



# InfraDesk – ITIL SaaS Service Desk

## Features & Functions

### Introduction

InfraDesk is a comprehensive, web based help desk software that encompasses numerous features found across all ticket types and workflow processes. These features were incorporated into the InfraDesk ITIL SaaS Service Desk with IT Professionals like you in mind and are delivered out-of-the-box upon implementation.

### Application Modules

InfraDesk comes with out of the box ITIL based Service Desk modules and workflow processes. Incident, Problem, Change, Task, Knowledge and Configuration Management Modules are provided as part of the suite.

#### Incident Management

InfraDesk includes an ITIL-based Incident Management module, with pre-packaged workflows, which will allow identifying, registering, prioritizing, categorizing and tracking Incidents reported to your Service Desk. The Incident Management module provides the ability to effectively manage the entire lifecycle of an Incident from detection through to closure.

The Incident Management module provides the ability to configure Incident Models (pre-defined steps to handle certain Incidents) which will help to ensure standard Incidents are handled as expected and within the defined timeframes.

Incidents may be generated manually by the Service Desk staff or automatically via email, online or third party monitoring solutions.

Incident & Knowledge Management modules are tightly integrated to provide knowledge driven support and help technicians solve cases rapidly and more intelligently. This also leads to significant increase in first contact resolution and time to resolution.

#### Problem Management

InfraDesk includes an ITIL-based Problem Management module to assist in identifying the underlying cause of service issues and effectively implement corrective action to prevent recurrences and eliminate the impact of these issues on the business.

Problem Management includes the Global Issue feature enabling Analysts to relate multiple Incidents to one Problem, thereby, ensuring the efficiency of your staff as they try to resolve these issues. The Global Issue feature also includes the workflow necessary to close all related Incidents and send out the appropriate notifications.

#### Change Management

InfraDesk includes an ITIL-based Change Module that allows your Help Desk to evaluate, prioritize, plan, test, document, and implement change requests throughout the organization. This module ensures that standardized procedures are used for highly efficient, rapid processing of changes enabling beneficial changes to be made with minimal disruption to IT Services.



Approvals based on the classification of tickets and Configuration Items related to the change request ensure the corresponding personnel are notified and can prepare the change in a way that benefits the user community. Additionally, sequential approvals are supported to make it possible for participants to interact in a dynamic and flexible manner.

Change Calendars within InfraDesk allow the Change Advisory Board to maintain full visibility of all changes populated within the application at a high level and resolve conflicts between scheduled changes as required.

### **Request Management**

InfraDesk's Request Management module enables users to submit requests and report issues via email or online. These include requests for information, advice, standard changes or access to a service.

InfraDesk provides the ability to configure ticket templates or Request Catalog items, to handle user requests that are repeatable in nature within your environment. Quick Tickets enable the creation of pre-populated tickets allowing the Service Desk staff to increase productivity and efficiency during resolution of these requests. This feature leverages standard fields as well as custom ones specific to the organization to ensure all relevant data elements are captured. This simplifies the input process for the end-user while providing a satisfactory experience throughout the process.

InfraDesk affords the ability to auto-route all tickets to the appropriate group or technician based on a combination of the requester's info, ticket info and time of creation. The innovative workflow engine built into the application enables Service Desk staff to configure the routing for any situation.

### **Knowledge Management**

InfraDesk's Knowledge Management Module improves the quality of decision making, made by staff and management, by ensuring that reliable and safe information is available to resolve service issues.

Knowledge base articles can be queried from tickets, or the Global Search function, to resolve issues or conflicts in addition to providing a resource for FAQs, How-to procedures, run books, etc. Role based permissions consistently ensure the correct solution is available to the appropriate person.

### **Configuration Management**

The CMDB within InfraDesk is considered the cornerstone of IT Service Support, providing a centralized view of IT data that is essential to delivering consistent, reliable, effective, and efficient service to your business customers.

InfraDesk's configuration management database (CMDB) provides a common repository for IT configuration items (CI), their attributes and relationships while representing the authorized configuration of the significant components of your IT environment. The database holds the relationships between all system components including incidents, problems, known errors, changes and releases.

Relationship graphs provide an effective visual representation of the CIs and the different relationships between the Configuration Items such as Network, Power and Services among others.

### **SLA Management**

InfraDesk provides the ability to define service targets and thresholds to effectively manage service level objectives and ensure the highest level of customer satisfaction is achieved. InfraDesk helps track compliance using automatic escalation and assignment rules based on violation of pre-defined thresholds.



## Common Features

Each of the following features detailed are found across all ticket types and workflow processes.

### Action Based Workflow Engine

InfraDesk's unique Action based workflow engine ensures consistency and accuracy throughout your business processes. These do not require any programming skills and new workflow may be made available to your users immediately.

### Attachments

Users have the ability to attach files to tickets through email as well as the online interface. Global Attachment is an additional key feature that allows attachments to be marked as common allowing them to be attached to other tickets as well.

### Auto Routing

Configure dynamic and flexible business rules to route incoming requests to the designated group or person for maximum efficiency and quicker resolution. These rules can be configured based on ticket content, day of the week, time of the day, holidays, and many other available options.

### Categorization

InfraDesk offers out of the box categorization levels for enhanced classification. This leads to efficient routing and, ultimately, trends and metrics reporting. InfraDesk provides up to 4 levels of classification for tickets and configuration items.

### Communication Management

Standardize all communications from Service Desk using Communication Templates. In addition, bi-directional email enables users to create and update tickets in InfraDesk allowing professional and consistent messaging across the organization.

### Custom Fields

Administrators have the ability to define custom fields on tickets based on its classification and made available to end users and Analysts. These custom fields can also be leveraged in the workflow engine to provide and manage data that is vital to the organization.

### Customer Surveys

Measure your user satisfaction with customized Customer Surveys. InfraDesk allows the capability to configure the transmittal at specific periods of interval such as number of days or number of tickets between surveys.

### Dashboard and Reporting

Make business decisions, measure trends and manage services using Dashboards and Reporting. Dashboards provide a snapshot of the state of the Service Desk such as ticket volume, ticket aging, and Service Level violations. Role-based Dashboards provide users with a graphical interface to business information allowing them to make key decisions based on that data.



## Self-Service Portal

The Self-Service Portal provides end-users with the ability to log requests and track progress in real-time. The Portal also allows the end user to search the knowledge base for solutions and self-help guides to resolve their issue(s).

## Service Catalog

InfraDesk's Service Catalog provides the ability to create a catalog of common requests for IT and non-IT services. Similar to other modules within InfraDesk, permissions are based on user, group and role to help the end user see only those catalog items that are relevant.

## Single Sign-On (Optional)

InfraDesk enables integration with Active Directory to provide single sign-on capability. This feature allows end users to seamlessly login to InfraDesk without entering login details.

## Task Management

InfraDesk provides the ability to create or delegate tasks from change, incident and problem tickets to alternative support staff for specialized activities. Such Tasks or work orders can be leveraged to accomplish standard repeatable activities such as New User Setup or Desktop Provisioning in a timely and cost efficient fashion. Grouping of tasks and intelligent workflow capabilities with Task Flows offer a world of opportunities to complete activities in a sequential or parallel fashion.

## Ticket Activity Audit

All important milestones such as actions, communications, and work log entries are available on the ticket itself in chronological order. This ensures the ability to audit at all levels for each ticket with the associated history and audit trails.

## Ticket Scheduling

Empower the Service Desk to to automatically create and assign tickets at periodic intervals for standard repeatable activities such as security audits, password renewals, compliance tasks, month end and year end reporting activities, etc.

## Time Tracking

InfraDesk allows tracking of time spent for individual actions as well as the total time spent for every ticket. Time Tracking enables organizations to predict and focus upon areas which may require additional assistance or personnel in direct correlation with long term IT resource planning.

## Time Zone Support

Complete global time zone support allowing users in different parts of the world to see the application in their local time.

## Integration

InfraDesk enables integration through the following integration engines which provide the ability to carry out a multitude of activities to exchange data with InfraDesk:

- XML Integration Engine
- Bulk data upload
- Bi-directional Email Engine