



序号	分类名称	创建时间	操作
1	设备维护	2020-06-30 15:57:03	通过 驳回
2	设备维护	2020-07-30 16:16:37	通过 驳回
3	设备维护	2020-07-30 16:16:47	通过 驳回
4	设备维护	2020-07-30 16:16:58	通过 驳回
5	测试	2020-06-30 15:56:26	通过 驳回
6	测试	2020-07-30 16:17:04	通过 驳回
7	测试	2020-08-05 09:05:05	通过 驳回

Feature:

- * Support viewing all service statistics in the service console module, summarizing all to-do services, and displaying the proportion in the form of a ring graph;
- * Support classifying issues and creating issues in the issue management module, including issue name, classification, source, description, related documents, reviewer, urgency level, and expected review date, and conduct summaries accordingly. The issue review is divided into three states: Passed, Suspended, Rejected; the issue that pass the review will be upgraded to Event, which will be displayed in the event management module;
- * Support the classification of events in the event management module. Events upgraded through issue review will appear in this module, and new events can also be created, including event name, classification, source, description, related documents, responsible person, urgency level, and expected assignment date, and conduct summaries accordingly; the event can be assigned by the person in charge of the event, and one event can be assigned multiple work orders;
- * Support classification of work orders in the work order management module. Work orders assigned by event module will appear in this module. You can also create new work orders, including work order name, classification, source, description, related documents, handler, and urgency level, expected start time, expected completion time, and conduct summaries accordingly; the work order can be assigned a handler to handle;
- * Change management function summarizes the enterprise internal change events, and can directly create a new change, including the name, classification, source, description, corresponding file, handler, urgency level, expected start time, and expected completion time; it can be directly created and handed over to relevant personnel for handling;
- * Support summarizing the experience summarized by IT services in the knowledge base management module, creating a classification module, setting reviewers and adding corresponding descriptions for each knowledge module. Enter the classification module, you can create new knowledge in this module, including knowledge name, introduction, related files, details; the saved knowledge can be updated, reviewed, and deleted.
- * Support classification and authorization of system personnel in service catalog management; common service groups can be set, different service catalogs can be configured for corresponding service groups, and service groups are authorized to relevant personnel, and only authorized personnel have this module;
- * In the service configuration module, you can perform basic settings and notification settings, set issue reviewers, event managers, work order handlers, change handlers, and knowledge base reviewers, and conduct corresponding notification settings.