

skyspoc 

Create a Workspace

How to create the simplest workflow possible

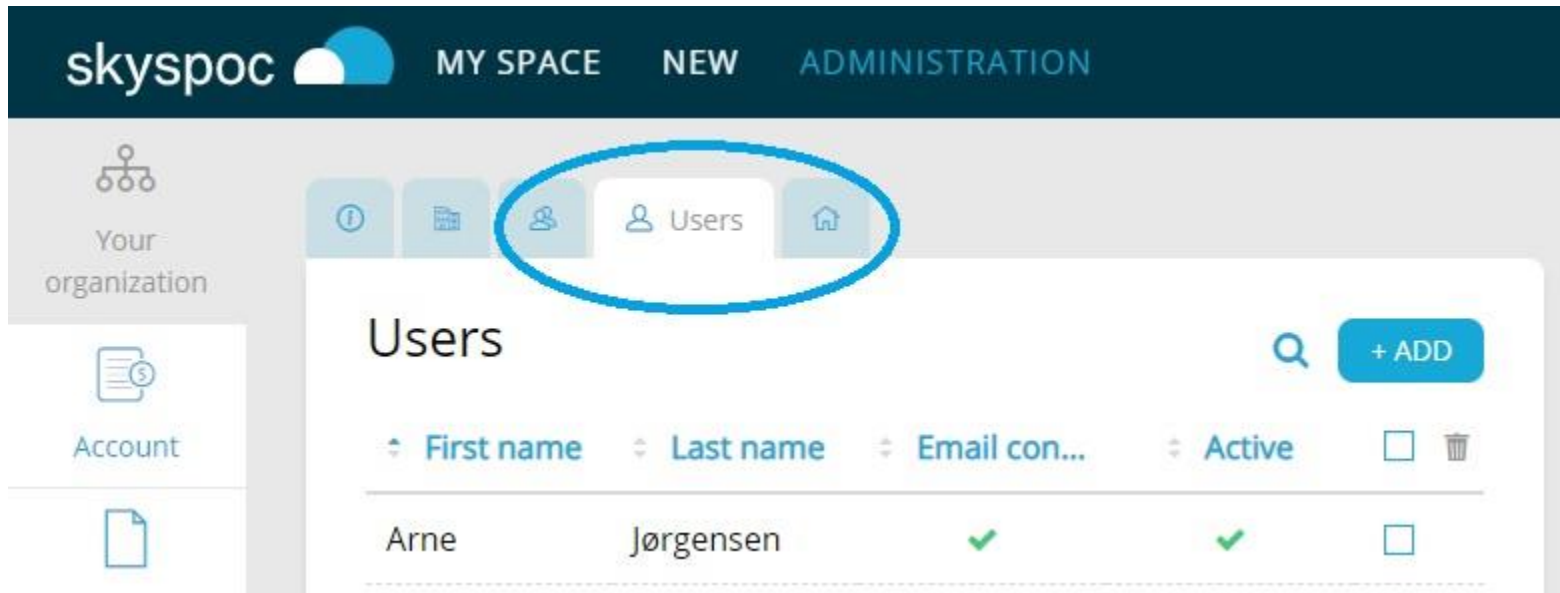
Log into your tenant

Click on the menu ADMINISTRATION

The screenshot displays the Skyspoc user interface. At the top, the navigation bar includes the Skyspoc logo, "MY SPACE", "NEW", and "ADMINISTRATION" (which is circled in red). The version number "1.0.4-6122" is visible on the right. Below the navigation bar, there is a "current filters: No filter" section. The main content area is a grid of 12 cards, each representing a different task or request. Each card includes a title, a description, a status icon, a number, and a list of roles (e.g., SPOC, Mr Spoc, Receiving, Open, In Progress, Done, Draft, Deploy, Validate, Service Status, Service Ownership, Information Security Management, Application/Project Manager). The cards are arranged in a 3x4 grid. At the bottom left, it says "12 of 40 | page 1 of 4". At the bottom right, there are navigation links: "First", "Previous", "1", "2", "3", "4", "Next", "Last".

Prerequisites

Click on Your organization and then Users



The screenshot shows the skyspoc user management interface. The top navigation bar includes the skyspoc logo, a cloud icon, and menu items: MY SPACE, NEW, and ADMINISTRATION. On the left, there is a sidebar with 'Your organization' (with a tree icon), 'Account' (with a document icon), and a file icon. The main content area has a sub-navigation bar with icons for information, calendar, users, and home. The 'Users' tab is highlighted with a blue circle. Below this, the 'Users' section is displayed, featuring a search icon and a '+ ADD' button. A table lists users with columns for 'First name', 'Last name', 'Email con...', and 'Active'. The first user listed is 'Arne Jørgensen', with a green checkmark in the 'Active' column.

First name	Last name	Email con...	Active	
Arne	Jørgensen	✓	✓	<input type="checkbox"/>

Click on your user in your tenant

Prerequisites

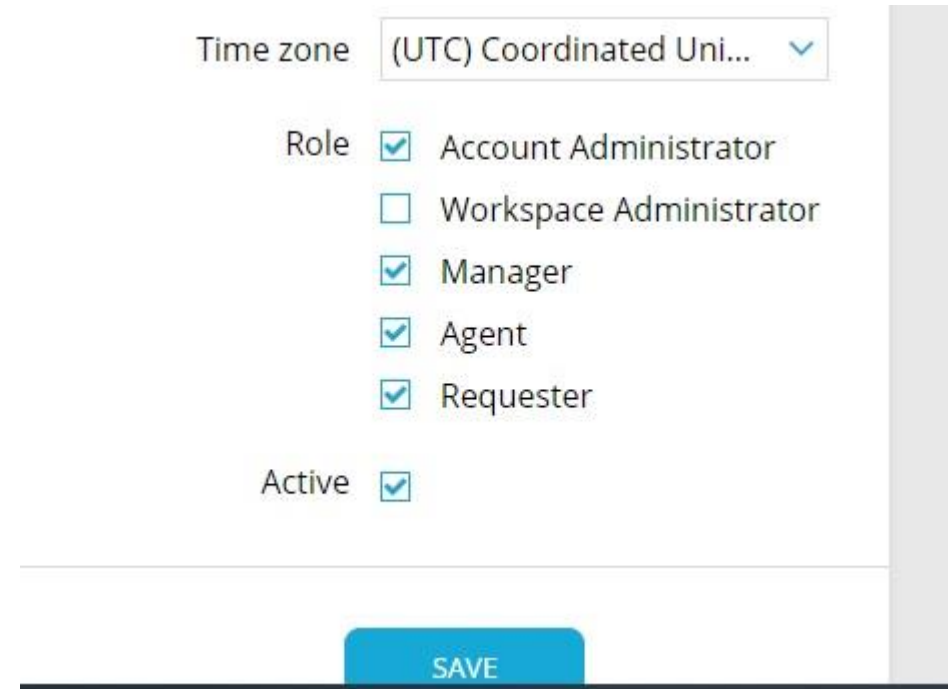
(Besides Account Administrator).

Make sure that

- Manager
- Agent
- Requester

are selected

- Click **SAVE**



Time zone (UTC) Coordinated Uni... ▾

Role Account Administrator
 Workspace Administrator
 Manager
 Agent
 Requester

Active

SAVE

Prerequisites

In this showcase you want to create one Team:

- Team (Name of your processing unit)

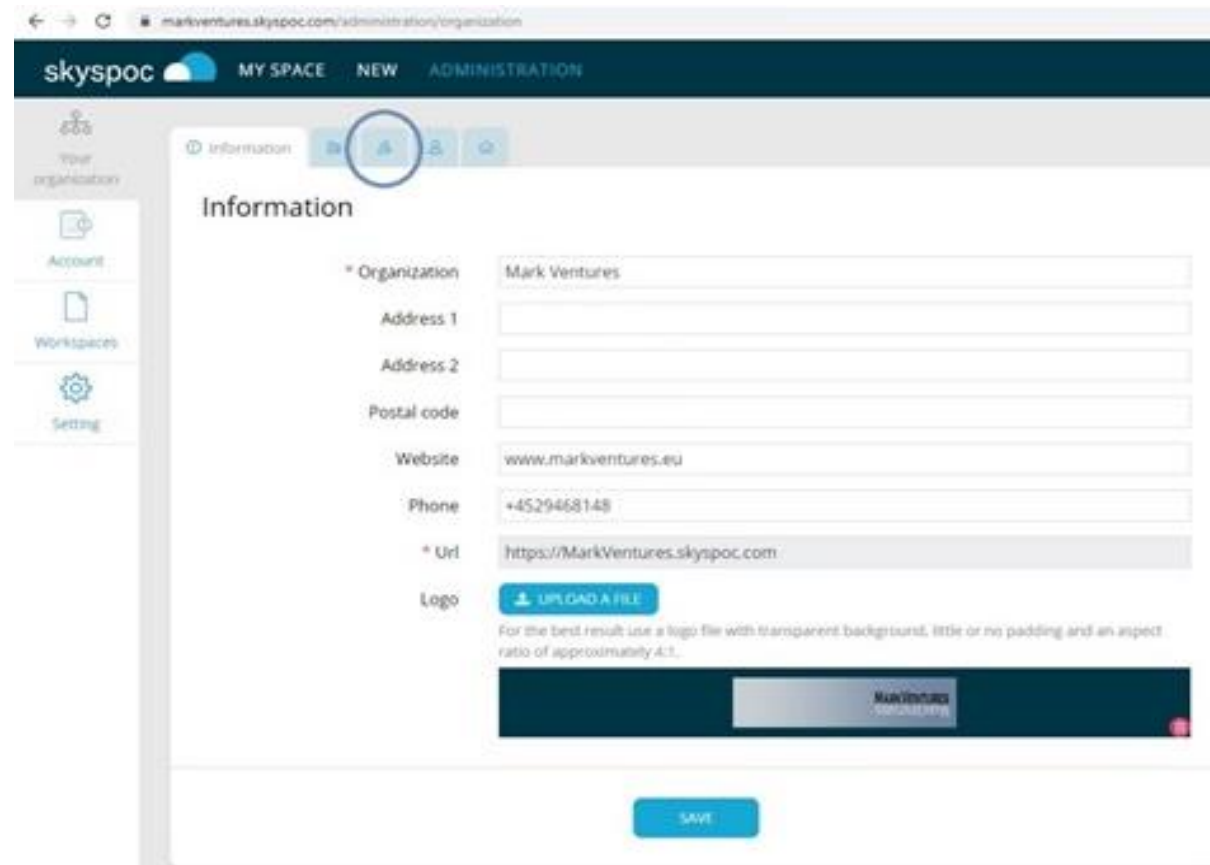
To Build a Workspace i Skyspoc, you need to prepare for at least one category (they come in handy, when you wish to monitor the activity in the published workflow)

- Category

Prerequisites

Prepare Team

- Click the Teams tab



The screenshot shows the Skyspoc administration interface. The browser address bar displays "markventures.skyspoc.com/administration/organization". The navigation bar includes "skyspoc", "MY SPACE", "NEW", and "ADMINISTRATION". A sidebar on the left contains icons for "Your organization", "Account", "Workspaces", and "Setting". The main content area is titled "Information" and contains a form with the following fields:


* Organization	Mark Ventures
Address 1	
Address 2	
Postal code	
Website	www.markventures.eu
Phone	+4529468148
* Url	https://MarkVentures.skyspoc.com
Logo	UPLOAD A FILE <small>For the best result use a logo file with transparent background, little or no padding and an aspect ratio of approximately 4:1.</small>

A preview of the logo is shown below the upload button, featuring the text "Mark Ventures" on a dark background. A "SAVE" button is located at the bottom of the form.

Prerequisites

Prepare Team

+ADD (a team)

- ("Yes" – you wish to apply the team in your workspaces)
- Enter name of the Team and click on **ADD** (e.g. SPOC)
- Click the Person icon  and enter Edit Users (x)
- Choose desired user in the list **Add new user**
- Select **Add**

Note the name of the team you've just added

(No need for further teams in this sample, but you may repeat the above for every further Team you might require)

Prerequisites

Prepare Categories

- Click Workspaces
- Click the Categories tab

The screenshot shows the Skyspoc administration interface. The top navigation bar includes 'skyspoc', 'MY SPACE', 'NEW', and 'ADMINISTRATION'. The left sidebar has 'Your organization', 'Account', 'Workspaces', and 'Setting'. The 'Workspaces' page is active, showing a grid of workspace cards. A red circle highlights the 'Workspaces' tab in the top navigation bar, and an orange circle highlights the 'Categories' tab in the left sidebar. The workspace cards include:

- Business Continuity Planning Sample**: This workspace enables you as a business owner or Chief Executive Officer to develop a continuity plan on business level in a structured manner. Based on the Business Continuity Policy.
- Business Impact Analysis sample**: This workspace describes a sample Business Impact Analysis. An Impact Analysis is conducted based on a provided Service Catalogue and a Risk Analysis in cooperation with senior.
- Capacity Planning Sample**: This workflow ensures that all aspects are considered during a capacity planning cycle.
- Disaster Recovery Planning Sample**: This workspace enables you as an IT Service Continuity Manager to develop a disaster recovery plan in a structured manner. Based on the Business Continuity Policy, you may create a...
- Empty workspace**: This is an empty workspace you can use to build workspaces from scratch. It contains only basic settings, that will be reasonable in most cases. Replace this text with a suitable description.
- Incident Handling Sample**: This workflow handles basic Incident Tickets. It also validates Incidents whether they are part of the Service Catalogue or not.
- Major Incident or Situation Handling Sam...**: This workflow takes you through the steps involved when handling a situation or a Major Incident.
- Operational Emergency Change Handling ...**: This workspace describes a typical workflow handling requests for operational Emergency Changes. An Emergency Change requires approval from the business, thus the Emergency...
- Operational Normal Change Handling Sa...**: This workspace describes a typical workflow handling requests for operational normal change requests.
- Operational Standard Change Handling Sa...**: This workspace describes a typical workflow handling requests for operational Standard changes.
- Problem Handling Sample**: This Problem Workflow enables you to handle unknown causes to failures in a structured manner. It does not provide you any recipes on how to find root causes, though.
- Release and Deployment Handling Sample**: This workspace describes a typical workflow handling Releases and Deployments. The workflow deals with five types of deployment: New Environment (As prerequisite for...

Prerequisites

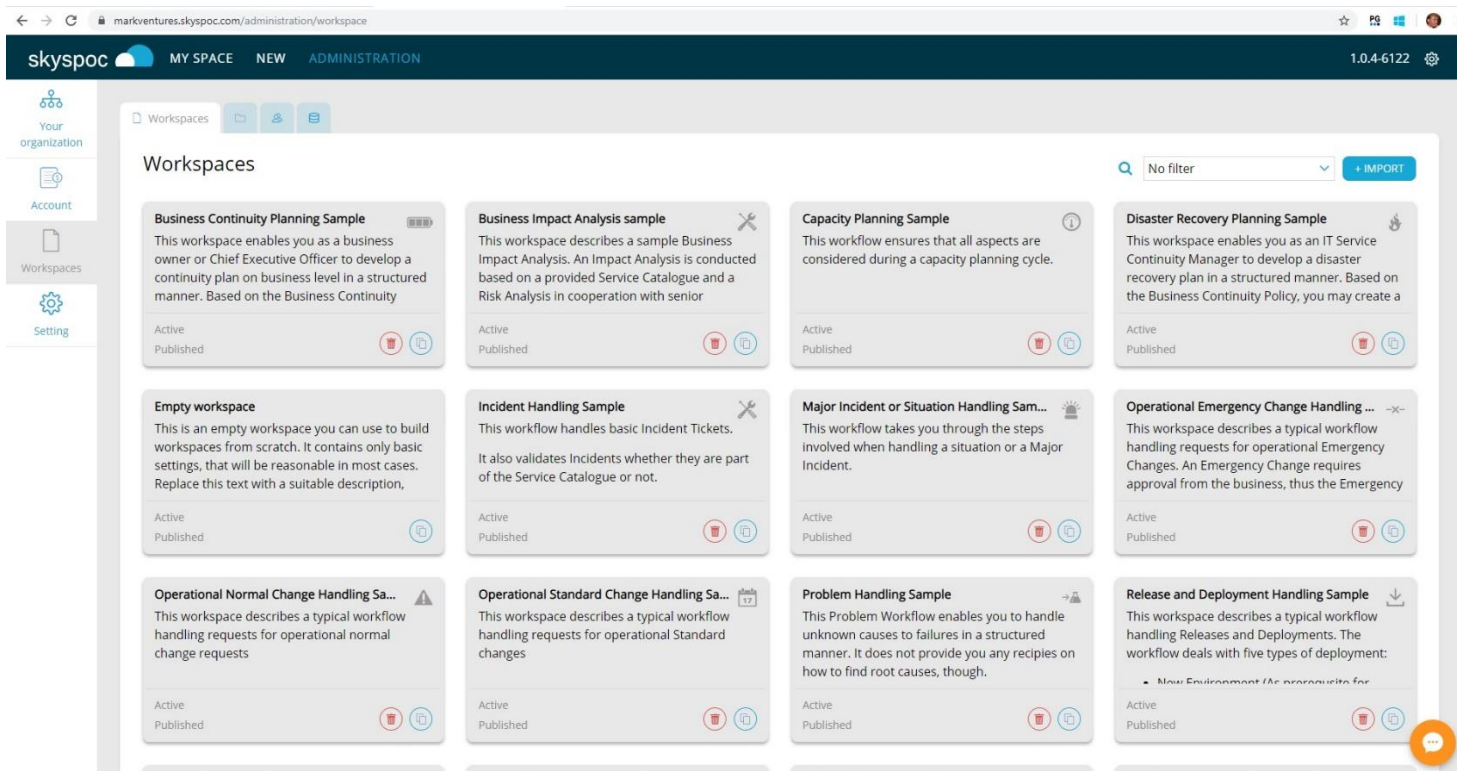
Prepare Categories

+ADD (a category)

- (If you are creating a main category you do *not* alter **Parent category**)
- Enter name of the category
 - You may enter a **Description**
- Click **Add**

CLONE

You are now ready to create your first workspace.
Click the Workspace Tab:



Workspace

Create Workspace

- Clone Empty workspace

The screenshot shows the 'Workspaces' page in the Skyspoc administration interface. The page displays a grid of workspace cards, each representing a different type of workspace. The 'Empty workspace' card is highlighted with a blue circle around its clone icon, indicating the action being performed. The interface includes a navigation menu on the left with options like 'Your organization', 'Account', 'Workspaces', and 'Setting'. The top navigation bar shows 'skyspoc', 'MY SPACE', 'NEW', 'ADMINISTRATION', and the version '1.0.4-6122'. The workspace cards are arranged in a grid and include details such as the workspace name, description, and status (Active/Published).

Workspace Name	Description	Status
Business Continuity Planning Sample	This workspace enables you as a business owner or Chief Executive Officer to develop a continuity plan on business level in a structured manner. Based on the Business Continuity	Active Published
Business Impact Analysis sample	This workspace describes a sample Business Impact Analysis. An Impact Analysis is conducted based on a provided Service Catalogue and a Risk Analysis in cooperation with senior	Active Published
Capacity Planning Sample	This workflow ensures that all aspects are considered during a capacity planning cycle.	Active Published
Disaster Recovery Planning Sample	This workspace enables you as an IT Service Continuity Manager to develop a disaster recovery plan in a structured manner. Based on the Business Continuity Policy, you may create a	Active Published
Empty workspace	This is an empty workspace you can use to build workspaces from scratch. It contains only basic settings, that will be reasonable in most cases. Replace this text with a suitable description.	Active Published
Incident Handling Sample	This workflow handles basic Incident Tickets. It also validates Incidents whether they are part of the Service Catalogue or not.	Active Published
Major Incident or Situation Handling Sam...	This workflow takes you through the steps involved when handling a situation or a Major Incident.	Active Published
Operational Emergency Change Handling ...	This workspace describes a typical workflow handling requests for operational Emergency Changes. An Emergency Change requires approval from the business, thus the Emergency	Active Published
Operational Normal Change Handling Sa...	This workspace describes a typical workflow handling requests for operational normal change requests	Active Published
Operational Standard Change Handling Sa...	This workspace describes a typical workflow handling requests for operational Standard changes	Active Published
Problem Handling Sample	This Problem Workflow enables you to handle unknown causes to failures in a structured manner. It does not provide you any recipes on how to find root causes, though.	Active Published
Release and Deployment Handling Sample	This workspace describes a typical workflow handling Releases and Deployments. The workflow deals with five types of deployment: • New Environment (As prerequisite for	Active Published

Workspace

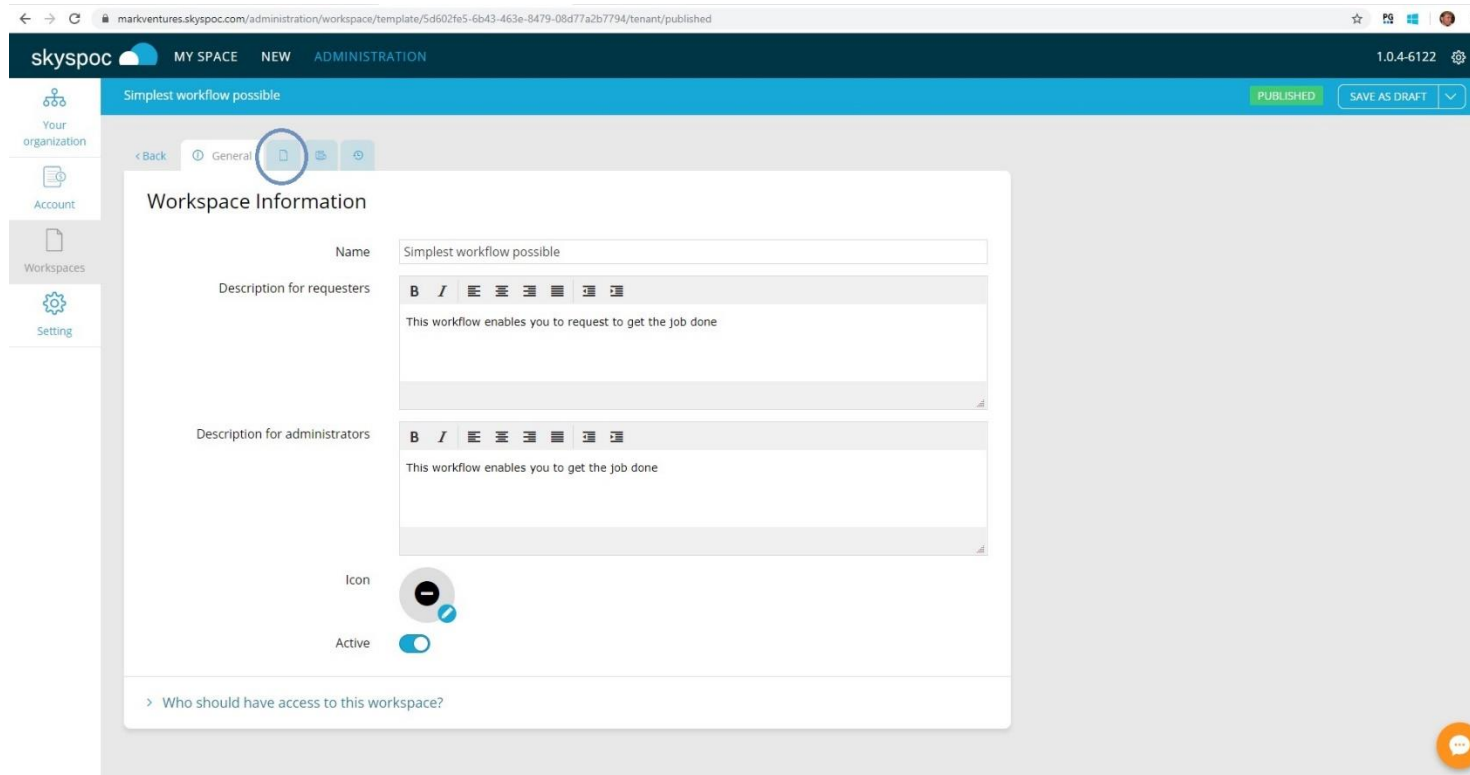
Create Workspace

- Alter name in the Name field
- Alter text in Description for Requesters (Becomes visible for end-users)
- Alter text in Description for Administrators (Becomes visible for administrators only)
- Select **Clone** in upper right corner

Workspace

Select categories

- Select your Workspace (by clicking in **Workspaces**)
- Click **Document**





The screenshot shows the Skyspoc administration interface for configuring a workspace. The browser address bar shows the URL: `markventures.skyspoc.com/administration/workspace/template/5d502fa5-6b43-463e-8479-08d77a2b7794/tenant/published`. The page title is "Simplest workflow possible". The navigation menu on the left includes "Your organization", "Account", "Workspaces", and "Setting". The "Workspaces" section is active, and the "Document" tab is selected and circled in blue. The "Workspace Information" form contains the following fields:

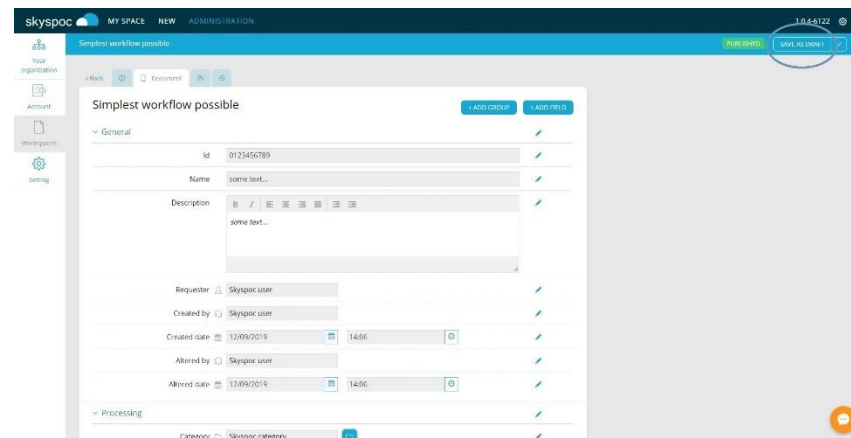
- Name:** Simplest workflow possible
- Description for requesters:** This workflow enables you to request to get the job done
- Description for administrators:** This workflow enables you to get the job done
- Icon:** A circular icon with a minus sign and a plus sign.
- Active:** A toggle switch that is currently turned on.

At the bottom of the form, there is a link: [Who should have access to this workspace?](#)

Workspace

Select categories

- Find the field Category  and click the blue folder 
- Select at least one category
- Click **Choose**
- You may now click **SAVE AS DRAFT** in upper right corner



Workspace

Edit Workspace

- Click Flow

The screenshot displays the Skyspoc workspace editor interface. At the top, the navigation bar includes the Skyspoc logo, 'MY SPACE', 'NEW', and 'ADMINISTRATION' tabs. The current workspace is titled 'Simplest workflow possible' and is in a 'PUBLISHED' state, with a 'SAVE AS DRAFT' button. A left sidebar contains navigation options: 'Your organization', 'Account', 'Workspaces', and 'Setting'. The main content area is titled 'Workspace Information' and features a breadcrumb trail: '< Back' > 'General' > 'Click Flow' > 'Workspace Information'. The 'Click Flow' tab is highlighted with a blue circle. The form contains the following fields:

- Name:** Simplest workflow possible
- Description for requesters:** A rich text editor with the text: 'This workflow enables you to request to get the job done'.
- Description for administrators:** A rich text editor with the text: 'This workflow enables you to get the job done'.
- Icon:** A circular icon with a black circle inside.
- Active:** A toggle switch that is currently turned on.

At the bottom of the form, there is a link: '> Who should have access to this workspace?'. An orange circular button with three dots is located in the bottom right corner of the workspace editor area.

Workspace

Make Team visible

- Focus on the All users lane
- Click the pencil (Stage details) in the stage 'Done'

Workspace

Make Team visible

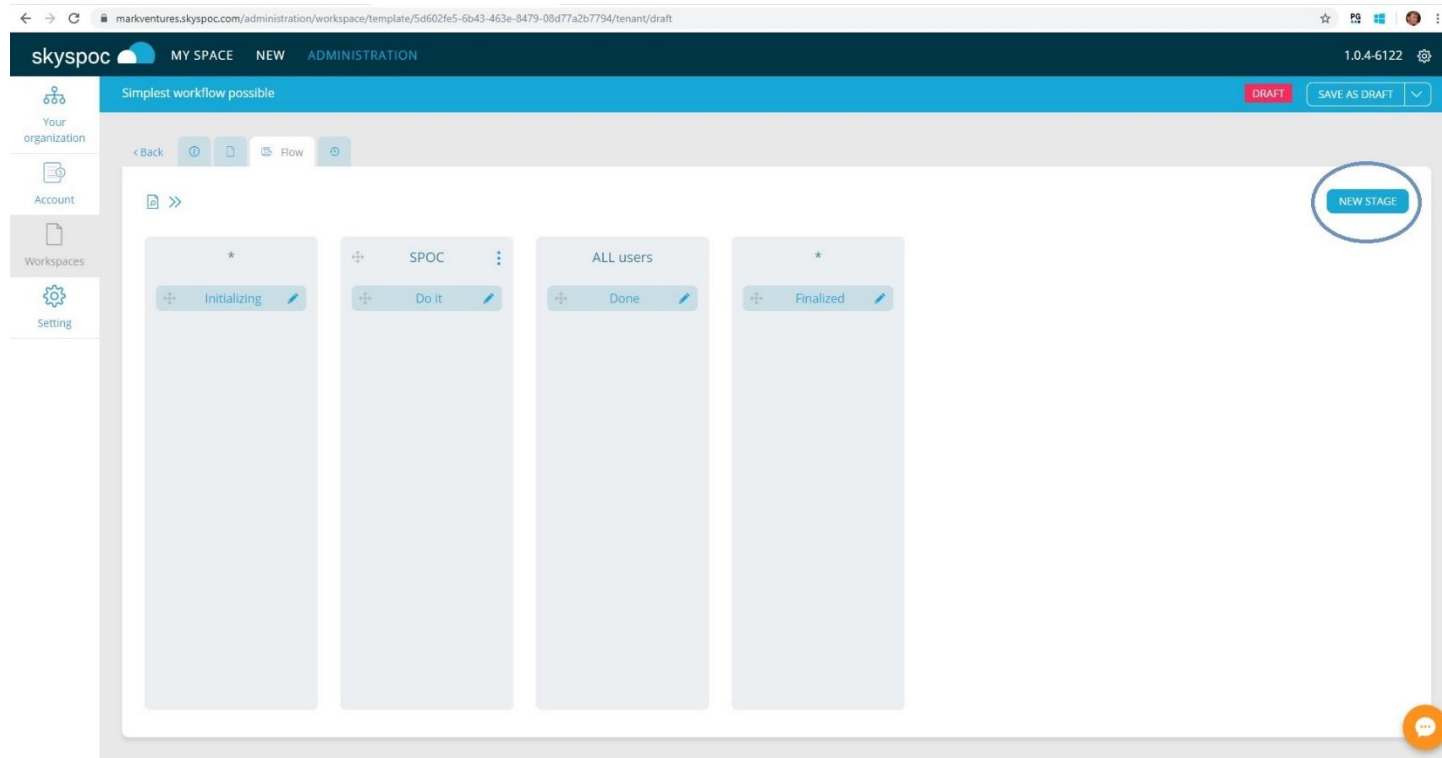
- Click the blue Teams icon
- Select your Team in the field 'Add new team'
(Remember the name of the the team you've just added)
You may enter the name in the box right to 'Add new team'
- Click **ADD**
- Click **Close**
- Click **Save**

The Team now has its own lane

Workspace

Create new stage

- Click New Stage



Workspace

Create new stage

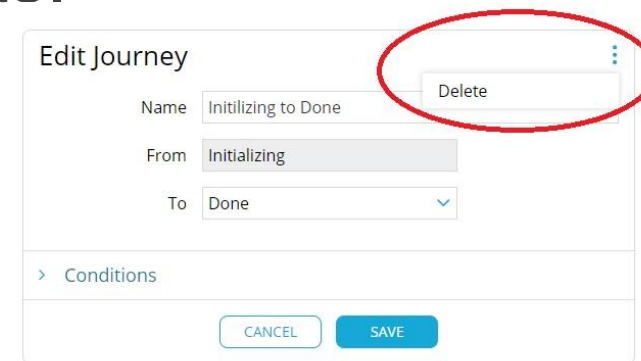
- Enter "Request" in the name field (← Exact name – please)
- Click the blue triangle at the end of 'State'
- Enter "Do the Job" in the field 'Add new state'
- Click **ADD**
- Click **Close**
- Select "Do the Job" in 'State'
- Select the Team that you previously created in the Team Field
- Click **ADD**

The lane is now populated with your new stage

Workspace

Delete stage in logical flow – Initializing to Done

- Click the pencil (Stage details) in the stage 'Initializing'
- Click > **Departures to** (In the bottom of the screen)
- Click the pencil next to 'Initializing to Done'
- In the upper right corner you click on the three dots.
- Choose and click on "Delete"
- "Are you sure you want to delete this transition?"
- Click **DELETE**




The screenshot shows the 'Edit Journey' dialog box. The 'Name' field is 'Initializing to Done', the 'From' field is 'Initializing', and the 'To' field is 'Done'. In the top right corner, there is a menu icon (three dots) and a 'Delete' button, which is circled in red. Below the fields, there is a 'Conditions' section with a right-pointing arrow. At the bottom, there are 'CANCEL' and 'SAVE' buttons.

Workspace

Insert new stage in logical flow – Initialize to Do It

Stay on the (Stage Details) in the state 'Initializing'

- Click the  to Add new (Under > Departures to)
- In the Name field you enter to text "From Initializing to Request"
- In the field To ("Finalized") you replace with "Request"
- Click **ADD**
- Click **SAVE**


Workspace

Insert new stage in logical flow – Add Current Stage

- Click the pencil (Stage details) in the stage 'Request'
- Click > **Field rules for this stage**
- Click the **+** (Add new)
- Select 'Current Stage' in field
- Click **+ ADD Rule** below **Who should have access to the field**
- In the field Team/User you select your Team
- Keep the attribute 'Write'
- Click **ADD**
- Click **ADD**
- Click **Save**

Workspace

Insert new stage in logical flow – Do it to Done

- Click the pencil (Stage details) in the stage 'Request'
- Click > Departures to
- Click the  (Add new)
- In the Name field you enter the text "Request to Done"
- In the field To you select "Done".
- Click **ADD**
- Click **Save**
- Click **SAVE AS DRAFT**
- Click **SAVE & PUBLISH**

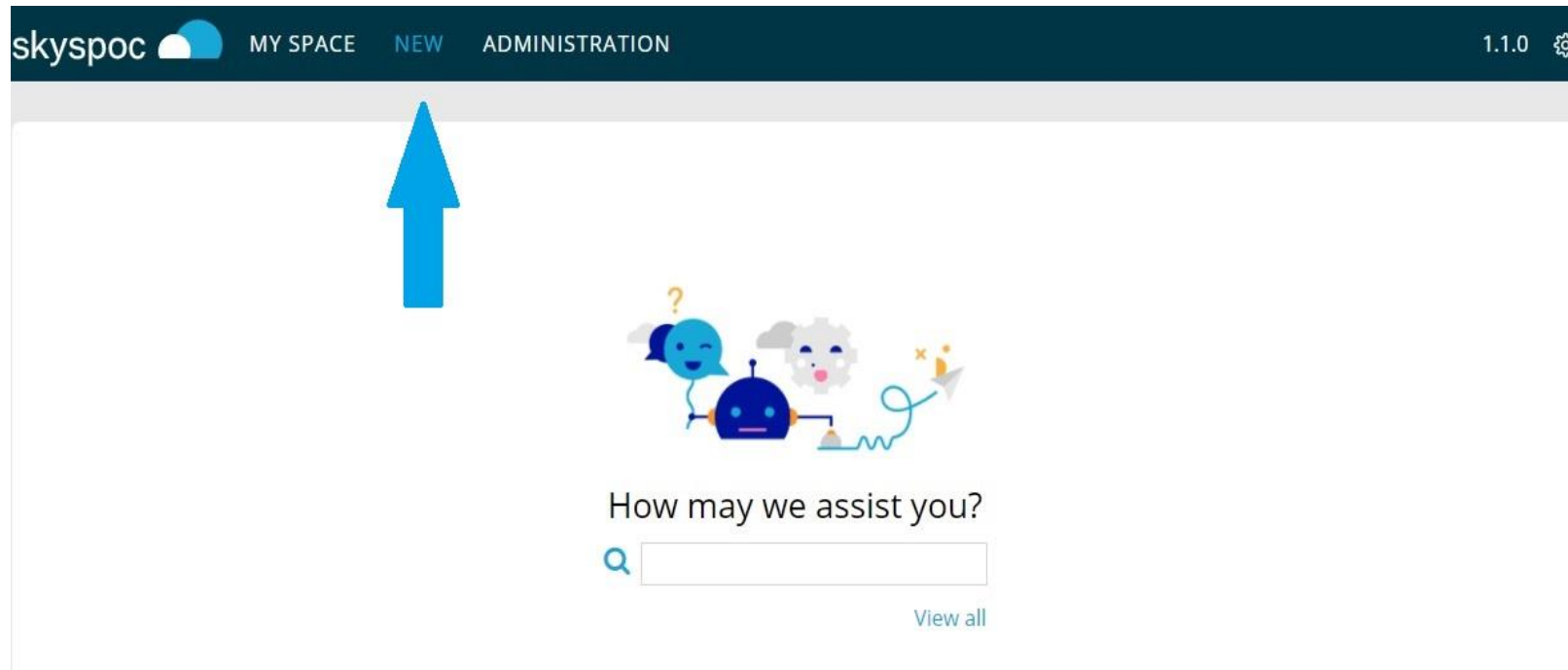
Workspace

Workspace Ready

Workspace Ready

You may test your new workspace as an Administrator, which is your current profile.

Submit a new document, by choosing **NEW** in the Home Page:



- Click [View All](#)
- Select your
(only)
Workspace
- Click **NEW**

Workspace Ready

You need only to enter Name

Then you may **SUBMIT**

Your first document is created!