

C1 SmartStart for IT Service Management

Rapid, ITIL-Aligned ServiceNow ITSM Deployment

SmartStart delivers a modern, automated, ITIL-based ITSM foundation uniting incident, request, change, knowledge, and CMDB processes to scale IT operations.

THE IMPACT

20-40%

MTTR Reduction

25-50%

Lower Ticket Volume

30-60%

SLA Compliance Gain

■ Core Capabilities

- Incident intake, categorization, and intelligent routing
- Service Catalog and Request Fulfillment automation
- Knowledge base setup and lifecycle governance
- Change Management with CAB approvals
- CMDB integration for asset and service impact

■ Primary Use Cases

- Improve routing and reduce ticket reassignments
- Automate request intake and approval workflows
- Increase self-service adoption via knowledge base
- Govern changes to reduce outages and risk
- Track SLA compliance and overall service health



Automated Routing

Intelligent incident categorization and routing reduces MTTR 20-40% with automated SLAs and escalations.



Self-Service Catalog

Knowledge-driven deflection and automated fulfillment lower ticket volume by 25-50% through self-resolution.



Change Governance

CAB workflows and CMDB-linked impact visibility reduce change-related outages and improve compliance 30-60%.

KEY USE CASES

- ITIL-aligned incident, problem, change, and request management on ServiceNow
- Self-service catalog with knowledge deflection reducing ticket volume 25-50%
- Change governance with CAB approvals and CMDB-linked impact assessment
- Role-based dashboards for agents and leaders tracking SLA compliance and service health

Why C1Secure



ITIL Best Practices

Incident, Problem, Change, Request, and Knowledge processes aligned to ITIL standards from day one.



Platform Foundation

ITSM sets the stage for ESM, SecOps, IRM, and future ServiceNow module expansion.



Rapid Deployment

SmartStart methodology delivers a production-ready ITSM program faster than traditional approaches.

Modern, automated ITSM foundation ready for scale.

Pricing based on catalog size, resolver groups, and CMDB maturity.

Ready to accelerate?

info@c1secure.com | (404) 446-4496 | c1secure.com