



# Feature List of SMART Service Desk

## Detailed Features List



**Internet Information Technologies**

## General System Functionality

- ✦ Totally Web-Based user and support staff interface.
- ✦ Supports all major ITIL Modules.
- ✦ Supports External Customers and Internal Employees
- ✦ Supports Multiple Languages (English / French /Arabic) & Gregorian / Hijri Calenders.
- ✦ User Personalization for (Fonts & Themes)
- ✦ Go Live for standard package from day 1.
- ✦ System Supports multiple access levels, and has ability to support many Roles : like Employee, Employee Manager, Service Desk Call Taker, Service Desk Manager, Support Staff, Support Staff, Manager, Customer & Administrator.
- ✦ Control access of service desk application functionality utilizing structure of role/user
- ✦ Multiple attachments can be added to tickets in all major functional areas, attachment sizes as required
- ✦ Can create new Tasks/Work orders from within an incidents/service requests.
- ✦ Has Ability to provide Self Service through a Service.
- ✦ Service Desk supports direct visibility into business problems.
- ✦ Supports Workflow Queues
- ✦ Can record time spend on activities, tasks, incidents/service requests.
- ✦ Field Level Security for Data
- ✦ Can record Service Cost for each incident/service request.
- ✦ Provides a secure historical audit log of all actions.
- ✦ Service Level Agreements can be defined, monitored for compliance, and tracked for performance.
- ✦ Email Distribution lists can be created to notify users and groups about an event.
- ✦ Adding Fields to Screen at Run-time
- ✦ Executive dashboard with drill down capability.
- ✦ Custom surveys can be automatically sent to users after issues are resolved.
- ✦ Can hide fields for specific users using security management.
- ✦ Scalable Solution and supports multi-tenancy.
- ✦ Supports Customization
- ✦ Supports ITIL V3, ISO 9001 and ISO 20000 Standards
- ✦ Ability to provide access to incident, service requests, contracts via mobile phones on specific platforms.

## ***Integration Options***

- ✦ System synchronizes with MS Active Directory for user login and single sign on
- ✦ System has ability to integrate with Microsoft's Operations Manager.
- ✦ System has ability to integrate with Microsoft's System Center Configuration Manager
- ✦ System has ability to Integrate with IP-PBX Telephone and Interactive Voice Response (IVR) Call Center systems.
- ✦ Auto ticket creation from outside Applications / Interfaces
- ✦ Email Integration
- ✦ Fax Integration

## ***Self – Service Features***

- ✦ End Users (Employees / Customers) can do the following :
- ✦ Create requests for Incidents, Service Requests and Change Requests
- ✦ Check the status of Incidents or requests tickets in a dashboard.
- ✦ Add notes or comments to a request at any time until it is closed.
- ✦ Attach documents to an Incident or service request.
- ✦ Search a knowledge base for solutions and has Search capability by multiple criteria including topic, keyword, ticket number, and combinations of data fields
- ✦ View News, FAQ's and System Outages Information.
- ✦ Respond to published Surveys as part of Continual Service Improvement.
- ✦ Users can request parts from service catalog
- ✦ Users can create a Quality Non Conformance Ticket

## ***Generation of tickets from Email & Websites***

- ✦ Has ability to convert email send to support department into an incident ticket.
- ✦ Provides guest URL, which allows visitors to access application, for opening service request tickets without logging into the system.
- ✦ Confirmation of request receipt is automatically emailed back to the sender with relevant information included.

## ***Incident Management – Key Features***

- ✦ Allows creation, modification and closure of Incident records.
- ✦ Provides ability to input free text & attach multiple files for the recording of Incident descriptions and resolution activities.
- ✦ Automates the rapid classification and recording of Incidents using templates.
- ✦ Assign priority, business impact, and urgency indicators to Incident records.
- ✦ Provides Incident Pattern Matching Technology that expedites service restoration by automatically finding similar incidents with solutions, identify repeat incidents that allude to presence of systemic problem, identify related known error records & related knowledge articles
- ✦ Supports the automated routing (alerting) of Incidents to selected support staff or groups.
- ✦ Customizable thresholds for automated escalation.
- ✦ Support cloning of Incidents.
- ✦ Allows grouping of duplicate / similar incidents using parent child relationship.
- ✦ Create new Tasks / Work orders from within an incident.
- ✦ Record time spend on activities, tasks & incidents.
- ✦ Record Service Cost for each incident.
- ✦ Provides management reports from historical Incident records.
- ✦ Facilitates the analysis of Incident and call data to identify trends.
- ✦ Able to generate reports on outstanding (unresolved – open and overdue) Incidents.
- ✦ Allows closure of Incidents by utilizing customizable Incident closure codes.
- ✦ Provides simple and advanced search capabilities in all langauges like (English, French, German, Spanish & Arabic)
- ✦ Tool facilitates the closure of all Incidents when the associated Problem or Known Error is resolved.
- ✦ Facilitates secure and controlled access to the Configuration Management Database to navigate, modify and extract Configuration Items & Incident related information.
- ✦ Allows Incident Management to notify and assign high priority Incidents to multiple associates (Support Groups).
- ✦ Provides Interface that allows users to check the status of requests, frequently asked questions or view outage information.
- ✦ Facilitates the automatic escalation of unresolved Incidents as per pre-defined time intervals.
- ✦ Facilitate the use of knowledge base & support check lists for Incident diagnosis and Resolution.
- ✦ Can Change SLA/Priority of and Incident at any given time
- ✦ Can Promote an Incident as a Problem

## ***Problem Management – Key Features***

- ✦ Facilitates the creation, modification, and closure of Problem records.
- ✦ Provides the ability to distinguish between a Problem and Known Error.
- ✦ Route and assign Problem records to pre-defined support staff or groups.
- ✦ Allows Impact and urgency codes to be assigned to Problem records.
- ✦ Facilitates progress tracking and monitoring of Problems.
- ✦ Escalates Problems after pre-defined thresholds of SLA's have been Breached.
- ✦ Facilitates the generation of customizable management reports for trend analysis.
- ✦ Facilitates the association and maintenance of the relationships between Incidents, Known Error records and RFCs.
- ✦ When a Change has been successfully implemented the closure of all linked Known Error / Problem records is automatically initiated.
- ✦ Allows linkage of Configuration Items in CMDB to Problem Records.

## ***Service Request Management Key Features***

- ✦ Service request can be opened by a user or a service desk call taker using Shared Service Catalog.
- ✦ Multi-level Service Approvals - Workflow
- ✦ Integration with Service Level Management to track and ensure compliance with service level agreements (SLAs).
- ✦ Configurable workflow for routing work assignments as per pre-defined business rules.
- ✦ Automatic Multi-level escalation via Email / SMS based on business rules.
- ✦ Automated action taken by the system based on rules, such as change a status after a specified time period.
- ✦ Work Orders or Tasks can be created and assigned for fulfilling a service Request.
- ✦ Activity Notes can be placed in a service requests.
- ✦ Users can request parts and Support Staff and Issue parts with online tracking
- ✦ Ability to charge back users or department for Services Provided

## ***Change & Release Management Key Features***

- ✦ Facilitate the recording and storage of Request For Change ( RFC ).
- ✦ Allows only authorized personnel to submit RFCs.
- ✦ Supports Routing of RFCs to the appropriate authorization bodies like Change Advisory Board (CAB).
- ✦ Supports monitoring and tracking of the life cycle of a Change request. For example, tracking a change through the different stages of authorization, coordination, and review.
- ✦ Ability to approve or reject Changes online.
- ✦ Ability to record Risks associated with Change
- ✦ Allows recording of impact assessment information such as, embedding of attachments Related to financial/business/technical reviews.
- ✦ Provide a interface for planning and scheduling of all tasks and personnel associated with change
- ✦ Supports recording of Change schedules for build, testing, and implementation.
- ✦ Record back-out procedures within the Change record.
- ✦ Supports the planning, management and successful rollout of approved changes using Release management.
- ✦ Supports the patching of all windows operating systems and core Microsoft products like Office and IE

## ***System Asset & Configuration Management Key Features***

- ✦ Ability to discover, verify, record, and control all Configuration Items (CIs) through their entire lifecycle
- ✦ Complete built in asset & configuration management tool set.
- ✦ Tracks all important CI Technical Attributes like Processor info, haddisks & RAM capacity.
- ✦ Track CI General Attributes like Asset ID, Asset Name, Asset Type, Location, Department, User, Make/Model, Category, Component of, Serial Number, version, Vendor Parties, etc. )
- ✦ Tracks all important software information such as applications installed, service packs,updates ...etc for each asset.
- ✦ Track supplier and manufacturer profiles for each asset.
- ✦ Dash board view available to view all tickets for a given asset.
- ✦ Assets can be assigned to any owner in their lifecycle, with historical tracking of ownership.
- ✦ Supports Software Licensing Metering & Compliance.

- ✦ Ability to Record License and contract information CI attributes such as Contract Agreement #, Contract Type, Service Type, Coverage Type, Vendor SLA, Coverage, Trans/Start/End Dates, Duration, Payment Period/Month/Year, Period/Annual Cos
- ✦ Track & record Software Backups information.
- ✦ Supports all contracts information and with email alerts before contract expiration.
- ✦ Integrated Remote Assistance with Audio Talk and Text Chat Option
- ✦ Supports Management of General Non-IT Assets

## ***Parts Management Key Features***

- ✦ Manage complete life cycle of parts
- ✦ Users can request parts via service request parts
- ✦ Support Staff can release the inventory of requested parts
- ✦ Multiple Store Support
- ✦ Complete Purchase Order Functionality
- ✦ Multi Currency Support
- ✦ Automatic Alert Notifications
- ✦ Alerts can be raised if inventory falls below safety stock or re-order point
- ✦ Ability to support barcode Tracking Support
- ✦ Handheld devices custom integration possible for Inventory Cycle Counting
- ✦ Approval Work Flow

## ***Contracts Management Key Features***

- ✦ Manage any type of contracts, hardware annual maintenance agreements, software license agreements, patent, material transfer agreement, intellectual property agreement.
- ✦ Contract Managers, IT Managers, Project Managers, and key decision makers can access contract data from any web-browser.
- ✦ Link and Associate related Contracts together.
- ✦ Centralize and track Contracts according to your standard codes, categories, departments, locations, and more.

- ✦ Track contract costs and pricing information.
- ✦ Used to help meet contract compliance, audits, and governance, such as Sarbanes Oxley (SOX), ISO, ITIL and State and Federal Regulations.
- ✦ Has Ability to Import/Export data and integrate with common ODBC compliant databases and third party systems
- ✦ Provides e-mail notifications for contracts, tasks, milestones, action items, and payments.
- ✦ Track payments and payment notifications.
- ✦ Tracks Vendors & 3rd Party Contacts Information.
- ✦ Supports Vendor Login to request new contracts review notes, and upload documents.
- ✦ Track unlimited notes/comments.
- ✦ Ability to have separate fields based on contract type
- ✦ Ability to support, search on any field via ad-hoc searching, search results can be exported to Excel /PDF and other formats
- ✦ Ability to create reports with standard Report Builder
- ✦ Help System with Online user manuals, demos and video tutorials.
- ✦ Ability to link or copy contracts with a click of the mouse and link to previous versions to retain history
- ✦ Supports workflow engine for online approvals & escalations.
- ✦ Ability to support Calendaring integrated with contract notifications; exporting of Calendar to MS Outlook and of i-Calendaring systems
- ✦ Ability to provide access to contracts via mobile phones on specific platforms.

## ***Service Level Management Key Features***

- ✦ Ability to define and manage services with Availability Info
- ✦ Define multiple support centers, business working hours & holidays.
- ✦ Activities are adjusted based on operating hours, accounting for nights, weekends, & Holidays.
- ✦ Defines individual milestones; system initiates notification & escalation upon breach of SLA's.
- ✦ Unavailability of a technician will automatically re-assign incidents, problems and service requests by sending an email/sms alert to the alternate technician
- ✦ Supports Escalation notification through multiple means including e-mail & sms phone text
- ✦ Ability for Application Administrator to configure escalation notification process
- ✦ Allows you to publish your own Service Catalog for (IT/HR/Administrative/Financial) Services.

## **Availability Management**

- ✦ Ability to record availability metrics (downtimes)
- ✦ Workflow process to monitor all Servers and Network Devices and proactively notify managers / support staff of upon non - availability

## **Financial Management**

- ✦ Supports Budgets and Investments in a specific products, services & parts
- ✦ Track actual purchases against budgets for investment and capex assets
- ✦ Track Equipment costs
- ✦ Ability to Integrate with Financial Fixed Assets Modules of Major ERPs, such as SAP, Oracle e-business site, Infor & Microsoft Dynamics AX
- ✦ Track Maintenance o Reward employees for creativity and contributions charges by supplier
- ✦ Charge back service requests to departments/business units
- ✦ Integrated with SMART Contracts Management to track vendor payments

## **Knowledge Base**

- ✦ Technicians can publish solutions to a knowledge base.
- ✦ File attachments and links can be added, such as screenshots, internally stored documents, and internet-based information.
- ✦ Items in knowledge base can be marked as FAQ's / Checklists.
- ✦ Can Convert Incident/Problem Resolution into a Knowledge base article
- ✦ Can have separate Knowledge based for Technical Staff

## **Quality Management System** *\*From SMART QMS Integrated Modules*

- ✦ Track and record Non-Conformances with closed loop approach to corrective and preventive actions.
- ✦ Deploy industry standard quality management methodologies such like ISO 9001:2008, AS9100 and TS 16949.
- ✦ Manage quality policies and procedures in centralized repository.
- ✦ Audits Management – Plan and routinely schedule audits to improve your quality systems.
- ✦ Track nonconformance of suppliers and collaboratively resolve issues via web access.

## ***Survey Management Key Features***

- ✦ Allows Delivery of Survey Invitations when an Incident or Service Request is closed.
- ✦ Manual Delivery of Surveys to Selected Audience.
- ✦ Create Multiple Different Survey Types.
- ✦ *Unlimited User Defined Fields for Survey Questions : Drop-down, Radio Button, Checkbox, or Text Box Fields, Required or Optional Survey Questions, Required or Optional "Additional Information" Text Boxes*
- ✦ Survey Invitations can be send via Email.
- ✦ Allows Customizable Email Invitations & "Thank You" Verbiage.
- ✦ Provides Analysis in form of Graphical Survey Results.

## ***Ideas & Initiatives Management - Integrated with SMART Idea & Initiative Management***

- ✦ Track new ideas & Initiatives for continual service improvement
- ✦ Get online approvals and evaluate ideas with a score
- ✦ Reward employees for creativity and contributions

## ***Reporting Key Features***

- ✦ More than 150 pre-defined or canned reports in System
- ✦ All reports Supported in Multiple Lanagues like English, French & Arabic
- ✦ Ability to make custom reports, without need for buying expensive reporting software's.
- ✦ Reports can be exported as .csv, .xls, XML, TIFF, web archive and .pdf Formats.

## ***Support Options***

- ✦ Supports both SAAS & Installed Options
- ✦ Remote & Onsite Technical support is available for installation and configuration.
- ✦ Separate documentation manuals & computer based / video training is available online within the application.

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or contact nearest reseller in your region*