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Product Datasheet

HELPDESK (ITSM)

In the real-world, typically you can walk up to the support person and ask questions, then wait for the answers to be resolved, but in the virtual world Helpdesk is a lot different.

InfraKnit Helpdesk *consists of many channels of communication that allow people to raise a support request and get it answered in very less time. Our helpdesk is an essential function in an organization that is required to resolve requests, issues, or complaints promptly. Our product is equipped with ITIL Compliant System, CMDB, Workflow, Rule Engine, SLA, Attribute & Entity Management and many more features, all integrated and bundled on the same platform.*
The goal is to improve customer experience and customer satisfaction.
InfraKnit Helpdesk *can be positioned as-*

- ***IT Helpdesk*** *- Manage organization IT support function. Save your agents time and enable them to provide the highest level of customer service and satisfaction.*
- ***Infrastructure Helpdesk*** *- Manage functions like onboarding, offboarding, record, register, reconcile, analyze, and forecast consumptions.*
- ***Facilities Helpdesk*** *- Manage support services related to locations, building and equipment's, or Input Output Attributes.*
- ***Customer Support Helpdesk*** *- Answer & Resolve customer requests.*
- ***Business Operations Helpdesk*** *- Manage operations of any business unit, e.g., logistics, marketing, and maintenance operations, small or big.*
- ***Vendor and Partner Support Helpdesk*** *- Manage communication with vendors and suppliers.*

Before connecting to us, please self-answer few questions to precisely get the desired solution:

- *What are the main incoming channels you would receive support tickets?*
- *Would end users require a self-service portal to submit and view the status of their tickets?*
- *How many team members in your organization would need access to the help desk system as an agent?*
- *Would your team need to access the portal using smartphones or mobile device?*
- *How would you organize the various type of tickets you receive?*
- *What reports or metrics would you like to see?*
- *What level of SLA and Escalations you would like to manage?*
- *How you want to scale up in future without disturbing the running processes?*

HELPDESK

InfraKnit®
We make technology accessible!

Primary Elements for Helpdesk-

1. ***Helpdesk*** *– Full-fledged Helpdesk system with ITIL compliance processes.*
2. ****CMDB*** *- Centralized database for seamless and integrated access to monitored and managed elements.*
3. ****SLA Management*** *– Create, Monitor, and Manage IT or NON-IT SLA on the same platform without shifting the consoles and processes.*
4. ****Asset & Inventory*** *– Manage up-to-date Asset & Inventory for your organization and visualizing the capacities in-terms of usage or wastage.*
5. ****IP Address Management (IPAM)*** *– IPv4 & IPv6 Management right on the Asset & Inventory module. Scan, Visualize and Realize the allocations.*
6. ****Workflow Designer*** *- Understand and Design the workflow for your department or organization according to your business processes and service requirements. Track the usage and manage requirements.*
7. ****Rule Engine & Action Triggers*** *– In-built Rule Engine and Action Trigger functions for extended feature building or 3rd party integrations.*
8. ****Compliance Audit*** *– Provide insights on Event Logs from various sources.*
9. ****Analytics on Operations & Maintenance*** *– Create, Design, Publish and Oversee the Infrastructure data elements on RDBMS or In-Memory Datastore. The Adaptors are prebuilt with IT, NON-IT and IoT integrations.*

Our Product Features are just not limited but includes everything you want at one place

a. Unified Dashboard with RBAC. Integrated OS, UI, Applications & Database.
b. LDAP/AD/AAA Integration
c. ITIL Compliant Helpdesk
d. CMDB
e. RDBMS or In-Memory Datastore
f. Ticketing
g. Incident Management
h. Problem Management
i. Change Management
j. Configuration Management
k. User Request Management
l. Contact Management
m. Organization Management
n. Knowledgebase Management
o. SLA Management
p. Workflow Management
q. Asset & Inventory
r. IP Address Management
s. Class Designer & Publisher
t. Symbol Designer & Publisher
u. Template Driven System
v. Interactive Charts & Graphs
w. Event Console with Notification Manager & Alerts Alarms
x. Long-term Data Archival & Maintenance with Audit Trails
y. Customization & Development Services for Modules, Forms, Business Processes, & Reports Designer
z. Professional Customization Services

Hardware or Virtual Host Specifications-

Recommended:

Intel Xeon 3.0Ghz Quad Processor, 32GB RAM, 1TB Storage, 1Gbps Network Interface.

* Optional Modules for Base Product. To be Purchased Separately.

HELPDESK

Helpdesk System with ITIL Compliance

1. Incident Management: Implement a process to log, categorize, prioritize, and resolve incidents efficiently to minimize disruption to services.
2. Problem Management: Identify and address the root causes of recurring incidents to prevent their recurrence.
3. Change Management: Implement standardized methods and procedures for efficient handling of changes to minimize the impact on services.
4. Service Request Management: Develop a structured process for users to request IT services and track their progress.
5. Service Level Management: Define and manage SLAs to ensure service quality and timely response to incidents and requests.
6. Knowledge Management: Establish a knowledge base to capture, store, and share information, enabling quick resolutions to common issues.

Daily Service Provision Management

1. Ticketing System: Utilize a robust ticketing system to manage and track service requests, incidents, and changes.
2. Performance Monitoring: Continuously monitor and analyze key performance metrics to ensure service levels are maintained.
3. Continuous Improvement: Implement processes for regular review and improvement of service provision activities.

Multi-Level, Multi-Team Support

1. Hierarchical Structure: Define support levels and teams based on expertise and responsibilities.
2. Collaboration Tools: Utilize communication and collaboration tools to facilitate effective communication between in-house and external teams.

Managing User Requests

1. Self-Service Portal: Provide users with a self-service portal for easy submission and tracking of requests.
2. Streamlined Request Handling: Develop workflows for efficient handling and escalation of user requests.

Relationship with Service Catalog

1. Service Catalog Alignment: Ensure that services offered in the catalog align with the helpdesk processes and are easily accessible.
2. Service Request Fulfillment: Ensure user requests correspond to services listed in the catalog for accurate fulfillment.

Basics for Notification

1. Automated Notifications: Set up automated notifications to keep users informed about the status of their requests or incidents.
2. Clear Communication Channels: Define communication channels and protocols for notifying users and support teams about critical incidents or changes.

CMDB - Configuration Management Database

1. Centralized Database: Establish a comprehensive CMDB to store information about IT assets, configurations, relationships, and their interdependencies.
2. Integration with Helpdesk: Integrate the CMDB with the helpdesk system to facilitate incident, problem, and change management processes.
3. Regular Updates: Ensure continuous updates and maintenance of the CMDB to reflect the current state of the IT environment accurately.

IP Address Management (IPAM)

1. IPv4 & IPv6 Management: Implement IPAM functionality within the Asset & Inventory module to handle both IPv4 and IPv6 addresses. Allow scanning, visualization, and allocation tracking.
2. Hierarchical Network Blocks: Define IP plans using hierarchical network blocks, enabling organized allocation and management of IP addresses.
3. Delegation of IP Blocks: Allow the delegation of IP blocks from parent to child organizations, ensuring efficient management and allocation within different divisions.
4. Subnet Management: Enable the management of subnets within predefined IP space consumption limits to ensure efficient utilization and avoid conflicts.
5. Attachment of IP Ranges: Allow the attachment of specific IP ranges to subnets for better organization and identification of address space usage.

SLA Management

1. Unified Platform: Implement a single platform for managing both IT and non-IT SLAs without the need to switch consoles or processes.
2. Service Level Requirements: Design IT services that meet customer Service Level Requirements, enhancing customer satisfaction and relationships.
3. Responsibilities: Clearly define roles and responsibilities within the SLA management framework for efficient service delivery.
4. Predefined SLAs: Offer predefined SLA templates for common services or define custom SLAs based on specific requirements.
5. Multiple Escalations: Set up multiple escalation levels within SLAs to ensure timely resolution of issues or requests.
6. Business Hour-Based SLAs: Enable SLAs based on multiple business hours to accurately reflect service availability and response times during various operational periods.

Asset & Inventory Management

1. Up-to-date Asset & Inventory: Maintain and manage an up-to-date inventory of assets within the organization, providing insights into usage and identifying areas of potential wastage.
2. Asset Inventory Categories: Manage various types of assets including computers, screens, printers, network equipment, devices, and phones, with detailed records for each category.
3. Detailed Asset Views: Provide comprehensive views of assets, including their connections, network ports, and relationships with other components within the infrastructure.
4. Historical Asset Modifications: Maintain a complete history of modifications made to each asset, allowing tracking of changes and facilitating auditing processes.
5. Installed Software Management: Record and manage installed software across assets, including versioning, licensing, and updates.
6. Operating System Management: Capture detailed information about operating systems installed on assets, including name, version, edition, kernel, licenses, etc., for efficient management and compliance.

Incident Management

1. Improved Incident Ownership: Streamline the ownership and management of incidents to ensure clear responsibility and accountability throughout the resolution process.
2. Availability of Management Information: Provide accessible management information related to incidents, allowing stakeholders to monitor trends, patterns, and performance metrics.
3. Custom Tags and Classifications: Enable the use of custom tags and classifications to categorize incidents based on various criteria, facilitating easier search and analysis.
4. Complete Ticket Life Cycle: Manage the entire life cycle of incident tickets, from creation to resolution and closure, ensuring proper documentation and traceability.
5. Multi-Level Workflow Automation: Implement automated workflows for incident handling, allowing for efficient routing, escalation, and resolution based on predefined rules and criteria.
6. Incident Life Cycle Management: Define and manage the incident life cycle stages, ensuring adherence to defined processes and facilitating continuous improvement.

Problem Management

1. Distinguishing Incidents from Problems: An incident is an event that disrupts the service and needs immediate resolution, while a problem focuses on identifying the root cause of recurring incidents or underlying issues.
2. Root Cause Identification: The primary goal of problem management is to identify the root cause behind recurring incidents to prevent their recurrence and improve service stability.
3. Long-term Reduction of Problems: Implement strategies and processes to ensure a long-term reduction in the number of problems and errors, thereby enhancing service reliability.
4. Integration with Incident & Change Management: Establish clear relationships and mapping between incidents, problems, and changes. Incidents may lead to problem investigations, and problem resolutions can result in change implementations to address root causes.
5. Change Management:
6. Change Lifecycle Management: Define and manage the complete life cycle of changes, from initiation through planning, approval, implementation, and review.
7. Dedicated Planning: Develop dedicated planning stages for changes, including assessing impacts, risks, resources, and required approvals.
8. Stage Change History: Maintain a history of changes at various stages of their life cycle, documenting decisions, approvals, and modifications made during the change process.
9. Release Lifecycle Management: For larger changes or releases, manage the entire release life cycle, ensuring smooth transitions and minimal disruption to services.
10. Dedicated Build & Test Stages: Establish dedicated stages for building and testing changes before implementation to ensure their reliability and mitigate risks.

Patch Management

1. ***Identification***: Regularly scan and identify vulnerabilities and missing patches in the software, operating systems, and applications used within the organization. This can be achieved through automated scanning tools or services.
2. ***Prioritization***: Assess the criticality and impact of each identified patch to prioritize deployment based on severity levels and potential risks to the system.
3. ***Testing***: Before deployment, test patches in a controlled environment (test lab or subset of systems) to ensure they don't cause adverse effects or conflicts with existing configurations or software.
4. ***Deployment***: Once patches are tested and verified, schedule and deploy them across the infrastructure. Use deployment tools or systems to push patches remotely to endpoints or utilize automated deployment mechanisms.
5. ***Monitoring and Reporting***: Continuously monitor the status of patch deployments, verify successful installations, and generate reports to track compliance and identify any failed updates or systems requiring attention.

Patch Management Effect:

1. ***Regular and Automated Scanning***: Implement regular scanning of systems to identify vulnerabilities and automate this process as much as possible.
2. ***Establish Patch Policies:*** Develop clear policies and procedures for patch management, including timelines for deployment, prioritization criteria, and escalation paths.
3. ***Centralized Management:*** Utilize centralized patch management tools or systems to streamline and manage the entire patching process from a single interface.
4. ***Segmentation and Phased Deployment:*** Deploy patches in phases, starting with critical systems or a subset of endpoints to mitigate risks and monitor the impact before a full-scale deployment.
5. ***Backup and Rollback Plans:*** Before applying patches, ensure proper backups are in place and have contingency plans or rollback strategies in case of patch failures or unforeseen issues.
6. ***User Awareness and Communication:*** Educate users about the importance of patching and communicate maintenance windows or any disruptions due to patch deployments.
7. ***Stay Up-to-date:*** Keep the patch management system itself up-to-date to benefit from the latest features and security improvements.

Importance of Patch Management:

Security Enhancement:

1. ***Vulnerability Mitigation:*** Patches address known security vulnerabilities in software, operating systems, and applications. Applying patches promptly helps prevent cyberattacks that exploit these vulnerabilities.

2. ***Protection Against Threats*:** Regular patching reduces the risk of malware, ransomware, viruses, and other cyber threats that target unpatched systems, thereby enhancing overall security posture.

System Stability and Reliability:

1. ***Bug Fixes*:** Patches often include fixes for bugs, glitches, and performance issues in software. Applying these patches enhances system stability and reliability by resolving known issues.

2. ***Optimized Performance:*** Patch updates can also improve the performance of applications and systems by refining functionality and addressing performance bottlenecks.

Compliance and Risk Management:

1. ***Regulatory Compliance:*** Many industries and organizations have compliance requirements that mandate keeping systems up-to-date with security patches. Patch management ensures compliance with these standards.

2. ***Risk Mitigation*:** Timely patching reduces the risk of data breaches, system failures, and business disruptions, minimizing potential financial and reputational risks associated with security incidents.

Protection of Sensitive Information:

1. ***Data Protection*:** Patch management helps safeguard sensitive data and confidential information stored or processed within systems by reducing vulnerabilities that could lead to data breaches.

Cost Savings and Efficiency:

1. ***Reduced Downtime*:** Proactively applying patches reduces the likelihood of system crashes, minimizing downtime and productivity losses caused by unexpected outages.

2. ***Avoidance of Remediation Costs*:** Addressing security incidents resulting from unpatched systems can be significantly more expensive than implementing routine patch updates.