ET-ITSM

BY FUA · STATE-OF-THE-ART IT SERVICE MANAGEMENT

Modern IT service management, built for Ethiopian government.

Incidents, requests, problems, changes, assets and knowledge — one fast platform in your language, priced in birr, hosted in Ethiopia. Everything an IT service desk needs, with no modules to buy and no add-ons to license.

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LANGUAGES INCL. አማርኛ	ADDIS SUB-CITIES READY	ALIGNED PRACTICES	SLA CLOCKS, EAT CALENDAR	SERVER IS ALL IT TAKES

EVERYTHING A SERVICE DESK NEEDS

Service desk
Incidents and requests with Impact × Urgency priorities, watch lists, attachments, bulk actions, canned responses and a full audit trail.

Employee portal
Self-service home with a request catalog, popular articles and live deflection that solves issues before a ticket exists.

SLA engine
Response and resolution targets on your business-hours calendar, breach detection, escalation and honest on-hold pausing.

Requests & approvals
Admin-designed request forms per catalog item, with an approval gate that pauses the SLA until a decision is made.

Problems & changes
Root-cause records, known errors, change requests with risk, schedule, planning fields and admin approval.

Asset registry (CMDB)
Computers, printers and network gear with locations, relationships, linked tickets and changes, plus CSV import.

Knowledge base
Full-text search in five languages, suggest-while-typing on every form, article-to-ticket attachment for agents.

Reporting & CSAT
Volumes, SLA compliance, workload, weekly trends and citizen satisfaction — every table exportable to CSV.

Integrations & API
Monitoring alerts become tickets (Zabbix, Alertmanager), email-to-ticket, Telegram bot, signed webhooks, REST API.

Security & compliance
Per-user two-factor policy, platform-wide audit trail with IPs, access reviews, retention controls — Proclamation 1321/2024 aware.

Governance roles
Admin, agent, requester — plus read-only auditor and SLA-manager roles, enforced in the database, not just menus.

Sub-city tenancy
Admins decide which sub-cities each agent sees; visibility is enforced in SQL. Ready for Sheger and the regions.

Built for Ethiopia, not adapted to it

- Priced in birr — no forex approvals, no dollar subscriptions, no per-agent surprises
- SLA clocks on East Africa Time and your own working calendar
- Public-sector workflows: approvals, audit trails, access reviews out of the box
- Hosted in-country — your data stays in Ethiopia, on your servers or ours
- Amharic, Afaan Oromoo, Somali and Tigrinya built in — every screen, every button
- Nightly verified backups and a superadmin health console included

HEAD TO HEAD

ET-ITSM vs the Microsoft ITSM stack

Microsoft does not ship a single ITSM product: teams assemble System Center Service Manager or Dynamics 365 Customer Service, plus Power BI, Azure Monitor and partner add-ons. Here is how ET-ITSM compares on what an Ethiopian public-sector service desk actually needs.

CAPABILITY	ET-ITSM	MICROSOFT STACK (SCSM / DYNAMICS 365)
Incident & request management	✓ Included, with Impact × Urgency matrix	✓ Included
Service catalog with custom forms & approvals	✓ Included	◐ Requires Power Apps / portal add-ons
SLA engine on local business calendar	✓ East Africa Time, Ethiopian working days	◐ Configurable with effort
Problem & change management	✓ Included, with planning fields & approvals	✓ SCSM yes; Dynamics needs customization
CMDB / asset registry	✓ Included, CSV import	◐ SCSM yes; heavy infrastructure
Knowledge base with deflection	✓ Full-text in 5 languages, live deflection	◐ English-centric; deflection via add-ons
Ethiopian languages (አማርኛ, Afaan Oromoo, Soomaali, ትግርኛ)	✓ Built into every screen	✗ Not available
Pricing in birr	✓ Local pricing, no forex	✗ USD licensing + CALs / per-user subscriptions
Data hosted in Ethiopia	✓ In-country by default	◐ Cloud regions abroad; on-prem = heavy footprint
Deployment footprint	✓ One binary, one server, PostgreSQL	✗ Multiple servers / SQL Server / cloud tenancy
Monitoring & email-to-ticket integration	✓ Zabbix, Alertmanager, IMAP included	◐ Via Azure Monitor / connectors, licensed separately
Telegram notifications & bot	✓ Included — Ethiopia's channel of choice	✗ Not offered
Audit trail, 2FA policy, granular roles	✓ Included, Proclamation 1321/2024 aware	✓ Via Entra ID / Purview, licensed separately
Reporting, CSAT & CSV export	✓ Included	◐ Power BI licenses typically required
REST API & signed webhooks	✓ Included	✓ Included
Total cost of ownership for a sub-city desk	✓ One affordable birr subscription	✗ Licenses + infrastructure + integration partners

✓ included ◐ possible with add-ons, licenses or significant configuration ✗ not available

See it working in two minutes

Live demo, in your language, on Ethiopian infrastructure.

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