

service desk for support management

01

introduction

The organizations depend more and more on the Information Technologies to reach their corporate goals. The mission of the department of IT is to offer reliable services, of high quality and at an acceptable cost, so it needs to incorporate in a systematic way the **best practices** of the market for the continuous optimization of their processes.

ProactivaNET® Service Desk facilitates the management of the incidents, from the initial registration until its closing, incorporating international standards of best practices like ITIL¹.

ProactivaNET® Service Desk can be integrated with **ProactivaNET® Inventory**, specialized in the audit, inventory and administration of networks of PCs, both creating a basic tool for the optimization of any IT service.

02

why a tool of incidents management?

All the IT departments solve hardware or software failures and other service requests such as new logins, information requests, passwords changes....If all this work of daily support is not systematized, there is a high dependency of the ability of each technician and all the knowledge dedicated to solve past incidents is not reused.

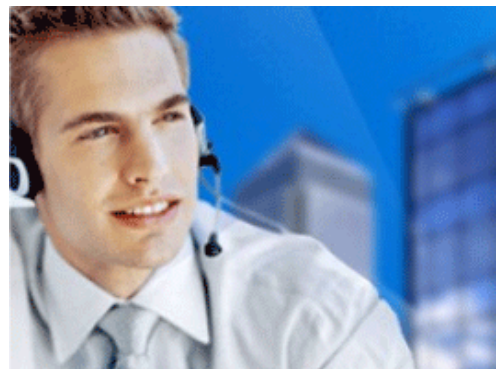
The use of a tool of Incidents Management has three basic objectives:

- Minimize the periods of out of service.
- Register the relevant information of all the incidents.
- Incorporate the best practices of the market systematically

The benefits of an effective Incidents Management are:

- Reduction of the impact of incidents in the organization.
- More efficient use of human resources.
- Users more satisfied.
- Greater visibility of the work performed.

*The **ITIL™**¹ methodology (Information Technology Infrastructure Library) is a collection of the best practices observed in the IT sector which has become a standard “de facto”. ITIL describes the processes of Services Management of IT and it can be customized to any IT department.*



***Incidents management** is one of the most important processes defined by **ITIL**. The purpose of this process is to reestablish the normal work of the service as soon as possible and with the **least impact in the business activity**.*

***Incident** is any event not part of the standard operation of a service, which causes, or may cause an interruption, or a reduction of the quality of the service.*

¹ ITIL is a registered mark of CCTA/OGC.

how ProactivaNET® service desk can help you in the incidents resolution?

ProactivaNET® Service Desk is a tool for those organizations which would like to incorporate the best practices in the incidents management. With **ProactivaNET® Service Desk** you can:

- **Define** the Levels of Service SLAs.
- **Register** the incident: who informs about the problem, symptoms, involved equipment, etc.
- **Classify** the incident and assign the work to be done to a support group or a technician.
- **Investigate** the cause of the incident and compare it with other similar incidents.
- **Look up** the **Knowledge Base**.
- **Document the solution**, attach files with related information and close the incident.
- **Automatically communicate** to the user the status of his/her request via e-mail and/or support portal
- **Create reports**, which helps to know what is happening and to improve the process.

Specific characteristics of this product

ProactivaNET® Service Desk contains other specific characteristics, which makes it unique in its class:

- **Totally customizable**, categories, types, priorities, etc. You can even enable / disable advanced options to adapt it to the specific maturity moment of your organization.
- **Integrated with ProactivaNET® Inventory**, you will have access to the configuration of the involved elements in an instantaneous way.
- **Support portal** (included) for the users, so they can query their incidents and create new ones.
- **Total connectivity**, its **SQL database** can be integrated with any management system. All the information can be **exported** directly to **MS Excel**.

The initial panel allows a quick view of the status of the incidents, organizing the outstanding work by priorities

The incidents form allows accessing all the relevant information to help you to solve quickly the incident.

Fecha	Descripción	Compa.	Tec.	2ª línea	Localizado por
02/02/2006 17:38	Creación de la incidencia				Cabo, Margarta
02/02/2006 17:43	Incidencia escalada a 2ª línea	Desarrollo PAWS			Cabo, Margarta
02/02/2006 17:46	Envío solución desde 2ª línea				Cabo, Margarta
02/02/2006 18:15	Incidencia escalada a 2ª línea	Desarrollo PAWS			Cabo, Margarta
02/02/2006 18:16	Envío solución desde 2ª línea				Cabo, Margarta

More information: www.proactivanet.com



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Espiral MS is certified by AENOR for the design and development of web applications for systems management.

Our products satisfy the Capability Maturity Model Integrated (CMMI®) Level 2 as certified by the European Software Institute.

Espiral MS applies the best practice for IT Service Management and has support staff qualified as ITIL.