essential service, the portal supports the well-being of the workforce and reinforces the organization's commitment to employee health and safety.

Incident Management - Public User New Incident Information's

Company: Dr Mahmoud Clinic

Title: Title?

Descriptions:

File: No file chosen
Read privacy policy first
File maximum size not more than 200 KB

2.3.1.6 Catalogue of Incidents

The visit clinic's portal will offer a comprehensive catalog of incidents, detailing each event you have reported in a structured list format. This feature ensures that you can easily track and review the incidents you've submitted, facilitating better management and follow-up. It's designed to provide a clear and organized overview of all reported occurrences, streamlining the process of incident tracking for enhanced efficiency and communication.

IT Service Management - Public User Incidents List Informations's

Title		Date	New Incident
please add me to the service desk team		11/17/2022 4:26:52 PM	Details
please check my printer		2/3/2023 12:27:38 AM	Details
this is the ITIL incident technical page		2/3/2023 12:30:35 AM	Details
install windows 11		2/21/2023 7:14:04 PM	Details
install and configure wireless adapter		2/23/2023 5:59:36 PM	Details
configure windows drivers		2/23/2023 6:06:08 PM	Details
qqwqw		3/7/2024 8:47:01 PM	Details
qqq		3/9/2024 9:49:13 AM	Details
1qwq		3/9/2024 7:15:16 PM	Details

Configuration of incident management systems 	The Visit Clinic portal is designed to streamline incident management by offering configurations that designate the initial contact person accountable for receiving newly created incidents. This individual will review the incident details and, if necessary, escalate it to the appropriate party for further action. This ensures a structured and efficient approach to incident resolution, maintaining clear lines of responsibility and communication throughout the process.
Create a new incident record 	The Visit Clinic portal is designed to facilitate the creation of new incident records within the incident management system. This feature is specifically tailored for technical employees who possess the necessary expertise to provide detailed information about incidents. Their in-depth knowledge enables them to not only document the incident comprehensively but also to initiate immediate actions towards resolution or escalation directly through the portal. This streamlined process ensures that incidents are managed efficiently and effectively, leveraging the technical staff's capabilities to enhance the overall response to any issues that may arise.
Transform incidents to my account 	The visit clinic's portal will facilitate the transfer of incidents to my account, which includes escalated incidents. This streamlined process ensures that any critical issues requiring my attention are promptly and efficiently directed to me, allowing for a more effective management of patient care and operational workflow.
Dashboard 	The Visit Clinic portal is set to feature an incident dashboard that will offer comprehensive insights from multiple perspectives. This dashboard will include: an overview of incident statuses, detailing the progression and resolution of each case; a breakdown of incident origins, providing clarity on how and where incidents are occurring; and a leaderboard of the top 10 employees reporting incidents, highlighting active engagement in workplace safety. This structured approach to incident reporting will not only streamline the management process but also enhance the overall safety protocol within the organization.
Create a new incident record	The visit clinic portal is designed to facilitate the creation of new incident records for all employees. This streamlined process ensures that any employee can report an incident swiftly and efficiently, allowing for immediate attention and action. The portal's user-

	friendly interface simplifies the submission of detailed incident reports, contributing to a safer and more responsive workplace environment. By providing this essential service, the portal supports the well-being of the workforce and reinforces the organization's commitment to employee health and safety.
Catalogue of incidents 	The visit clinic's portal will offer a comprehensive catalog of incidents, detailing each event you have reported in a structured list format. This feature ensures that you can easily track and review the incidents you've submitted, facilitating better management and follow-up. It's designed to provide a clear and organized overview of all reported occurrences, streamlining the process of incident tracking for enhanced efficiency and communication.

External links from youtube website

This video offers a basic understanding of our services. For the most up-to-date information and features, please log in to your account. You can download the complete English and Arabic service catalog and user guides directly from the portal.

Language	Youtube Link
English	https://www.youtube.com/watch?v=LQ08T03txMU

2.4 Request Fulfilment



The ITIL Request Fulfillment process is designed to manage service requests, which are typically minor (standard) changes, such as requests for password resets or information. This process has been incorporated into ITIL as a distinct procedure specifically for handling such requests. It is structured into five detailed subprocesses, each with defined activities and decision points, and it interfaces with incident management.

The subprocesses of ITIL Request Fulfillment are as follows:

- Support for Order Execution: This subprocess is responsible for providing and maintaining the necessary tools, processes, skills, and rules to handle service requests effectively and efficiently.
- Application Registration and Classification: The aim here is to record and categorize the service request according to the appropriate dynamics and confirm the requester's authorization to make the request, ensuring swift and effective processing.
- Application Form Implementation: This involves processing the service request within an agreed-upon timeframe.
- Demand Monitoring and Escalation: This subprocess is tasked with overseeing the progress of ongoing service requests and implementing corrective measures promptly if service levels are at risk of being breached.
- Order Closure and Evaluation: The final step involves a quality check before closing the order record. The objective is to verify that the service request has been fully processed and that all necessary information to document the request's lifecycle is detailed. Additionally, the outcomes of the service request processing are documented for future reference.

This revised structure ensures a comprehensive approach to managing service requests within the ITIL framework, aligning with best practices for IT service management.

Visit Clinic employs a quartet of ITIL methodology mechanisms designed to enhance service delivery for both employees and IT administrators. This service, known as the ITIL service request fulfillment management process, or simply technical request management, is instrumental in addressing and overcoming the challenges employees encounter within an

organization. It streamlines the process of managing and responding to technical requests, ensuring that IT support is efficient, effective, and aligned with the company's broader operational goals. By adopting this approach, Visit Clinic not only improves its internal workflows but also elevates the overall quality of IT services provided.

Company User

- Add New Order
- Follow-up request

Service Officer

- Service configuration
- Request Screen Design
- Review requests
- Resolving and escalating requests
- Print reports
- View the dashboard

2.4.1.1 Configuration of Request Fulfillment Management Systems

The Visit Clinic portal is designed to streamline request fulfillment management by offering configurations that designate the initial contact person accountable for receiving newly created requests. This individual will review the request details and, if necessary, escalate it to the appropriate party for further action. This ensures a structured and efficient approach to request resolution, maintaining clear lines of responsibility and communication throughout the process.

Knowledge Management: Editing Information

Service Requests	New Printer	
Responsible Person	Mobile	01208911848
	New User	Mahmoud Zaki

[Find](#)

[Save Changes](#)

2.4.1.2 Form Designer for Request Fulfillment Management

The Visit Clinic portal has been meticulously crafted to enhance the management and fulfillment of requests. The portal's design process is tasked with the creation of form fields, including dropdown lists, text boxes, date selectors, labels, images, and hyperlinks. This ensures a comprehensive representation of the standard form design, offering a straightforward and complete experience for users of all types. The form design prioritizes user-friendliness, boasting an interface that is both simple and intuitive to navigate.

Introducing the New Form Designer for IT Service Management: Streamline your request fulfillment process with our enhanced Design and Edit Mode.

Company

Dr Mahmoud Clinic

Form Title

new laptop

Icon

advice.png

...



Type

Text Area

Label / Title

Label?

Value

Value?

Place Order

4

Responsible User

Mobile

01208911848

Find

New User

Choose File

No file chosen

Image

Read privacy policy first

File maximum size not more than 200 KB

Add

Preview

Publish

Label	Type	Order	Value	attachment		
Hardware Name	Text Area	1	1		Edit	Delete
Price	Text Area	2	2		Edit	Delete
MFG CO	Drop Down List	3	3	Values	Edit	Delete

Your form can include a maximum of 15 different objects.

Ensure thoroughness in the design of the form and secure approval from your organization prior to its publication.
 Modern Systems for software development are not accountable for the content inputted into your forms.
 It is imperative to adhere to both international and domestic legal frameworks. Compliance with these laws ensures the maintenance of order and the upholding of justice on a global and national scale. Observing these regulations is essential for the integrity and stability of societies and nations.

Delete

Add dropdownlist values

Service Request Fulfillment: Form Customizer - Dropdown List Values

Text

DELL

HP

Add

Preview the designed form

Form Preview

Hardware Name	input text here?
Price	input text here?
MFG CO	DELL ▼

2.4.1.3 Create a New Service Request Fulfillment Record

The Visit Clinic portal is designed to facilitate the creation of new management and fulfillment of requests records within the request fulfillment management system. This feature is specifically tailored for technical employees who possess the necessary expertise to provide detailed information about request. Their in-depth knowledge enables them to not only document the incident comprehensively but also to initiate immediate actions towards resolution or escalation directly through the portal. This streamlined process ensures that requests are managed efficiently and effectively, leveraging the technical staff's capabilities to enhance the overall response to any issues that may arise.

Corporate Information Technology Service Management (ITSM) Service Request Documentation

Company

Find

	New Printer	Dr Mahmoud Clinic
	General Request	Dr Mahmoud Clinic
	My General Information Request Page	Dr Mahmoud Clinic
	New Mouse Order	Dr Mahmoud Clinic

2.4.1.4 Catalogue of Service Request Fulfillments

The Visit Clinic portal is meticulously crafted to enhance the efficiency of service request fulfillment. It offers a comprehensive catalog that manages and streamlines the process of request fulfillment. Users can access detailed statistical tables that display the number of submissions for each request, alongside their current publication status. Additionally, the portal provides in-depth information about each request and includes an editable hyperlink feature, enabling users to update the publication status as needed. This integrated approach ensures a seamless and user-friendly experience for managing service requests.

Management of Request Fulfillment - List of Forms

Company	Dr Mahmoud Clinic			Find
Form	Published	No of Submissions	Date	
New Mouse Order	☒	1	3/9/2024 9:51:46 AM	
My General Information Request Page	☒	2	2/3/2023 1:19:33 AM	
General Request	☒	1	2/3/2023 1:05:39 AM	
New Printer	☒	5	11/17/2022 4:33:16 PM	

Management of Request Fulfillment - Form Specifications

User Mobile Number	Mobile Number?			Find
Form	Submitted By	Date		
New Mouse Order	Mahmoud Zaki	3/9/2024 9:52:10 AM		

New Mouse Order

Company **Dr Mahmoud Clinic**
Form **New Mouse Order**
Date **3/9/2024 9:52:10 AM**
Submitted By **Mahmoud Zaki**

Mobile Number 111
City ALex

2.4.1.5 Inbox

The Visit Clinic portal is meticulously crafted to enhance the management of request fulfillment by streamlining the process directly into your inbox. It efficiently categorizes escalated requests, allowing for prompt review and necessary action. Additionally, it facilitates the seamless escalation of requests to other users when further intervention is required. This system not only optimizes workflow but also ensures that critical requests are addressed with the urgency and attention they deserve.

IT Service Management - Service Request Inbox

Form Details							
Status	Open			Find			
Form	From User	From User Mobile	Status	Date			
New Printer	Mahmoud Zaki	01208911848	Open	11/17/2022 4:34:46 PM	Submission	Assign	
New Printer	Mahmoud Zaki	01208911848	Open	1/22/2023 12:29:18 AM	Submission	Assign	
General Request	Mahmoud Zaki	01208911848	Open	2/3/2023 1:06:13 AM	Submission	Assign	
My General Information Request Page	Mahmoud Zaki	01208911848	Open	2/3/2023 1:19:59 AM	Submission	Assign	
New Printer	Mahmoud Zaki	01208911848	Open	2/21/2023 7:41:22 PM	Submission	Assign	
New Printer	Mahmoud Zaki	01208911848	On-Hold	3/7/2024 8:49:51 PM	Submission	Assign	
My General Information Request Page	Mahmoud Zaki	01208911848	Open	3/7/2024 8:51:32 PM	Submission	Assign	
New Mouse Order	Mahmoud Zaki	01208911848	Open	3/9/2024 9:52:10 AM	Submission	Assign	
New Printer	Mahmoud Zaki	01208911848	Open	3/20/2024 2:57:39 PM	Submission	Assign	

Display request information

New Printer

Company **Dr Mahmoud Clinic**
 Form **New Printer**
 Date **11/17/2022 4:34:46 PM**
 Submitted By **Mahmoud Zaki**

Name	mahmoud
EEmail	mahmoudsoft@hotmail.com
Mobile	01208911848
Location	Al Wakf
City	Qena

Assign the request to a new user

IT Service Management - Service Request View & Re-assign

View Request Submission

Company Dr Mahmoud Clinic
Form New Printer
Date 11/17/2022 4:34:46 PM
Submitted By Mahmoud Zaki
User Submission [view](#)

Reply to User Request Submission

Assign Text

Status

Assign to user

Submission History

From	To	Status	Reply	Date
Mahmoud Zaki	Mahmoud Zaki	Open	Automatically created	11/17/2022 4:34:46 PM

2.4.1.6 Create a New Service Request Fulfillment Record

The visit clinic portal is designed to facilitate the creation of new management of request fulfillment records for all employees. This streamlined process ensures that any employee can report an request swiftly and efficiently, allowing for immediate attention and action. The portal's user-friendly interface simplifies the submission of detailed request reports, contributing to a safer and more responsive workplace environment. By providing this essential service, the portal supports the well-being of the workforce and reinforces the organization's commitment to employee health and safety.

Corporate Information Technology Service Management (ITSM) Service Request Documentation

Company

	New Printer	Dr Mahmoud Clinic
	General Request	Dr Mahmoud Clinic
	My General Information Request Page	Dr Mahmoud Clinic
	New Mouse Order	Dr Mahmoud Clinic

New Mouse Order

Mobile Number

City

2.4.1.7 Completed Service Request Submissions

The Visit Clinic portal is meticulously crafted to enhance the management and fulfillment of submitted requests, ensuring a seamless and efficient experience. By centralizing all requests in one accessible location, the portal simplifies the tracking and completion process for both users and administrators. This streamlined approach not only saves time but also increases the accuracy and reliability of the service provided. With the Visit Clinic portal, managing healthcare requests becomes a more organized and user-friendly process.

IT Service Management - My Service Requests Forms Submissions

Company	Form	Date	
Dr Mahmoud Clinic	New Printer	11/17/2022 4:34:46 PM	Submission
Dr Mahmoud Clinic	New Printer	1/22/2023 12:29:17 AM	Submission
Dr Mahmoud Clinic	General Request	2/3/2023 1:06:13 AM	Submission
Dr Mahmoud Clinic	My General Information Request Page	2/3/2023 1:19:59 AM	Submission
Dr Mahmoud Clinic	New Printer	2/21/2023 7:41:21 PM	Submission
Dr Mahmoud Clinic	New Printer	3/7/2024 8:49:50 PM	Submission
Dr Mahmoud Clinic	My General Information Request Page	3/7/2024 8:51:32 PM	Submission
Dr Mahmoud Clinic	New Mouse Order	3/9/2024 9:52:10 AM	Submission
Dr Mahmoud Clinic	New Printer	3/20/2024 2:57:39 PM	Submission

Configuration of Request Fulfillment Management 	The Visit Clinic portal is designed to streamline request fulfillment management by offering configurations that designate the initial contact person accountable for receiving newly created requests. This individual will review the request details and, if necessary, escalate it to the appropriate party for further action. This ensures a structured and efficient approach to request resolution, maintaining clear lines of responsibility and communication throughout the process.
Form Designer for Request Fulfillment Management 	The Visit Clinic portal has been meticulously crafted to enhance the management and fulfillment of requests. The portal's design process is tasked with the creation of form fields, including dropdown lists, text boxes, date selectors, labels, images, and hyperlinks. This ensures a comprehensive representation of the standard form design, offering a straightforward and complete experience for users of all types. The form design prioritizes user-friendliness, boasting an interface that is both simple and intuitive to navigate.
Create a New Service Request Fulfillment Record 	The Visit Clinic portal is designed to facilitate the creation of new management and fulfillment of requests records within the request fulfillment management system. This feature is specifically tailored for technical employees who possess the necessary expertise to provide detailed information about request. Their in-depth knowledge enables them to not only document the incident comprehensively but also to initiate immediate actions towards resolution or escalation directly through the portal. This streamlined process ensures that requests are managed efficiently and effectively, leveraging the technical staff's capabilities to enhance the overall response to any issues that may arise.
Catalogue of Service Request Fulfillment 	The Visit Clinic portal is meticulously crafted to enhance the efficiency of service request fulfillment. It offers a comprehensive catalog that manages and streamlines the process of request fulfillment. Users can access detailed statistical tables that display the number of submissions for each request, alongside their current publication status. Additionally, the portal provides in-depth information about each request and includes an editable hyperlink feature, enabling users to update the publication status as needed. This integrated approach ensures a seamless and user-friendly experience for managing service requests.

Inbox 	The Visit Clinic portal is meticulously crafted to enhance the management of request fulfillment by streamlining the process directly into your inbox. It efficiently categorizes escalated requests, allowing for prompt review and necessary action. Additionally, it facilitates the seamless escalation of requests to other users when further intervention is required. This system not only optimizes workflow but also ensures that critical requests are addressed with the urgency and attention they deserve.
Create a New Service Request Fullfillment Record 	The visit clinic portal is designed to facilitate the creation of new management of request fulfillment records for all employees. This streamlined process ensures that any employee can report an request swiftly and efficiently, allowing for immediate attention and action. The portal's user-friendly interface simplifies the submission of detailed request reports, contributing to a safer and more responsive workplace environment. By providing this essential service, the portal supports the well-being of the workforce and reinforces the organization's commitment to employee health and safety.
Completed Service Request Submissions 	The Visit Clinic portal is meticulously crafted to enhance the management and fulfillment of submitted requests, ensuring a seamless and efficient experience. By centralizing all requests in one accessible location, the portal simplifies the tracking and completion process for both users and administrators. This streamlined approach not only saves time but also increases the accuracy and reliability of the service provided. With the Visit Clinic portal, managing healthcare requests becomes a more organized and user-friendly process.

External links form youtube website

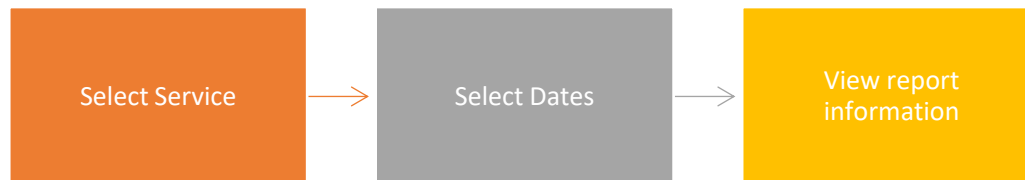
This video offers a basic understanding of our services. For the most up-to-date information and features, please log in to your account. You can download the complete English and Arabic service catalog and user guides directly from the portal.

Language	Youtube Link
English	https://www.youtube.com/watch?v=yqDjhBOKG48

2.5 Reports



Reports serve as a vital channel for communication, playing a crucial role in the oversight and validation of implementation fidelity, ongoing monitoring, assessment, and ensuring alignment between the strategic plan and overarching policy objectives to fulfill the targeted aims. Visit Clinic leverages the ITIL framework's four distinct mechanisms to bolster the capabilities of employees and IT managers in delivering superior services. The offering, known as ITIL Reports, facilitates the generation of expedited reports pertaining to specific operational methodologies. This tool is instrumental in enhancing the transparency and efficiency of service management processes, thereby contributing to the optimization of IT service delivery.



Dr. Mahmoud Clinic

4/7/2025 1:22:44 PM

ITIL Process Name: Incident Management List

Incident Management List Report

Incident Title	Incident Description	Submitted By Username	Requested By Username	Resolution	ResolvedDate	File Description	Date
please add me to the service desk team	please add me to the service desk team	Mahmoud Zaki	Mahmoud Zaki	please add me to the service desk team	11/17/2022 12:00:00 AM	New Bitmap Image.jpg	11/17/2022 4:26:52 PM
please check my printer	i need you help to configure my printer	Mahmoud Zaki	Mahmoud Zaki				2/3/2023 12:27:38 AM
this is the ITIL incident technical page	this is the ITIL incident technical page to provide additional information's	Mahmoud Zaki	Mahmoud Zaki				2/3/2023 12:30:35 AM
install windows 11	please install windows 11	Mahmoud Zaki	Mahmoud Zaki				2/21/2023 7:14:04 PM
install and configure wireless adapter	install and configure my laptop wireless adapter	Mahmoud Zaki	Mahmoud Zaki				2/23/2023 5:59:36 PM
configure windows drivers	configure windows 11 drivers	Mahmoud Zaki	Mahmoud Zaki	qwqwqw			2/23/2023 6:06:08 PM
qwqw	qwqw	Mahmoud Zaki	Mahmoud Zaki	www	3/14/2024 12:00:00 AM		3/7/2024 8:47:01 PM
qqq	www	Mahmoud Zaki	Mahmoud Zaki	wqwqw			3/9/2024 9:49:13 AM
lqwq	qwqwqw	Mahmoud Zaki	Mahmoud Zaki	qw			3/9/2024 7:15:16 PM

iconic tower , New Capital , Cairo , Egypt
Tel: 01208911848

Mobile: 01208911848

[Print](#)

 2025 © Modern Systems for software development - VisitClinic.net

External links form youtube website

This video offers a basic understanding of our services. For the most up-to-date information and features, please log in to your account. You can download the complete English and Arabic service catalog and user guides directly from the portal.

Language	Youtube Link
English	https://www.youtube.com/watch?v=OjNhCESPpBE

3. Index

Table of Contents

.1	MODERN SYSTEMS FOR SOFTWARE DEVELOPMENT	3
1.1	INTRODUCTION.....	3
1.2	WHY MODERN SYSTEMS.....	4
1.3	MODERN SYSTEMS SERVICES.....	6
1.4	VISIT CLINIC 1# MEDICAL SOCIETY	7
1.5	VISIT CLINIC DASHBOARD	8
1.6	VISIT CLINIC YOUTUBE VIDEO	9
1.7	MICROSOFT COPILOT.....	9
1.8	PORTAL RESPONSE CHALLENGE.....	11
1.9	PORTAL MIGRATION.....	11
2.	IT INFRASTRUCTURE LIBRARY	12
2.1	SERVICE CATALOGUE MANAGEMENT.....	13
2.1.1	Dashboard.....	14
2.1.2	Service Catalogue Management.....	15
2.1.2.1	Introduce a New Service Catalogue	15
2.1.2.2	Service Catalog Management	17
2.2	KNOWLEDGE MANAGEMENT	20
2.2.1.1	Create a New Entry for the Knowledge Management.....	21
2.2.1.2	Catalogue of Knowledge Management Articles	22
2.2.1.3	Transferred Knowledge Management Articles to my Account	22
2.3	INCIDENT MANAEMENT.....	24
2.3.1.1	Configuration of Incident Management Systems.....	25
2.3.1.2	Create a New Incident Record.....	25
2.3.1.3	Transferred Incidents to my Account.....	27
2.3.1.4	Dashboard.....	27
2.3.1.5	Create a New Incident Record.....	28
2.3.1.6	Catalogue of Incidents.....	29
2.4	REQUEST FULFILMENT	32
2.4.1.1	Configuration of Request Fulfillment Management Systems.....	33
2.4.1.2	Form Designer for Request Fulfillment Management.....	34
2.4.1.3	Create a New Service Request Fulfillment Record.....	35
2.4.1.4	Catalogue of Service Request Fulfillments.....	36
2.4.1.5	Inbox.....	37
2.4.1.6	Create a New Service Request Fulfillment Record.....	38
2.4.1.7	Completed Service Request Submissions.....	39

2.5	REPORTS	42
3.	INDEX	43
4.	REFERENCES	45
5.	CONTACT US	46

4. References

User Guides	Visit Clinic General Overview	Visit Clinic General Overview
	خدمات موقع فيزييت كليك	خدمات موقع فيزييت كليك
	Visit Clinic Services	Visit Clinic Services
Social media	Facebook page	Facebook
	Facebook search - #visitclinic_egypt	#visitclinic_egypt – Explore Facebook
	LinkedIn page	LinkedIn
	LinkedIn search - #visitclinic_egypt	Feed LinkedIn
	Twitter search - #visitclinic_egypt	#visitclinic_egypt - Search / X (twitter.com)
	YouTube Videos	▪ https://www.youtube.com/watch?v=zybHrv3yGSI ▪ https://www.youtube.com/@mahmoudsoft1/videos ▪ https://www.youtube.com/watch?v=5EmWtfZKwKI
Search Engine	Bing search - #visitclinic_Egypt	#visitclinic_egypt - Search (bing.com)
	Google search - #visitclinic_egypt	#visitclinic_egypt - Google Search

5. Contact Us



Building 1, Mostafa Al Nahhas Street, Intersection with
Abbas Al Akkad, Nasr City, Cairo, Egypt

Hospital Street, Beside the Municipality Buidling, Al
Wakf, Qena, Egypt



www.VisitClinic.net



contactus@VisitClinic.net

mzaki@VisitClinic.net



<https://www.linkedin.com/groups/9354878/>



<https://web.facebook.com/visitclinic>



https://twitter.com/hashtag/visitclinic_Egypt?src=hashtag_click



00201208911848

00201127985973