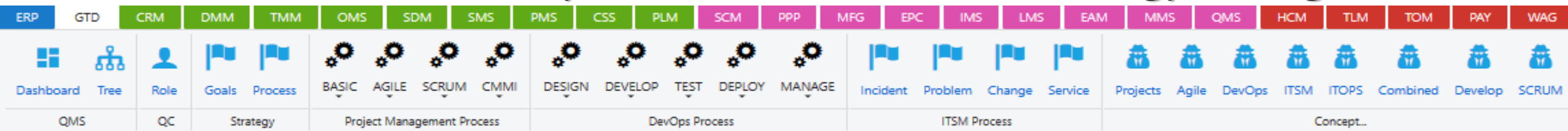


# MobileMXM SoftRobot ITM System => Information Technology Management



**ITM: Information technology Management system consists of IT Projects, Services and Operations Management**

**Projects:** There are 4 ways to manage IT – Information Technology Projects:

- 1. Basic:** Projects typically go through phases: **Initiation, Planning, Execution, Monitoring and Controlling, Closure** as per PMI Standards using **PERT/CPM Techniques**.
- 2. Agile:** **Agile Project Management** is an approach that uses short cycles (sprints) to develop products or services, emphasizing collaboration, adaptability, and frequent deliverables
- 3. Scrum:** **Scrum Project Management** is an **iterative and incremental** approach that emphasizes **collaboration, flexibility,** and **regular feedback** to deliver high-quality products .
- 4. CMMi:** **CMMI (Capability Maturity Model Integration)** is a process improvement framework having 5 levels that helps organizations streamline processes, enhance quality, and drive business performance through building and benchmarking key capabilities·

**DevOps Process:** **DevOps** is the union of **people, process, and technology** to continually provide value to customers. It brings together development (Dev) and operations (Ops) to create a culture of collaboration, agility, and efficiency. DevOps will do activities like Design, Develop, Deploy and Manage. DevOps will encompass both ITSM, ITOps & AIOpsSystems.

**ITSM Process: IT Service Management (ITSM)** is the practice of managing end-to-end IT services to meet business goals. ITSM encompasses all the processes and activities to: **Record Incident, Solve Problem, Change Software and provide all IT services.** ITSM goes beyond basic IT support. While ITOps teams manage technology infrastructure, ITSM teams optimize and deliver efficient services. ITSM covers workplace technology, from laptops to servers to critical software applications.

**ITOps Process: IT Operations (ITOps)** encompasses the processes, practices, and services associated with delivering and managing IT infrastructure and services. ITOps professionals are essential for keeping digital services up and running, optimizing performance, and adapting to evolving technology!

**AIOps (Algorithmic IT Operations)** is a method that leverages **artificial intelligence (AI)** and **machine learning (ML)** analytics technology to simplify IT operations management and automate problem resolution - **Reduced Operational Costs.**

# MobileMXM SoftRobot ITM System => Information Technology Management

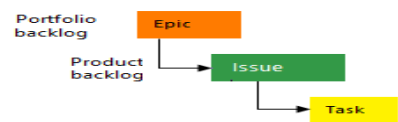
**SOFTROBOT - FULL STACK DEVELOPMENT**

- Application Manager - PowerApp
- Interface Manager - PowerBI/VS
- Logic Manager - PowerVA/CB
- Data Manager - PowerRPA/API

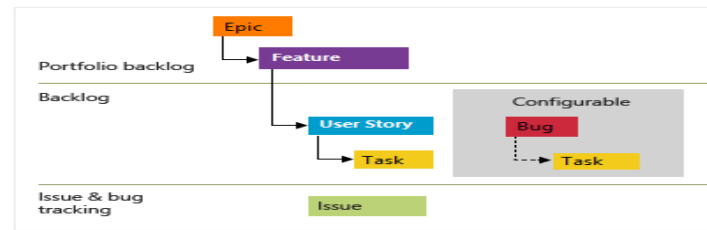
**Full stack software development** refers to the end-to-end creation of web applications, encompassing both the **front end** (client-side) and **back end** (server-side) components. Full stack developers have the ability to design complete web applications, mobile applications and websites. Full stack developers work on both front end and back end.

- 1. Application Manager : Power Apps** is a suite of apps, process, services, and connectors provided by MobileERP. It offers a **rapid development environment (RDE)** for building custom applications tailored to your business needs.
- 2. Interface Manager: PowerVS** is an **integrated development environment (IDE)**. It helps companies to develop codeless Forms, Reports and Workflows. **PowerBI** allows users to analyze data, create interactive visualizations, and share insights.
- 3. Logic Manager: Power Virtual Agents (Power VA)** is a powerful tool that enables users to create and deploy AI chatbots and virtual agents with ease.
- 4. Data Manager: PowerRPA** enables organizations to automate repetitive, manual tasks using software robots. It provides integration to 3<sup>rd</sup> party data and software's.

## BASIC



## AGILE



## DevOps Templates

Tracking area	Basic	Agile	Scrum	CMMI
Workflow states	<ul style="list-style-type: none"> <li>To Do</li> <li>Doing</li> <li>Done</li> </ul>	<ul style="list-style-type: none"> <li>New</li> <li>Active</li> <li>Resolved</li> <li>Closed</li> <li>Removed</li> </ul>	<ul style="list-style-type: none"> <li>New</li> <li>Approved</li> <li>Committed</li> <li>Done</li> <li>Removed</li> </ul>	<ul style="list-style-type: none"> <li>Proposed</li> <li>Active</li> <li>Resolved</li> <li>Closed</li> </ul>
Product planning (see note 1)	<ul style="list-style-type: none"> <li>Issue</li> </ul>	<ul style="list-style-type: none"> <li>User story</li> <li>Bug (optional)</li> </ul>	<ul style="list-style-type: none"> <li>Product backlog item</li> <li>Bug (optional)</li> </ul>	<ul style="list-style-type: none"> <li>Requirement</li> <li>Bug (optional)</li> </ul>
Portfolio backlogs (2)	<ul style="list-style-type: none"> <li>Epic</li> </ul>	<ul style="list-style-type: none"> <li>Epic</li> <li>Feature</li> </ul>	<ul style="list-style-type: none"> <li>Epic</li> <li>Feature</li> </ul>	<ul style="list-style-type: none"> <li>Epic</li> <li>Feature</li> </ul>
Task and sprint planning (3)	<ul style="list-style-type: none"> <li>Task</li> </ul>	<ul style="list-style-type: none"> <li>Task</li> <li>Bug (optional)</li> </ul>	<ul style="list-style-type: none"> <li>Task</li> <li>Bug (optional)</li> </ul>	<ul style="list-style-type: none"> <li>Task</li> <li>Bug (optional)</li> </ul>
Bug backlog management (1)	<ul style="list-style-type: none"> <li>Issue</li> </ul>	<ul style="list-style-type: none"> <li>Bug</li> </ul>	<ul style="list-style-type: none"> <li>Bug</li> </ul>	<ul style="list-style-type: none"> <li>Bug</li> </ul>
Issue and risk management	<ul style="list-style-type: none"> <li>Issue</li> </ul>	<ul style="list-style-type: none"> <li>Issue</li> </ul>	<ul style="list-style-type: none"> <li>Impediment</li> </ul>	<ul style="list-style-type: none"> <li>Issue</li> <li>Risk</li> <li>Review</li> </ul>

## SCRUM



## CMMI

