

IFS assyst

**assyst ITSM
Modules Value**

Sami Musleh



Agenda

1 Self Service (Landing Page)

2 Incident Management

3 Change Management
(Enablement)

4 Configuration Management

5 Problem Management

6 Service Request Management

7 Service Level Management

8 Release & Deployment
Management

9 Knowledge Management

10 Workflow Management

Agenda Cont.

11 Survey

12 Reporting and Dashboard

13 KPI & Performance
Management

14 Asset Management

15 Vendor Management

16 Contract Management

17 Budget Management

18 Resource Management

19 License Management

20 IT Operational Risk
Management

Agenda (Integrations)

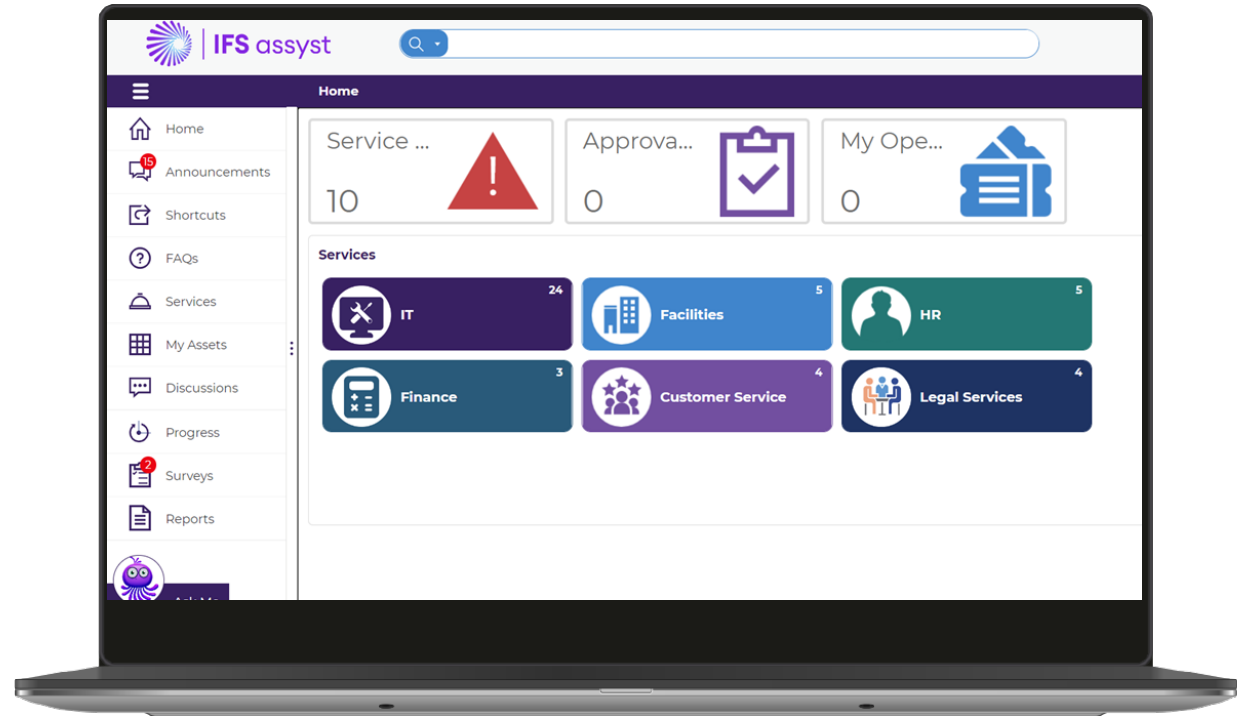
- 1 Integration Capability
- 2 Event and Monitoring Management
- 3 Capacity Management
- 4 Availability Management

Agenda (Addons)

- 1 Chatbot
- 2 Live Chat
- 3 Remote Control
- 4 Mobile App
- 5 Analytics (Business Intelligence)

Self Service Portal

Easy to navigate and access. easy, intuitive and one-stop-shop for all employees.



All what an employee needs

Intuitive easy to build and amend self –service portal to increase user adoption and familiarity.

Google-like search, FedEx-like tracking and Amazon-like navigation.

The screenshot shows the 'Reports' section of the IFS assyst portal. It features a grid of report cards, each with an icon and a title. The reports include: 'Customer Satisfaction versus SLA % Achievement', 'Facilities Inventory', 'Incident Trends by Cause Category', 'Laptop Budget Report', 'OpCo Incident KPI', 'Revenue, Costs and Profit', 'SDP - Changes & Releases by Location', 'SDP - Metrics by Organization Structure', 'SDP - Summary Metrics', 'SLA Performance', 'Supplier Satisfaction Rating', and 'Today Opened Events'.

The screenshot shows the 'Request a new Laptop (Silver)' service page. The page includes a star icon, the service name, and a price of \$855.00. Below this is a progress bar with stages: Manager Approve, Check Availability, Install, Software Deploy, Update OS/DB, and Complete. A 'Request this Service' section contains a dropdown menu for 'Build Type'. On the right, there is a user profile for Brenda Bennett, Manager, with contact information and department details.

The screenshot shows the home dashboard of the IFS assyst portal. It features a navigation menu on the left with options like Home, Announcements, Shortcuts, FAQs, Services, My Assets, Discussions, and Ask Me. The main area displays 'My Open Issues' with a count of 0, 'Service Disruptions' with a count of 10 and a warning icon, and a list of services including IT, Facilities, HR, Customer Service, and Legal Services. A search bar is visible at the top right.

The screenshot shows the 'Surveys' section of the IFS assyst portal. It includes a search bar and a list of surveys. The surveys listed are: 'Incident Resolution Survey' (issued on 03/14/2022 09:42:45 PM), 'Request Fulfillment Survey' (issued on 09/09/2022 07:20:28 PM), and 'Review Major Incident 53070 - Software Service - Other Request'.




Collaborate and communicate

Browse what is important for you. The self-service portal is two ways communication channel. Communicate to the employees and facilitate the required feedback.

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FAQs

FAQs




1

These are FAQs about Adobe Creative Cloud Product Suite. You can have FAQs about anything your users might be interested in. Having FAQs ready...




10

These are FAQs for Microsoft Teams. Here you can find: Troubleshooting Steps to Resolve Technical Issues Help Tips & Tricks General Usage Information




4

Office 365 FAQs: Here you can find Troubleshooting and Helpful Hints for: Don't Have Office 365 yet? No Home, request it through our Service Catalog.




3

These are FAQs for Network and Local Printers and Scanners. Here you can find: Troubleshooting Steps to Resolve Technical Issues General Usage...



10

Our top FAQ is our list of the most helpful articles and is updated quarterly based on your feedback. Make sure you let us know when you find these useful...



6

These are FAQs related to CSM. You can have FAQs about anything your users might be interested in. Having FAQs ready accessible for your users...

Most Helpful FAQs

- Maternity and Paternity Pay
- Making Calls In Teams
- How to add a new printer...
- Performance Issue
- Air Conditioner Thermostat Is...

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Announcements

All Categories | All | Latest First | 1 - 5 of 20

Announcements

Congratulations and welcome to IFS
Please open each folder to complete your pre-boarding. You will also receive several emails with pre-boarding tasks and information to complete.
09/01/2022 10:15:00 AM

the SharePoint is slow and shows nothing
Major Incident Management Not Rancor Incident Number #7885 Incident Stage Open Start Date 06/20/2022 07:15 AM Incident Manager Brenda Bennett Incident Priority Medium-Regular Estimated End... 06/29/2022 08:00:00 AM

Carpet Cleaning
On Saturday January 15th carpets at our head office location will be cleaned. Note: Please ensure that you pick items under your desk and place them in a safe spot so that the cleaners can prep the carpet and workspace area... 01/02/2022 10:00:00 PM

Service Desk Availability Time
Service Desk are available in the normal working hours. Monday to Friday From 8:00 AM to 5:00 PM, outside normal working hours, and only for critical incidents an on-call service desk agent is available.
03/10/2021 10:00:00 AM

System Availability Dashboard
Key Services are performing as expected.
09/01/2022 10:00:00 AM

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My Assets


My Assets Displaying items 1 - 10 of 12

Item Shortcode	Item Name	Product Name	Product Class Name	Generic Class Name	User Name	Bi
PRINT-CD-04	PRINT-CD-04	Color Desijet Printer	Color Desijet	Printers	Brenda Bennet	Re
DESK-DELL-01	DESK-DELL-01	Dell Desktops	Desktops	Workstations	Brenda Bennet	Re
SC07203H6M	0374-LAPTOP -GENE...	HP HP ELITEBOOK...	GENERAL HARDWARE	Workstations	Brenda Bennet	Re
03505-LAPTOP	03505-LAPTOP	HP Laptops	Laptops	Workstations	Brenda Bennet	59
03318-LAPTOP	03318-LAPTOP	HP ProBook 440 G4	Laptops	Workstations	Brenda Bennet	Re
HR TOTAL REWARDS	HR Total Rewards	HR Services	HR Services	Services	Nc	
ADOBE ACROBAT READER DC L...	Adobe Acrobat Reader...	Installed Software	Installed Software	Softwares	Ur	
3D EDWARDS ENTERPRISEONE	3D Edwards Enterprise...	IT Services	Services	Services	A2	
IFS CLOUD APPLICATION	IFS Cloud Application	IT Services	Services	Services	Katia Munro	Bu
EMAIL SERVICE	Email Service	IT Services	Services	Services	Brenda Bennet	Bu


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Progress


Track Progress



Approvals Assigned to Me




My HR Tasks




My Open Issues and Requests

My Open Issues and Requests



Part 90 Day History



Service Disruptions



Incident Management

To minimize the negative impact of incidents by restoring normal service operation as quickly as possible.



الهيئة العامة للغمرات والجمارك
General Customs and Excise Authority



Welcome to assyst

1 of 4 items MS Teams

My Open Work

REFERENCE	ALERT	DATE/TIME LOGGED	IMPACT ICON	PRIORITY ICON	DATE OF LAST ACTION
D9292	▲	11/9/22 5:52 PM			11/9/22 5:52 PM
D9290	▲	11/9/22 5:50 PM			11/9/22 5:50 PM
D9285	▲	11/4/22 7:16 AM			11/4/22 7:16 AM
D9281	▲	11/4/22 5:39 AM			11/4/22 5:39 AM
8561		9/19/22 6:15 PM			9/27/22 11:46 AM
R3158		9/16/22 2:45 PM			9/16/22 2:46 PM
R3154		9/16/22 1:57 PM			9/16/22 1:57 PM
8387		9/12/22 5:04 PM			9/22/22 4:14 PM
8386		9/12/22 4:57 PM			9/13/22 1:25 PM

1 - 25 of 140 items

Open Major Incidents

REFERENCE	ALERT	DATE/TIME LOGG...	IMPACT ICON	PRIORITY ICON	DATE OF LAST ACTION	ITEM
8377	▲	9/12/22 5:35 AM			9/20/22 7:32 PM	SERVICE-WORKSTATION
8236	▲	9/2/22 6:21 AM			9/23/22 8:06 AM	SERVICE-FINANCE APPLICATION
8233		9/1/22 4:13 PM			9/23/22 8:06 AM	SERVICE-IFS CLOUD
7885	▲	6/19/22 2:22 PM			6/20/22 10:08 AM	SHAREPOINT
7778	▲	6/15/22 3:26 PM			6/16/22 7:36 AM	SERVICE-IFS CLOUD
7669	▲	5/15/22 8:32 PM			6/1/22 2:35 PM	SERVICE-NETWORK
7615		4/12/22 9:00 AM			4/12/22 9:14 AM	SERVICE-IFS CLOUD
7609	▲	4/11/22 5:56 AM			4/12/22 8:47 AM	SERVICE-IFS CLOUD
7606	▲	4/11/22 5:54 AM			9/13/22 12:14 PM	SERVICE-PRINTING

1 - 10 of 10 items

Detect, diagnose and investigate incidents

Detecting and registering incidents through multiple channels.

Diagnosing and investigating incidents with investigation tools like impact explorer and remote connection.

Restoring the affected services and CIs to an agreed quality.

The screenshot shows the Service Catalog interface. At the top, there's a search bar with the text "I cannot access my printer" and a search button. Below the search bar, there are four service cards: "Report an issue with a Printer", "Request for a new Printer", "Request Access to Printer", and "Request Printer Ink Toner". Each card has a brief description of the service. On the right side, there's a user profile for Brenda Bennett, Manager, with contact information and a list of similar events.

The screenshot shows the "Report an IT Issue" form. It includes a header with the user's name and role, a description of the issue, and a section for "What does your issue concern?". The form is designed for users to log incidents through the catalog.

The screenshot shows the Impact Explorer tool. It displays a dependency diagram for the CRM Application. On the left, there are various services and components like IBM, P801, Multiph, IBM LDAP Server, and various JMS-EC2 instances. On the right, there's a detailed view of the CRM Application, including its name, serial number, user, company, and other attributes.

The screenshot shows the Incident Management dashboard. It features a table of incidents with columns for Reference, Affected Name, SVD AOK, Category Name, Impact Icon, Urgency Icon, Priority Icon, Status, and Link Status. The table lists various incidents, including "New Channel Created" and "Use Field Chg changed".



Change Enablement

To maximize the number of successful service and product changes by ensuring that risks have been properly assessed and changes have been authorized to proceed, as well as management of the change schedule.

Summary

Forward Schedule of Change Calendar Weekly - Summary

Time Range: 31 May 2020 to 1 Aug 2020

Sun	Mon	Tue	Wed	Thur	Fri	Sat
31	01	02	03	04	05	06
07	08	09	10	11	12	13
1	1	1	1	1	1	1
14	15	16	17	18	19	20
1						
21	22	23	24	25	26	27
		2	2	2	2	2

All Open Changes

REFERENCE	ALERT	DATE/TIME LOGG...	IMPACT ICON	PRIORITY ICON	DATE OF LAST ACTION	ITEM
R3274	⚠	11/3/22 11:19 AM	■■■	■■■	11/3/22 11:19 AM	SERV
R3272	ℹ	11/2/22 5:27 PM	■■	■■■	11/2/22 5:27 PM	SERV
R3200		9/23/22 1:27 PM	■■	■■■	9/23/22 1:27 PM	SERV
R3185	⚠	9/22/22 4:56 PM	■■	■■■	9/23/22 6:19 PM	SV-0
R3187	⚠	9/22/22 4:56 PM	■■	■■■	9/23/22 6:19 PM	SV-0
R3188	⚠	9/22/22 4:56 PM	■■	■■■	9/22/22 5:17 PM	SV-0
R3184	⚠	9/22/22 2:44 PM	■■	■■■	9/22/22 4:53 PM	SV-0
R3183	⚠	9/22/22 2:42 PM	■■	■■■	9/22/22 2:42 PM	SHA
R3181	⚠	9/22/22 1:11 PM	■■	■■■	9/22/22 1:20 PM	SHA

1 - 53 of 53 items

Release Status

Venture2.6 Status History

Date	New	In Progress	Implemented	Done
April 14	10	0	0	0
April 15	10	0	0	0
April 16	9	1	0	0
April 19	8	2	0	0
April 20	7	3	0	0
April 21	5	4	1	0
April 22	5	4	1	0
April 23	3	4	3	0
April 26	3	4	3	0
April 27	3	4	3	0
April 28	3	3	4	0
April 29	3	3	4	0
April 30	2	2	5	1
May 3	2	2	5	1
May 4	1	1	6	2



Change planning

Planning changes to controlled environments in the organization.

Planning change models and change standardization.

Planning individual change workflows, activities, and controls

Forward Schedule of Change Calendar Weekly - Summary

Date Range: 31 May 2020 to 1 Aug 2020

Wk	Sun	Mon	Tue	Wed	Thur	Fri	Sat
23	31	01	02	03	04	05	06
24	07	08	09	10	11	12	13
25	14	15	16	17	18	19	20
26	21	22	23	24	25	26	27
27	28	29	30	01	02	03	04
28	05	06	07	08	09	10	11
29	12	13	14	15	16	17	18
30	19	20	21	22	23	24	25
31	26	27	28	29	30	31	01

Normal Change R2290 (Open)

Category: Patch Software, Impact: Moderate-Limited, Urgency: Medium-Regular, Priority: P3 - Medium

Process: Patch Windows 8 - Routine Windows Patching Enter affected servers in Linked Items tab.

Requested By: [User], Assigned User: [User], Scheduled Start: 11/14/2022, Scheduled End: 08/10/2022

EVENT GROUP	REFERENCE	STATUS	CATEGORY NAME	DATE/TIME LOGGED	CLOSURE DATE	DESCRIPTION
TASK TO REC	T907	Completed	Assessment	11/14/22 1:10 PM		Please review with the affected user regarding the C
	T906	Completed	Assessment	11/14/22 1:10 PM		Please review with the affected user regarding the C
	T905	Completed	Assessment	11/14/22 1:10 PM		Please review with the affected user regarding the C
	T904	Completed	Assessment	11/14/22 1:10 PM		Please review with the affected user regarding the C
	T903	Completed	Assessment	11/14/22 1:10 PM		Please review with the affected user regarding the C
	T902	Completed	Assessment	11/14/22 1:10 PM		Please review with the affected user regarding the C

Normal Change New Normal Change

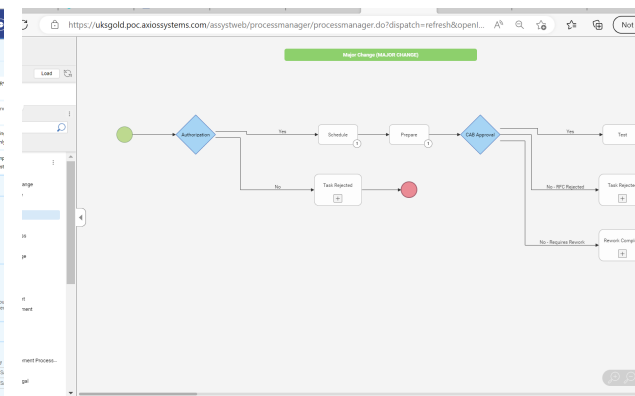
Requested User: [User], Telephone: [Number]

Description: Patch Windows 8 - Routine Windows Patching Enter affected servers in Linked Items tab.

Category: Patch Software, Impact: Moderate-Limited, Urgency: Medium-Regular, Priority: P3 - Medium

Process: Patch Windows 8 - Routine Windows Patching Enter affected servers in Linked Items tab.

Requested By: [User], Assigned User: [User], Scheduled Start: [Date], Scheduled End: [Date]



Change schedule, control and assessment

Scheduling and coordinating all ongoing changes.

Controlling the progress of changes from initiation to completion.

Communicating change plans and progress to relevant stakeholders.

Assessing the change success, including outputs, outcomes, efficiency, risks, and costs.

The screenshot displays a dashboard with several change cards. Each card shows the change type (e.g., Normal Change, Patch Software), the item name, and a progress indicator. The cards are organized into sections like 'Risk Evaluation & Control', 'Patch Software', 'Business Impact Analysis Review', and 'Emergency Preparedness & Response'.

This screenshot shows a dependency diagram for a 'CRM Application' on the left, with arrows pointing to 'HR Department', 'Racing Department', and 'Marketing Department'. Below the diagram is a 'Users' list with names and roles, including Alan Smith, Andrew Barron, Angella Ellen, Ann Barr, Brian Kerr, Anita Talsma, Branson Berry, Calum Meyer, Ross Byrnes, and David Craig.

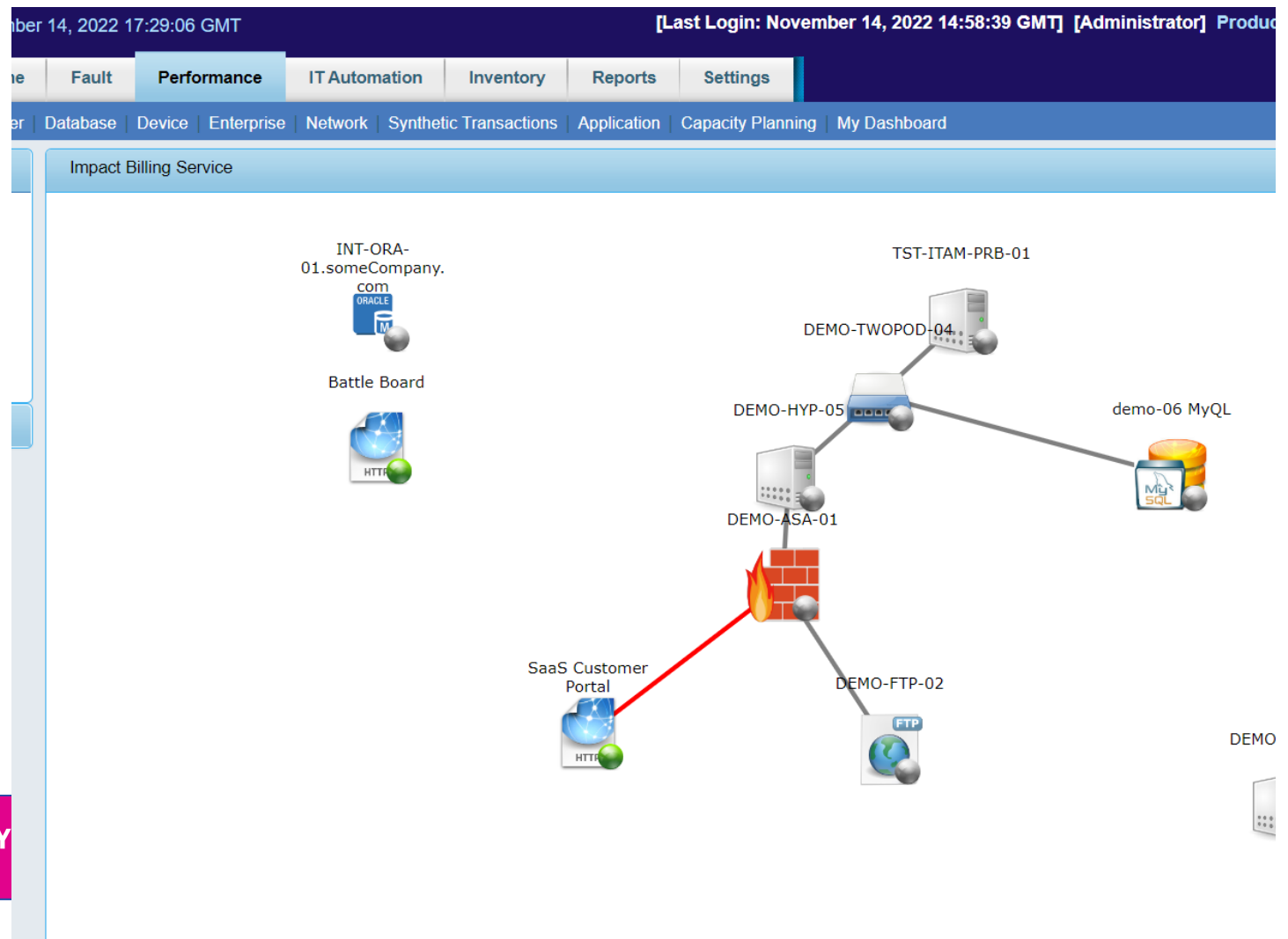
The screenshot shows a table of change events. The columns are: REFERENCE, PRIORITY ICON, DATE/TIME LOGGED, DATE OF LAST ACTION, CATEGORY NAME, CURRENT RFC STAGE, and ITEM NAME. The table lists various events such as 'Patch Software', 'EMERGENCY', and 'Normal Change' with their respective dates and stages.

This screenshot displays a 'New Demo - Risk Assessment' form. It includes sections for 'Process' (with fields for Start Process?, Log in TFS, Open Flag, Assigned Ser. Dept., Request User, Request Date, Request End), 'Risk Assessment' (with fields for Risk Assessment Category, Risk Level, Risk Owner, Risk Effect, Risk Effect (The impact the risk would have without it in operation)), and 'Finance' (with fields for Reporting User, Reporting Dept., Reporting User, Reporting Dept. B, Reporting User, Reporting Dept. B, Reporting User, Reporting Dept. B).



Service Configuration Management

To ensure that accurate and reliable information about the configuration of services, and the configuration items (CI) that support them, is available when and where it is needed. This includes information on how CIs are configured and the relationships between them.

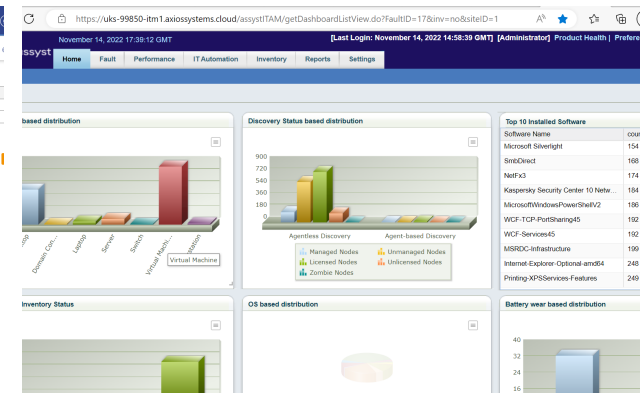
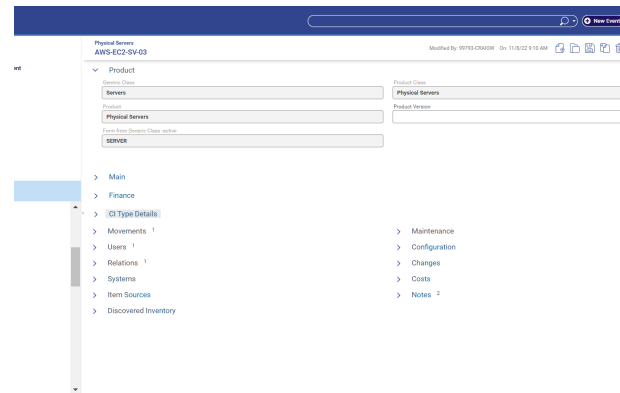
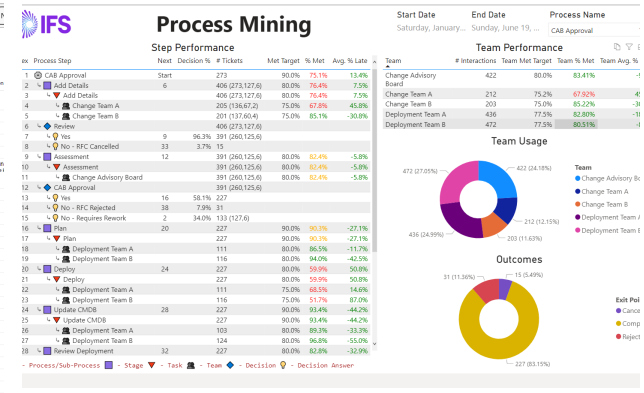
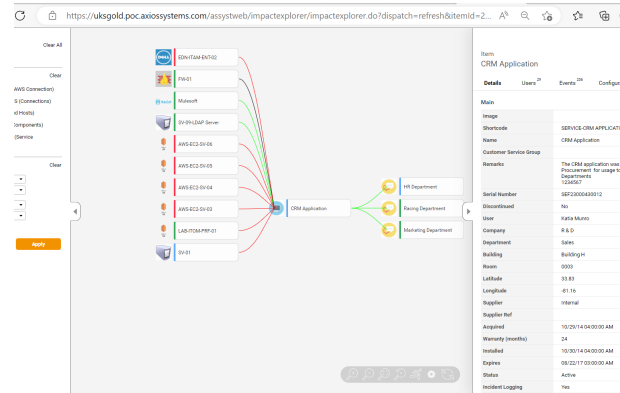


Trustworthy, relevant and integrated CI information

Trustworthy configuration data is provided and maintained, which includes updating the configuration data to reflect ongoing changes in the statuses, attributes, and relationships of CIs.

Relevant and accurate reports are provided to support decision-making.

The CI lifecycle is integrated with other practices.



Problem Management

To reduce the likelihood and impact of incidents by identifying the actual and potential causes of incidents, as well as managing workarounds and known errors

Welcome to assyst

1 of 4 items MS Teams

All Open Problems

REFERENCE	PRIORITY ICON	IMPACT ICON	URGENCY ICON	DATE/TIME LOGGED	DATE OF LAST ACTION	AFFECTED NAME	ITEM NAME
P245				9/22/22 1:44 PM	9/22/22 1:44 PM	Guest Account	To Be Qualified
P244				9/16/22 4:21 PM	9/16/22 5:32 PM	John Anglemier	IFS Cloud
P241				9/16/22 2:51 PM	9/16/22 2:53 PM	Brenda Bennett	FSM
P240				9/8/22 2:47 PM	9/8/22 2:47 PM	Karen Munford	assystMobile V10
P239				9/7/22 10:04 AM	9/15/22 6:02 PM	Brenda Bennett	402599-6 CATALYST 9300 8 X 10GE
P237				9/5/22 11:26 AM	9/15/22 5:52 PM	Import Default	To Be Qualified
P236				9/5/22 11:24 AM	9/5/22 12:58 PM	Import Default	To Be Qualified
P234				9/1/22 5:00 PM	9/16/22 3:25 PM	John Anglemier	IFS Cloud

1 - 23 of 23 items 25

Known Error

REFERENCE	PRIORITY ICON	IMPACT ICON	URGENCY ICON	DATE/TIME LOGGED	DATE OF LAST ACTION	AFFECTED NAME	ITEM NAME	SVD ASSIGNED
P238				9/5/22 12:23 PM	9/7/22 10:01 AM	Brenda Bennett	assyst	SERVICE DESK
P113				11/7/19 3:09 PM	6/11/20 5:16 PM	Brenda Bennett	EDN-HTAM-ENT-02	APPLICATION SUI
P112				10/10/19 8:16 PM	6/11/20 5:16 PM	Brenda Bennett	Printer Service	SERVICE DESK TII
P111				10/10/19 7:52 PM	6/11/20 5:16 PM	Brenda Bennett	IFS Cloud	APPLICATION SUI
P110				10/9/19 9:53 PM	6/11/20 5:16 PM	Alan Smith	Printer Service	SERVICE DESK
P109				10/1/19 5:31 PM	1/7/20 6:24 PM	Brenda Bennett	EDN-TDR-02	SERVICE DESK
P108				9/27/19 6:32 PM	2/10/20 4:17 PM	Brenda Bennett	ABCD Application	INFRASTRUCTURI
P103				5/17/19 12:32 PM	2/10/20 4:17 PM	Brenda Bennett	Email Service	SERVICE DESK TII

1 - 11 of 11 items 25



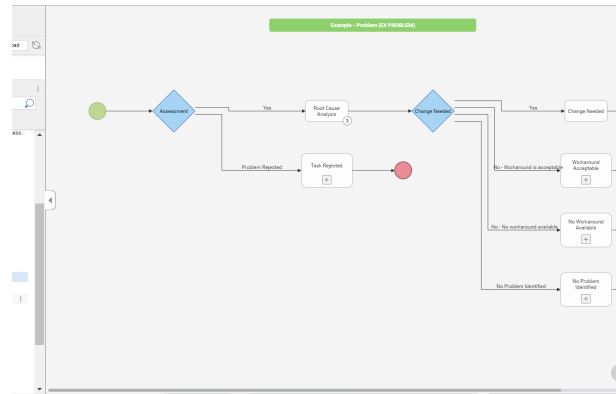
Identify, analyze and monitor problems

The identification and analysis of problems, including the analysis and control of known errors.

The initiation of changes to fix or reduce the impact of problems.

Providing information about problems to the relevant stakeholders.

Monitoring errors and the continual improvement of workaround.



REFERENCE	PRIORITY ICON	IMPACT ICON	URGENCY ICON	DATE/TIME LOGGED	DATE OF LAST ACTION	AFFECTED NAME	ITEM NAME	SVO ASSET
P245	High	High	High	9/22/2022 1:44 PM	9/22/2022 1:44 PM	Client Account	To Be Qualifed	SERV
P244	High	High	High	9/16/2022 3:58 PM	9/16/2022 3:58 PM	John Anglemier	IFS Cloud	PROI
P241	High	High	High	9/16/2022 3:58 PM	9/16/2022 3:58 PM	Brenda Bennett	FSM	PROI
P240	High	High	High	9/16/2022 2:47 PM	9/16/2022 2:47 PM	Karen Munford	assystMobile V10	SERV
P239	High	High	High	9/15/2022 6:02 PM	9/15/2022 6:02 PM	Brenda Bennett	402599-6 CATALYST 9300	SERV
P237	High	High	High	9/15/2022 5:52 PM	9/15/2022 5:52 PM	Import Default	To Be Qualifed	ZZ A
P236	High	High	High	9/15/2022 12:58 PM	9/15/2022 12:58 PM	Import Default	To Be Qualifed	SYST
P234	High	High	High	9/16/2022 3:25 PM	9/16/2022 3:25 PM	John Anglemier	IFS Cloud	APPI
P233	High	High	High	9/16/2022 1:06 PM	9/16/2022 1:06 PM	Brenda Bennett	assyst	SERV
P232	High	High	High	9/17/2022 3:48 PM	9/17/2022 3:48 PM	Brenda Bennett	assyst	SERV

Item Name	Description	Date/Time Logged	Resolution Due	Reference
Workstation Service	Laptop running very slow.	09/12/2022 09:35:30 AM	09/12/2022 12:00:00 PM	8377
Finance Application Se...	After the incident is succ...	09/02/2022 10:21:16 AM	09/02/2022 01:00:00 PM	8236
IFS Cloud	SAP Performance Issue ...	09/01/2022 08:13:15 PM	09/02/2022 12:13:15 PM	8235
Sharepoint	the SharePoint is slow in...	06/19/2022 06:22:59 PM	06/20/2022 01:00:00 PM	7885
IFS Cloud	SAP Error 9284	06/16/2022 07:26:28 PM	06/16/2022 11:26:28 AM	7778
Networking Service	Poor coverage through...	05/16/2022 12:32:14 AM	05/16/2022 07:00:00 PM	7669
IFS Cloud	Unable to access SAP Pr...	04/12/2022 07:00:12 PM	04/12/2022 01:40:12 PM	7615

8377 - Incident

Status: Open

Response Due: 09/12/2022 11:05:00 AM

Resolution Due: 09/12/2022 12:00:00 PM

Affected User: Brenda Bennett

Telephone: 202-555-2234

Item Name	Description	Date/Time Logged	Resolution Due	Reference
John Anglemier	IFS Cloud	PROI		
Brenda Bennett	FSM	PROI		
Karen Munford	assystMobile V10	SERV		
Brenda Bennett	402599-6 CATALYST 9300 ...	SERV		
Import Default	To Be Qualified	ZZ A		
Import Default	To Be Qualified	SYST		
John Anglemier	IFS Cloud	APPI		
Brenda Bennett	assyst	SERV		
Brenda Bennett	assyst	SERV		

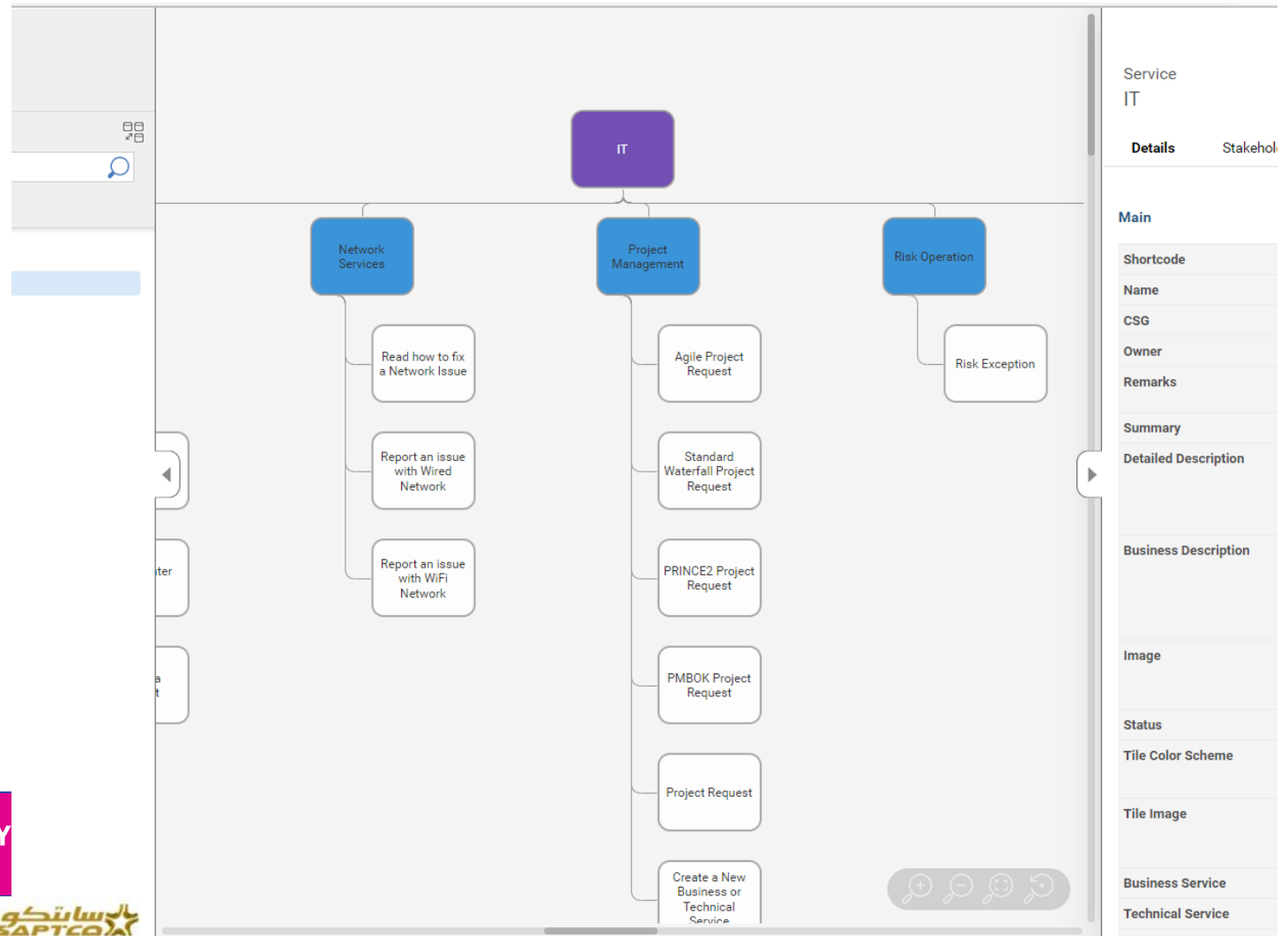
Item Name	Description	Date/Time Logged	Resolution Due	Reference
CPU Utilization Alerts				2
IoT Controller - Cooling System Faults				6
Known Errors for the Same Service				40
Service Running Time Alerts				1
Similar Open Problems				3
Similar Open Problems for the category and impacted user				0
Similar Problems Resolved				2
Similar Problems at the Same Department				0

Item Name	Description	Date/Time Logged	Resolution Due	Reference
Affected User				



Service Request Management

To support the agreed quality of a service by handling all predefined, user-initiated service requests in an effective and user-friendly manner



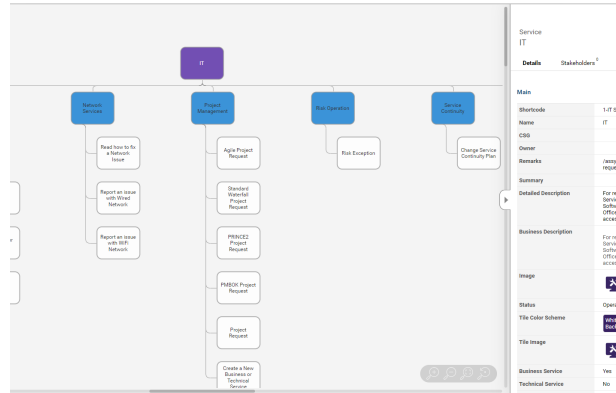
Manage, process and continually improve services

Managing service request models.

Processing service requests submitted by users or their representatives.

Managing the fulfillment of service requests according to the agreed models.

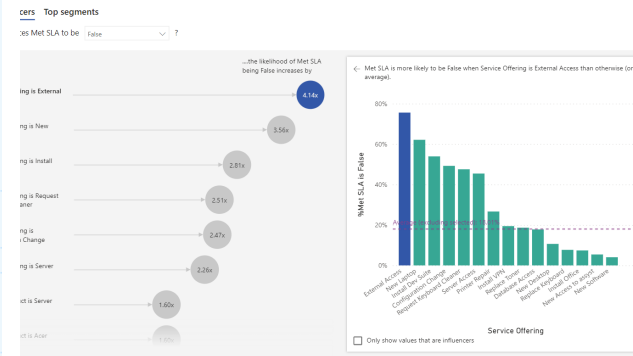
Reviewing and continually improving request processing and fulfillment performance



STATUS	REFERENCE	DATE LOGGED	PRIORITY	OFFERING NAME	CURRENT RFC STAGE NAME	ITEM NAME
Open	S3244	9/28/22	3	Extended Support Coverage	Workstation Service	
Open	S3243	9/28/22	3	Request a new Laptop	Workstation Service	
Open	S3242	9/28/22	3	Onboarding Request	Manager Approval	Onboarding Service

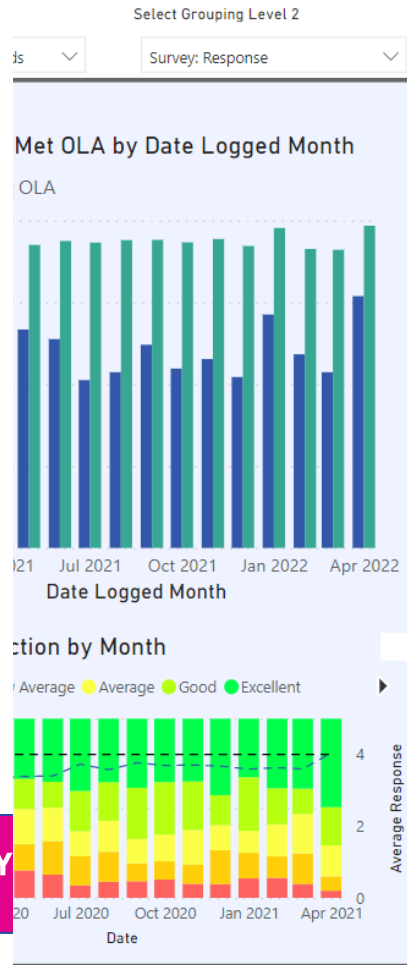
ACTION TYPE	ACTION NAME	ACTION DATE	ACTOR	ASSIGNEE
User changed		9/30/22 3:12 PM	Craig V.	
Linked to Event Group		9/28/22 1:09 PM	Brenda Bennett	ZZ.assyNET Users
Manager Approval		9/28/22 1:09 PM	Brenda Bennett	ZZ.assyNET Users
Fields Updated		9/28/22 1:09 PM	Brenda Bennett	ZZ.assyNET Users
Scheduled End Date		9/28/22 1:09 PM	Brenda Bennett	ZZ.assyNET Users
Scheduled Start Date		9/28/22 1:09 PM	Brenda Bennett	ZZ.assyNET Users

Influences on Met SLA



Service Level Management

To set clear business-based targets for service levels, and to ensure that delivery of services is properly assessed, monitored, and managed against these targets.



Customer Satisfaction

Last Period Start Date: Friday, April 01, 2022
 Last Period End Date: Sunday, May 01, 2022
 Survey Name: Customer Satisfaction Survey
 Question: Q1: How do you

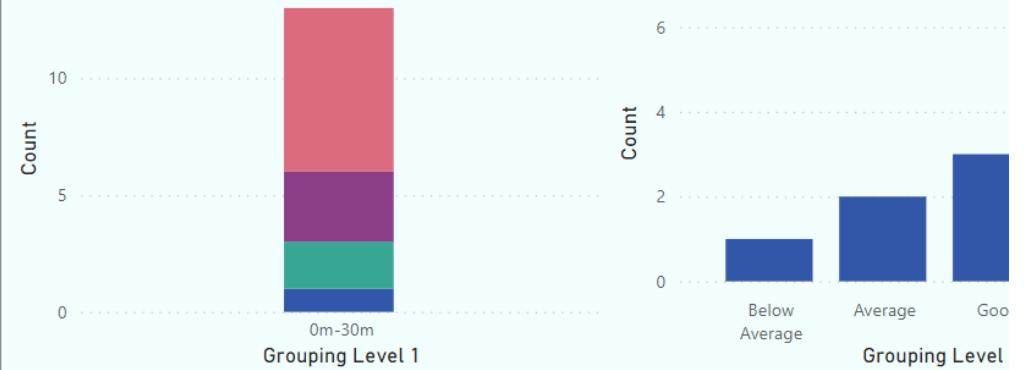
Last Month

Count by Grouping Level 1 and Grouping Level 2

Count by Grouping Level 2 and Grouping Level 1

Grouping Lev... ● Below Average ● Average ● Good ● Excellent

Grouping Lev... ● 0m-30m



Grouping Level 1	Poor	Below Average	Average	Good	Excellent	Total
0m-30m	175	188	396	400	660	1819
30m-1h	2	9	10	9	14	44
1h-1h 30m	2	1	6	7	5	21
2h-2h 30m	5	23	11			39
2h 30m-3h	41	83	46			170
3h-3h 30m	19	34	24			77
Total	244	338	493	416	679	2170



Communicate expectation

Tactical and operational communications with customers regarding expected, agreed, and actual service quality, as well as their service experience. This includes the collection of feedback.

Negotiating, entering, and maintaining SLAs with customers.

The screenshot shows a service request page for 'Request a new Laptop'. The price is listed as \$855.00. A description states: 'A Laptop Package that is intended for employees who require a portable PC solution or Field Workers. Please select the required Build.' It also mentions that the service is available through the Service Desk during standard support hours and that standard days and hours are mandated via the Company Operating Policy. A 'Progress' bar shows three stages: 'Request', 'Request System', and 'Complete'. Below the progress bar, there is a 'Request this Service' section with a 'Build Type' dropdown menu. A detailed list of included software is provided, such as Microsoft Office 2019 suites, Adobe Reader, and various security tools.

The screenshot displays a 'Service Level Agreement - Computer Services' page. It features a 5-star rating with 2 reviews and a 'Question' section. The 'Answer' section includes an 'SLA Introduction' and a 'Service Agreement' section. The 'Service Agreement' section lists components such as KPIs and metrics, service levels, response times, and exceptions. A 'KPIs and Metrics' section at the bottom states: 'Key performance indicators (KPIs) and other related metrics can and should support your SLA, but the...'

The screenshot shows a 'Master SLA' configuration page. It includes a 'Main' section with fields for 'Name' (Master SLA), 'CSI', and a 'Discontinued' checkbox. There is a 'SLA Type' dropdown menu set to 'Internal'. Below this, there are fields for 'Operational Hours', 'Resolution Targets', and 'Escalation Times'. A 'Holiday Plan' section includes 'Standard Holidays' and 'Max Service Break' fields.

The screenshot displays a 'Formal Change' ticket page. It shows a progress bar with stages: 'Investigate', 'Implement', 'Update CI/CI', and 'Complete'. The 'Details' section includes a table with the following information:

Status	Open
Response Due	11/15/2022 09:10:37 PM
Resolution Due	11/17/2022 09:10:37 PM
Requesting User	Brenda Bennett
Telephone	1234
Description	Patch Windows 8 - Routine Windows Patching Enter affected servers in Linked Items tab.
Physical CI	Windows 8
Attachments	

At the bottom, it shows 'Updates (2)' and a 'Latest First' dropdown menu. On the right side, there is a user profile for 'Brenda Bennett, Manager' with contact information: 'Shortcode: BREN0AB', 'Name: Brenda Bennett', 'Telephone: 1234', 'Extension: 1234', 'Email: bennett@pccoy.com', 'Department: Human Resources', 'Building: 1st Flr HRT Equip. Area', and 'Room: 0001'.

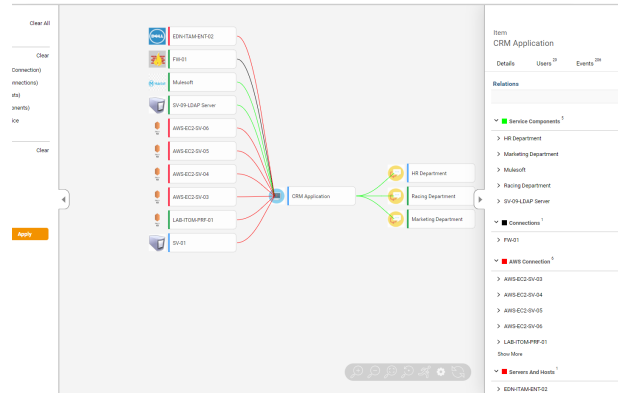


Continues Improvement

Understanding the design and architecture of services and dependencies between services and other configuration items.

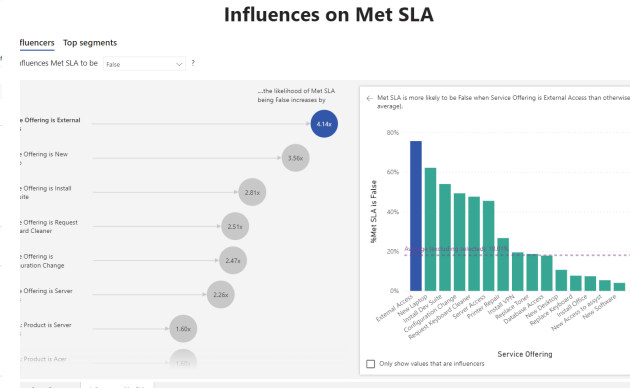
Continual review of achieved service levels versus agreed and expected service levels.

Initiating service improvements, including improvements to agreements, monitoring, and reporting.



The form is titled "Request an Enhancement from IT". It includes a progress bar with stages: Request, Review, Action, and Complete. The form fields are:

- Affected User:** Brenda Bennett
- Telephone:** 1234
- Summary:** (Empty text area)
- Description:** (Rich text editor with bold, italic, link, and list options)



The dashboard for "Service Portfolio Management" includes:

- Service Review:** Request a review of a current service offering.
- Request a New Business or Technical Service:** Create a new request for a new business or technical service.
- Service Improvement Action:** Request an enhancement to an IT service that isn't covered elsewhere in the catalog.
- Service Improvement Project:** Request a project or submit an idea to the business.



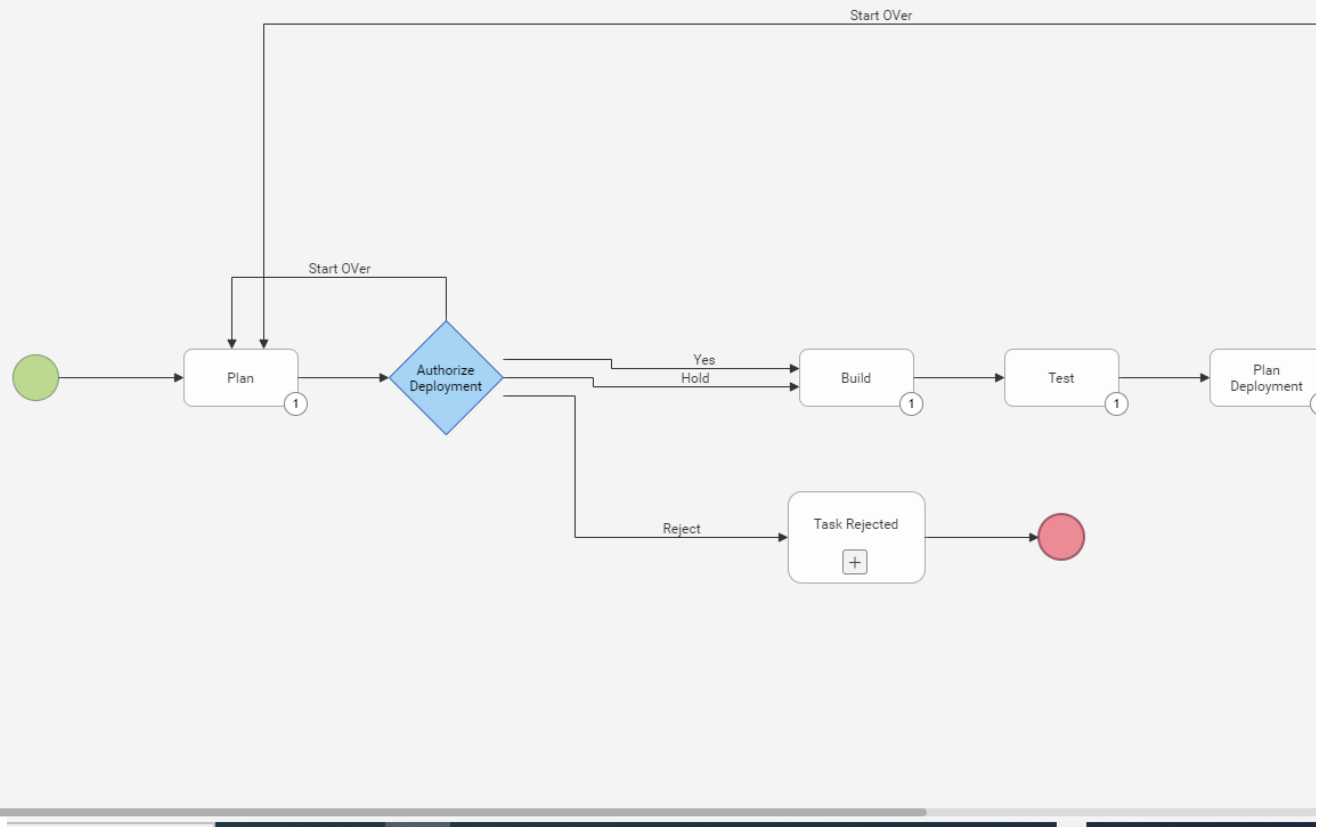
Release and Deployment Management

Release Management: To make new and changed services and features available for use.

Deployment Management: To move new or changed hardware, software, documentation, processes, or any other component to live environments. It may also be involved in deploying components to other environments for testing or staging.



 This process may be in use elsewhere. You are now editing the template process 'Standard Release (EX RELEASE MGMT)'. Changes made will affect all processes using it.



Continues development

Development and maintenance of the organization's approach to release new and changed services and components (including their removal).

Management and coordination of all release instances in line with the defined approach, from planning, to implementation, and review.

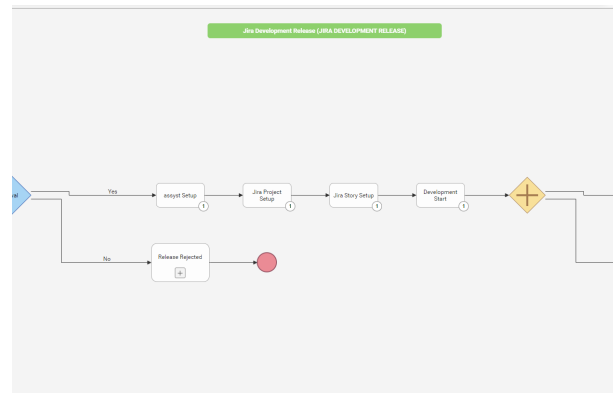
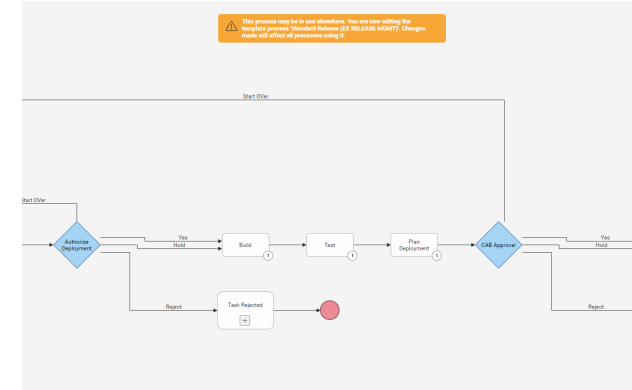
The effective move of products, services, and service components between controlled environments, such as development, live, test, and staging environments.

The effective removal of products, services, and service components from designated environments.

Forward Schedule of Change Calendar
Weekly - Summary

Date Range: 31 May 2020 to 1 Aug 2020

Wk	Sun	Mon	Tue	Wed	Thur	Fri	Sat
23	31	01	02	03	04	05	06
24	07	08	09	10	11	12	13
	1	1	1	1	1	1	1
25	14	15	16	17	18	19	20
	1						
26	21	22	23	24	25	26	27
			2	2	2	2	2
27	28	29	30	01	02	03	04
	2	4	4	3	3	2	
28	05	06	07	08	09	10	11
				1	1		

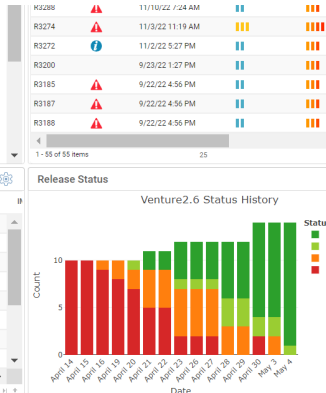


Date Range: 31 May 2020 to 1 Aug 2020

Wk	Sun	Mon	Tue	Wed	Thur	Fri	Sat
23	31	01	02	03	04	05	06
24	07	08	09	10	11	12	13
	1	1	1	1	1	1	1
25	14	15	16	17	18	19	20
	1						
26	21	22	23	24	25	26	27

Releases

DATE/TIME LOGGED	DATE OF LAST ACTION	PRIORITY ICON
11/2/22 5:27 PM	11/2/22 5:27 PM	
9/22/22 2:42 PM	9/22/22 2:42 PM	
9/22/22 1:11 PM	9/22/22 1:20 PM	
6/15/22 4:30 PM	6/15/22 4:30 PM	
6/15/22 2:07 PM	6/15/22 2:09 PM	
7/8/20 11:30 AM	8/24/22 8:54 PM	
6/23/20 3:09 PM	6/23/20 3:13 PM	
6/22/20 4:10 PM	6/23/20 12:57 PM	



Knowledge Management

To maintain and improve the effective, efficient, and convenient use of information and knowledge across the organization

The screenshot shows the Microsoft Teams help page. At the top is a search bar. Below it is the page title 'Microsoft Teams'. The main content area lists FAQs for Microsoft Teams, including: 'troubleshooting Steps to Resolve Technical Issues', 'Help Tips & Tricks', and 'General Usage Information'. A grid of 12 FAQ cards follows, each with an icon, title, and rating. The 'Most Helpful FAQs' section on the right lists: 'Maternity an...', 'Making Calls', 'How to add a (Video)', 'Performance Issue', and 'Air Condition is not Workir...'. At the bottom left, there are logos for IFS, Saudi Post, Abu Dhabi Airports, and Electricity Authority of Cyprus. A 'PinkVERIFY ITIL 4' logo is also present.

Microsoft Teams

FAQs for Microsoft Teams. Here you can find:

- troubleshooting Steps to Resolve Technical Issues
- Help Tips & Tricks
- General Usage Information

 How to edit a word document in Teams ★★★★ (1)	 My camera isn't working in Teams ★★★★★ (1)	 My microphone isn't working in Teams ★★★★★ (1)
 audio quality is poor in Teams Meetings ☆☆☆ (0)	 Making Calls In Teams ★★★★★ (2)	 Setup a delegate to take your Microsoft Teams Calls ☆☆☆☆☆ (0)
 Change your Video Background ★★★ (1)	 Add a Team Member to a call ☆☆☆☆☆ (0)	 Check your voicemail in Teams ☆☆☆☆☆ (0)

Most Helpful FAQs

- Maternity an
- Making Calls
- How to add a (Video)
- Performance Issue
- Air Condition is not Workir

IFS Saudi Post Abu Dhabi Airports Electricity Authority of Cyprus

PinkVERIFY ITIL 4

Knowledge share and shift left

Establishing an organization-wide environment for effective information exchange and knowledge management that includes culture, techniques and procedures, and tools and skills.

Understanding knowledge assets and providing recommendations for their effective management and use.

Monitoring and improving the effectiveness of knowledge use across the organization.

Discovering and providing information on demand where no readily available knowledge is available

Knowledge Search for Event

RANK	RATING	NAME	CONTEXT	TYPE
1	☆☆☆☆	Report HVAC issue	IBEST	Knowledge
2	☆☆☆☆	network error	NetScaler Application is down N...	Knowledge
3	☆☆☆☆	CRM Error Message 123	error message on the CRM appl...	Knowledge
4	☆☆☆☆(1)	Sharpport Error	"Unable to reach the server right ...	FAQ
5	☆☆☆☆	Sharpport Error	"Unable to reach the server right ...	FAQ
6	☆☆☆☆	Service Recovery Strategy	...in facilities was last tested! 2...	Knowledge
7	☆☆☆☆(1)	FAQ Example	This is where you can put inform...	FAQ

edge Procedure

Approved: Team Knowledge Category: Adobe Shortcode: REPORT HVAC ISSUE_C#

Last Viewed: 5/26/2022 Views: 0

Provide Feedback

FAQs

Most Helpful FAQs

- Maternity and Paternity Pay
- Making Calls in Teams
- How to add a new printer (Video)
- Performance Issue
- Air Conditioner Thermostat is not Working

Knowledge Procedure

4 Ways to Lower Your Electric Bill While Still Keeping Cool

5/5 (2)

Created by: 10/13/2022 12:03 PM

Procedure Category: HVAC Management

IT Owner: Arvika Patterson

Business Owner: Craig Mylock

Author: Arvika Patterson

Published: 1/11/2022

Number of Views: 10

Published Date: 5/9/2022

Number of Users: 2

Last Viewed: 5/9/2022

Next Review Date: [blank]

Problem

Solution

Environment

Cause

KNOWLEDGE PROCEDURE	RATING	REVIEWS	VIEW
Special Loan Agreement - Comput...	☆☆☆☆	2	0
Air Conditioner Thermostat is not W...	☆☆☆☆	7	1
Facilities - How do I request a repair...	☆☆☆☆	1	1
Making Calls in Teams	☆☆☆☆	2	1
My camera isn't working in Teams	☆☆☆☆	1	1
How to add a new printer (Video)	☆☆☆☆	5	1
Android Email Setup	☆☆☆☆	1	0
HVAC Replacement Process	☆☆☆☆	2	0
Sharpport Error	☆☆☆☆	1	0
4 Ways to Lower Your Electric Bill W...	☆☆☆☆	2	0
Maternity and Paternity Pay	☆☆☆☆	2	0
My microphone isn't working in Teams	☆☆☆☆	1	0
Why don't I see Phase push-notificat...	☆☆☆☆	1	0
WiFi Hubs and Tools	☆☆☆☆	1	0
Change your Video Background	☆☆☆☆	1	0
MS Teams exit word document	☆☆☆☆	1	0
iPhone Email Setup	☆☆☆☆	1	1
SQL Clustering Infrastructure	☆☆☆☆	1	0
OT Clock 365	☆☆☆☆	1	0
OT Core Technology Services	☆☆☆☆	1	0

Workflow management

Cornerstone of Intelligent Process Automation

Event Driven

Initiated by events occurring in system. Data updates, automated or manual.

API Centric

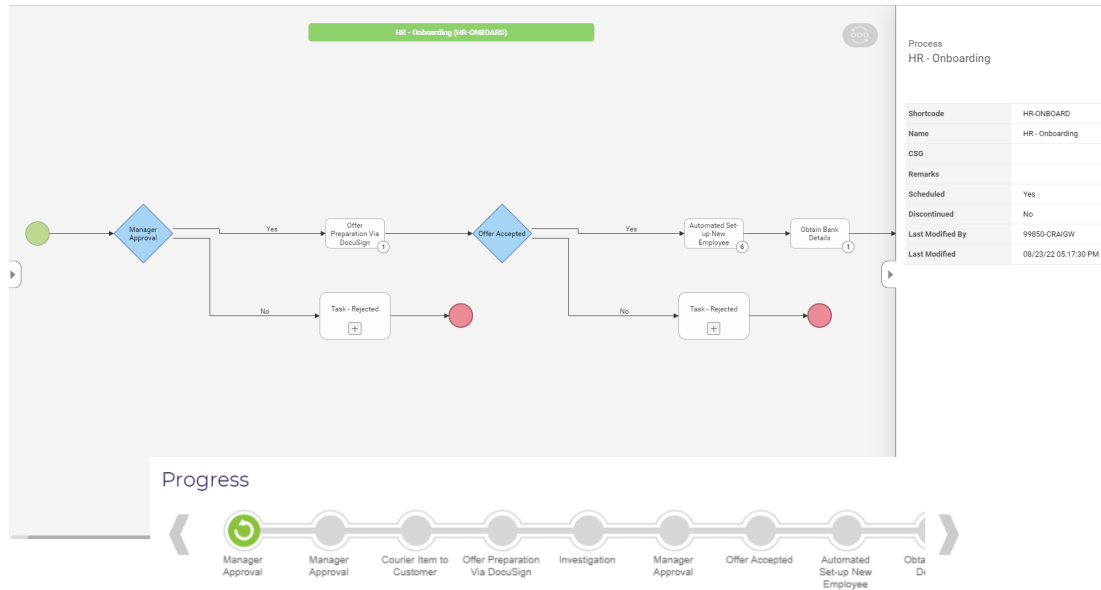
Consumes modern APIs, either in IFS assyst or another application within the customer's IT landscape.

Process Automation

Automation ensuring data quality and consistency while enabling users to be more efficient.

Democratization

Puts the power in the hands of business users to change the system as their business changes without expensive, long duration IT projects.



Visual modeling

Real-time, in Transaction

Management and Governance



Survey

Collect feedback and measure satisfaction

Event driven

Initiated by events occurring in system.

Measure satisfaction

All collected feedbacks are consolidated in state of art reporting.

The screenshot shows the IFS assyst user interface for an Incident Resolution Survey. The top navigation bar includes the IFS logo, the text 'IFS assyst', and a search bar. Below this is a sidebar menu with options: Home, Announcements, Shortcuts, FAQs, Services, My Assets, Discussions, Progress, Surveys (highlighted), and Reports. The main content area is titled 'Incident Resolution Survey' and includes a 'Ignore this Survey' button. The survey text reads: 'To help us improve our service and the quality of support we provide, we would like your opinion on the effectiveness of the Service Desk in resolving this incident. Please take a moment to answer the questions below.' The survey questions are: 1. 'How would you rate the timeliness of the initial response to the incident?' with radio buttons for Excellent, Good, Average, Below Average, and Poor. 2. 'How would you rate the professionalism and courtesy of the Service Desk during resolution of this incident?' with the same radio button options. 3. 'Communications during the incident resolution were:' with the same radio button options. 4. 'How timely were the Service Desk in resolving your issue?' with the same radio button options. At the bottom left of the interface is an 'Ask Me' button with a question mark icon.

Simple to sophisticated

Automation ensuring to collect the right level of information. From simple happiness meter to complete list of questions

Take the right actions

Based on results, you will be able to perform the right actions.



IFS assyst Reporting Overview

1 Client Based Reporting

2 Operational Reports

3 Quick Reports

4 Business Reports

5 Business Intelligence



Service Performance



Services & Offerings

All

Period Start Date

Tuesday, March 01, 2022

Period End Date

Friday, April 01, 2022

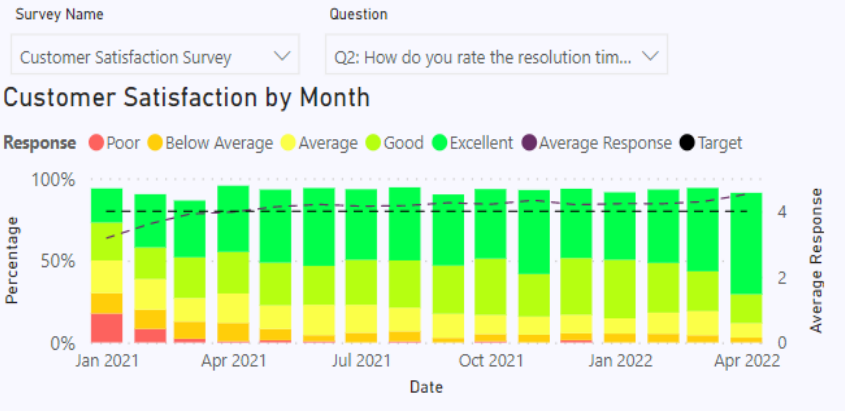
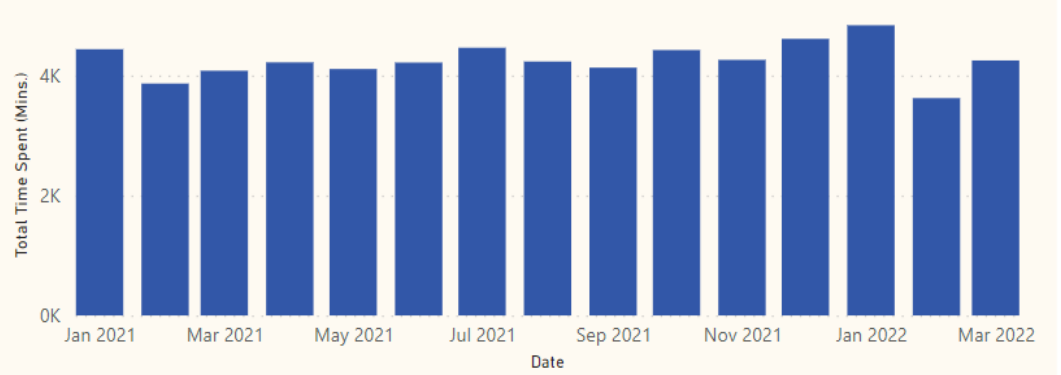
Service Feedback

Service/Offering	5★	4★	3★	2★	1★	Average Rating	Positive	Neutral	Negative	Mixed
Hardware Services	0	5	2	2	0	3.3	3	4	2	0
Hardware Repair	2	5	9	6	2	3.0	5	10	8	1
Printer Repair (Offering)	4	2	2	0	1	3.9	5	1	3	0
Replace Keyboard (Offering)	3	4	5	6	4	2.8	6	8	7	1
Replace Toner (Offering)	5	9	4	1	2	3.7	12	7	2	0
Request Keyboard Cleaner (Offering)	6	6	8	5	8	2.9	10	10	12	1
Human Resources	4	3	5	5	2	3.1	6	8	5	0
New Starter	4	10	6	2	3	3.4	13	6	5	1
Hardware Request	1	4	1	3	2	2.4	4	3	8	0
New Desktop (Offering)	4	4	1	2	2	3.5	8	3	2	0
New Laptop (Offering)	2	3	3	2	8	2.4	3	6	9	0
Software Request (17)	4	3	3	7	3	2.9	8	2	10	0

Service Offering SLA Performance

Service Offering	Count	% Met SLA	% Met OLA
Printer Repair	3	0.0%	94.0%
Database Access	4	75.0%	91.4%
New Software	16	100.0%	90.9%
Replace Keyboard	8	75.0%	89.7%
New Access to assyst	3	100.0%	88.8%
New Desktop	14	92.9%	87.2%
Replace Toner	5	80.0%	86.7%
Install Office	10	80.0%	86.2%
Install VPN	11	90.9%	86.0%
Request Keyboard Cleaner	5	60.0%	60.6%
Server Access	5	60.0%	59.2%
Average	97	76.3%	80.8%

Time Spent by Date Logged Month



Customer Satisfaction

Select Grouping Level 1

Select Grouping Level 2

Event: Callout Time Bands

Survey: Response

Last Period Start Date

Last Period End Date

Survey Name

Question

Friday, April 01, 2022

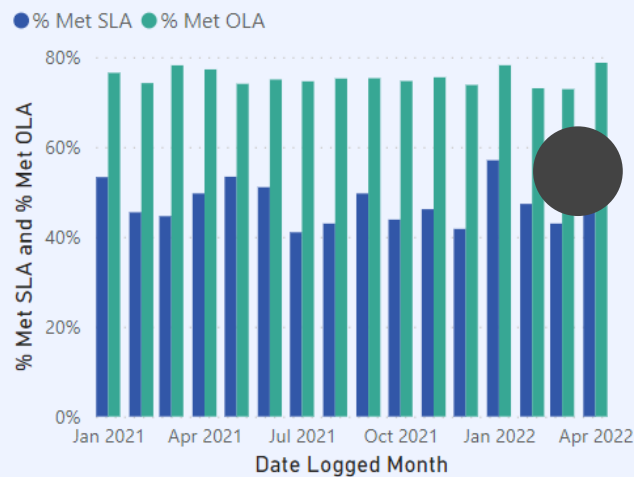
Sunday, May 01, 2022

Customer Satisfaction Survey

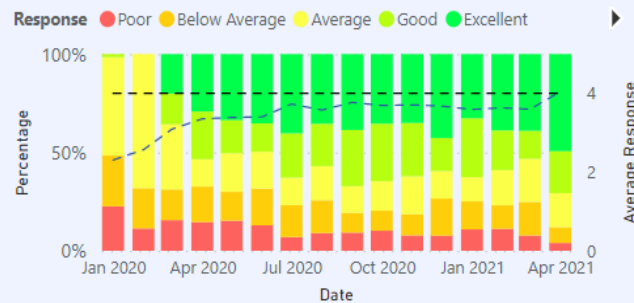
Q1: How do you rate the response time...

All Months

% Met SLA and % Met OLA by Date Logged Month



Customer Satisfaction by Month



Last Month

Influences on Survey Response

Key influencers Top segments

What influences Survey Data.Response to be Below Average ?

- When...
- Location: Site is Aberdeen
- Service Offering is Configuration Change
- Service Offering is Replace Keyboard
- Service Offering is Printer Repair
- Item A: Product is Keyboard
- Item A: Product is assyst
- Item A: Product is Server Access
- Organization: Division is

Key influencers Top segments

What influences Met SLA to be False ?

When...

- Service Offering is External Access
- Service Offering is New Laptop
- Service Offering is Install Dev Suite
- Service Offering is Request Keyboard Cleaner
- Service Offering is Configuration Change
- Service Offering is Server Access
- Item A: Product is Server Access
- Item A: Product is Acer Laptop

Influences on Met SLA

...the likelihood of Met SLA being False increases by

4.14x

3.56x

2.81x

2.51x

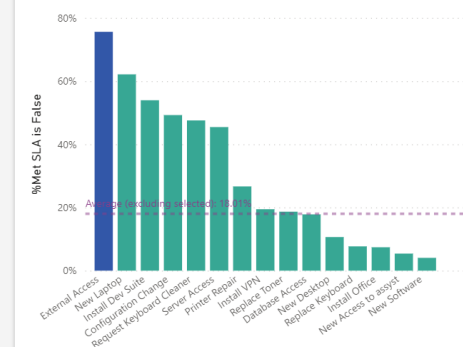
2.47x

2.26x

1.60x

1.60x

Met SLA is more likely to be False when Service Offering is External Access than otherwise (on average).

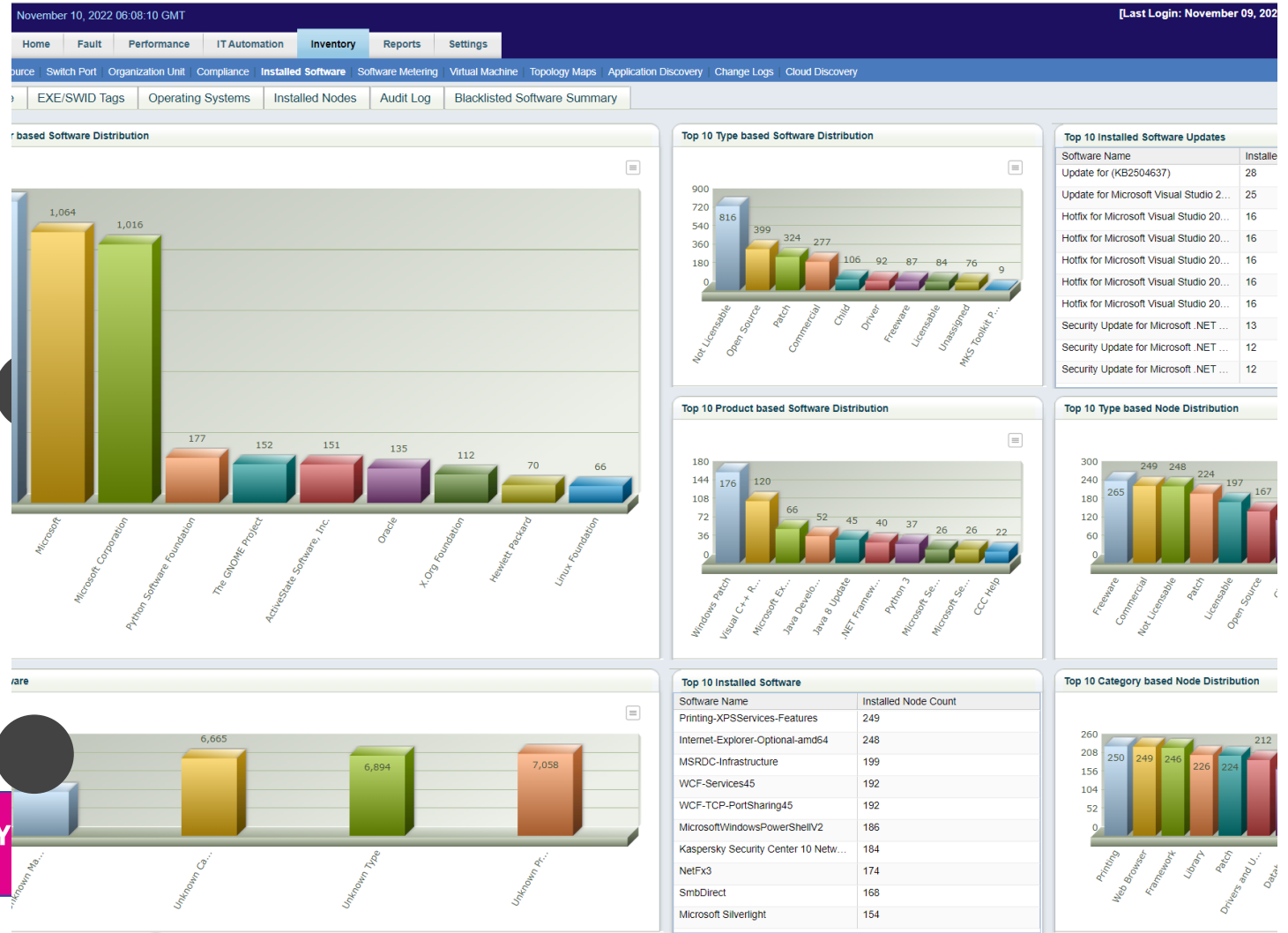


Only show values that are influencers

	2h-2h 30m	2h 30m-3h	3h-3h 30m	Total
	19	34	24	77
Total	244	338	493	1075

Asset Management

To plan and manage the full life cycle of all IT assets that will help organization: maximize value; control costs; manage risks; support decision-making about the purchase, re-use, retirement and disposal of IT assets; and meet regulatory and contractual requirements.

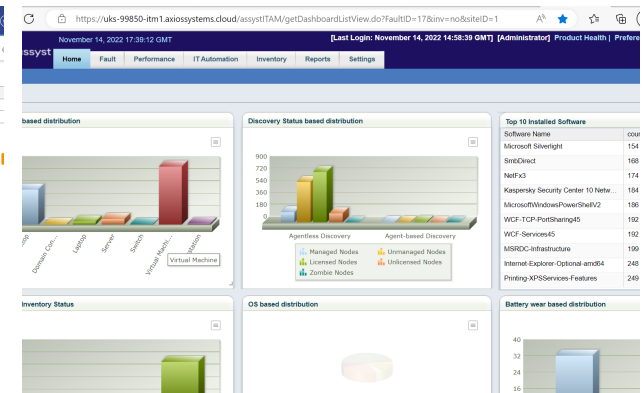
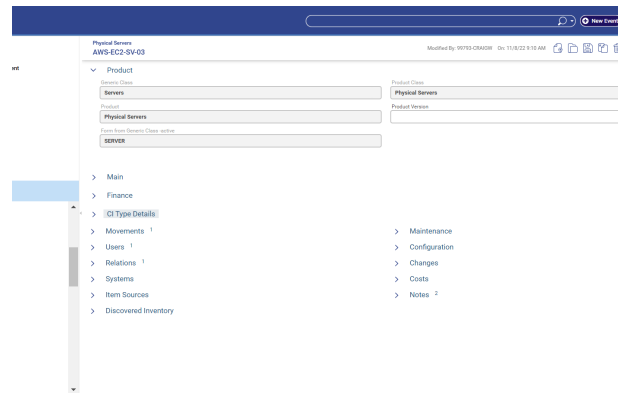
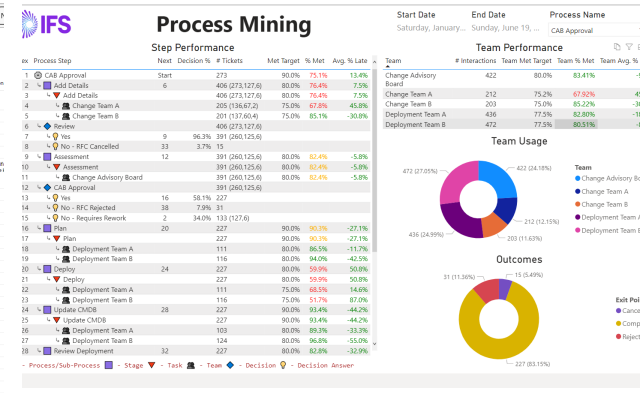
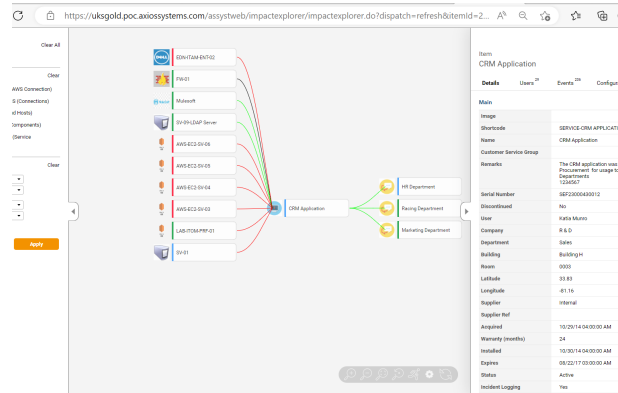


Trustworthy, relevant and integrated CI information

Trustworthy data about what the organization has in order to be able to manage it.

Means for the appropriate handling of IT assets according to policies and regulations and in consideration of applicable costs and risks.

IT asset life cycle integration with other practices to achieve greater efficiency and cost-effectiveness.



Vendor management

Understand **who** we work with.

Understand **what** they're supposed to do for us.

Understand **when** they're supposed to do it

Understand **how** we address it if they don't deliver



Supplier | Supplier Modified By: MDW Import On: 12/31

Company: Remarks:

Organization:

Plan: SLA: Supplier Assigned Events:

Discontinued:

Insurance: Maintenance: Export: Inventory:

Telephone: (703) 326-1372 Fax:

Support Telephone: Email:

Address: Docket:

Offset (hours):

Short Code	Section	Job Title	Email	Telephone	Extension
JONESO	Corporate	Account Manager	owen.jones@mycorp.com	703-555-0111	

Expected Up %: Max Service Break: Annual Service Charge:

Value	Response Time	Resolve Time	Resolution Target
P1 - Very High (Critical)	0:05	1:00	90.0
P2 - High	0:30	2:00	95.0
P3 - Low	4:00	16:00	90.0
P4 - Medium	1:00	4:00	90.0
P5 - Very Low	8:00	48:00	90.0

Maintenance | Maintenance Contract Modified By: MDW Import

Effective from: 12/31/2015 Plan for Renewal on: 1/7/2015 Effective to: 1/6/2016

Expected Up %: Maximum Service Break: Remarks:

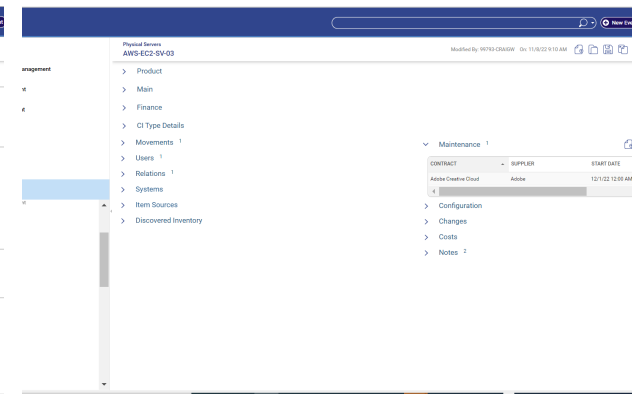
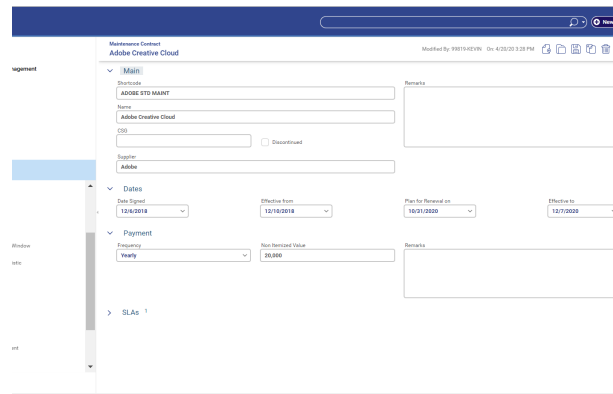
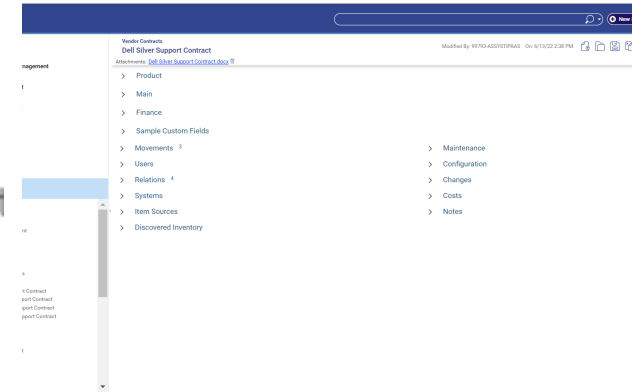
Contract Expirations

Contract Name	Start Date	End Date	Remarks
Dell Mon-Fri 9-5	1 November 2011	1 December 2011	
assyst Production Database	15 November 2011		
Dell 24x7 Support	1 November 2010	1 January 2012	
Generic Wintel Server	31 December 2011		



Contract management

Contracts contain detailed information such as contract number, start and end dates, active status, terms and conditions statements, documents, renewal information, and financial terms.



Budget management

Ability to record Capex and Opex against each service in the service catalogue.

Invoicing based on services and customers.

Integrating with financial tools for purchasing, account payables/receivables and billing functions.

Cost allocation using various methods (i.e. per project, service contract, request,...).

enu

plorer

Budget 2019

- Budget Result
- Capital Expenditure (CapEx)
- Operational Expenditure (OpEx)
- Revenue Result

2020

- Budget Result
- Capital Expenditure (CapEx)
- Operational Expenditure (OpEx)
- Revenue Result

CD1 | Capital Expenditure (CapEx)

More Details

Budget Year: 2019

Area/Team:

Budget Section:

Operations

ERP Account Mapping:

SW: IT Capital Software Corporate - Shared (FOR ICS USE ONLY)_1

ERP Chart of Accounts:

SW: IT Capital Software Corporate - Shared (FOR ICS USE ONLY)_1

ERP Budget Code:

12 10002 591001.1135101.00000.0000.0000

Total Utilized:

Budget Submitted By:

Approved Budget:

179208

CapEx Utilized Amount:

0

CapEx Onhold Amount:

300

CapEx Remaining Amount:

179208

Report Date : Nov 7, 2019, 9:17 PM

Request Type	October	Total
Request Colour Printer - A4 Services	1	1
Request Data Port - 1 GBPS Services	3	3
Request Desk Phones Services	2	2
Request Desktop Services	4	4
Request Docking Station Services	1	1
Request IP Telephony Configure / Install / Activate Services	1	1
Request Network Node Manager Services	1	1
Request Network Ports Relocation Services	2	2
Request Non-Standard Device Services	3	3
Request Port Activation Services	3	3
Request Port Activation/De-Activation Services	2	2
Total	23	23



4 Requests / AED 29,495.00

Anwar Moha

Cart

Cart Details

	Price	Quantity	Total
Request Colour Printer - A4 Services	AED 117.00	1	AED 117.00
Request Projectors Services	AED 300.00	1	AED 300.00
Request Plotter - High End Services	AED 2,578.00	1	AED 2,578.00
Request DB Server - Oracle Services	AED 26,500.00	1	AED 26,500.00

Order Total: AED 29,495.00

Check Out

Services > Support and Governance > IT Commercial

Commercial

Account Management

Budgeting and Accounting

Contracts and Suppliers

Resource



Resource management

Improve Resource Management and Avoid Conflicts.

Multi-dimensional Conflict Detection mitigates risk.

Kanban to Manage Workload.

A screenshot of a Service Desk Kanban board. The board is divided into four columns: Backlog (112 tickets), In Progress (2 tickets), Escalated 2nd Line (3 tickets), and Pending Closed (3 tickets). Each ticket card shows details such as the ticket ID, title, assignee, and status. For example, ticket 8423 is a 'QUICK PRINTER TICKET' assigned to Brenda Bennett. Ticket 7892 is a 'QUICK MESSAGE' assigned to IT Cloud. Ticket 2627 is a 'NOT PRINTING' issue assigned to Bill Smith. Ticket 2098 is a 'NOT PRINTING' issue assigned to Bill Smith. Ticket 9226 is a 'QUICK PRINTER TICKET' assigned to Brenda Bennett. Ticket 8561 is a 'REPORT AN ISSUE WITH A PRINTER' assigned to Lorena Griffin. Ticket 7889 is a 'REPORT AN ISSUE WITH SHAREPOINT' assigned to Abdel AIZub. Ticket 9234 is a 'QUICK PRINTER TICKET' assigned to Brenda Bennett. Ticket 9236 is a 'QUICK PRINTER TICKET' assigned to Brenda Bennett.

A screenshot of a detailed ticket view for ticket 8423. The ticket is titled 'QUICK PRINTER TICKET' and is assigned to Brenda Bennett. The 'Normal Actions' tab is active, showing a list of actions such as 'Auto assign based on workload', 'Auto assign based on workload', 'Create MS Teams Channel for SMEs', 'Email Update', and 'Notify Stakeholders'. The 'Additional Information' tab is also visible, showing details about the printer service and the issue. The ticket is currently in the 'In Progress' state.

A screenshot of a 'My Calendar' view. The calendar shows the week of November 14, 2022, to November 20, 2022. The calendar is currently empty, with no events scheduled. The interface includes a navigation bar at the top and a sidebar on the left with options for 'Activity Properties', 'Summary', 'Activity Category', 'Service Department', and 'Remarks'. The calendar grid shows days from Sunday to Saturday, with the current date (November 15) highlighted in orange.

A screenshot of a 'My Timesheet' view. The timesheet shows the week of November 14, 2022, to November 20, 2022. The timesheet is currently empty, with no time entries recorded. The interface includes a navigation bar at the top and a sidebar on the left with options for 'Activity Properties', 'Summary', 'Activity Category', 'Service Department', and 'Remarks'. The timesheet grid shows days from Sunday to Saturday, with the current date (November 15) highlighted in orange.



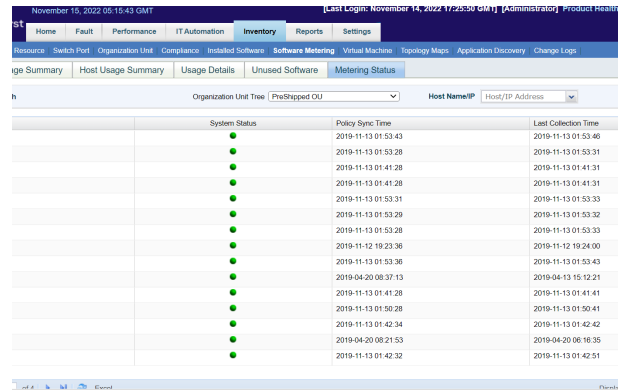
License management

Meter software usage

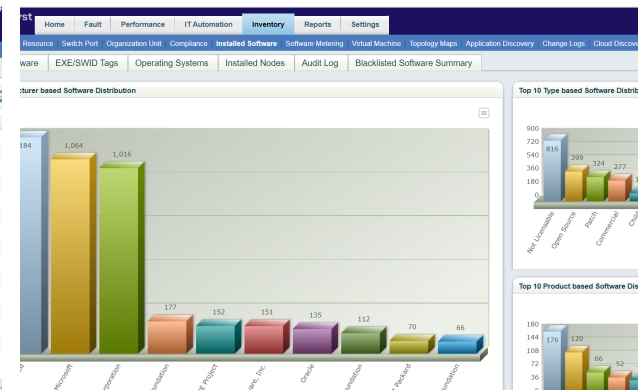
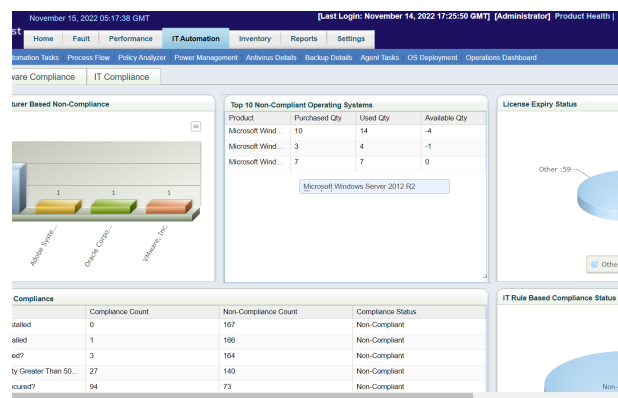
Consolidate your license usage

Record the purchased license

License compliance position



System Status	Policy Sync Time	Last Collection Time
●	2019-11-13 01:53:43	2019-11-13 01:53:46
●	2019-11-13 01:53:28	2019-11-13 01:53:31
●	2019-11-13 01:41:28	2019-11-13 01:41:31
●	2019-11-13 01:41:28	2019-11-13 01:41:31
●	2019-11-13 01:53:31	2019-11-13 01:53:33
●	2019-11-13 01:53:29	2019-11-13 01:53:32
●	2019-11-13 01:53:28	2019-11-12 19:24:00
●	2019-11-13 01:53:36	2019-11-13 01:53:43
●	2019-04-20 08:37:13	2019-11-13 01:53:43
●	2019-11-13 01:41:28	2019-11-13 01:41:41
●	2019-11-13 01:50:28	2019-11-13 01:50:41
●	2019-11-13 01:42:34	2019-11-13 01:42:42
●	2019-04-20 06:21:53	2019-04-20 06:16:35
●	2019-11-13 01:42:32	2019-11-13 01:42:51

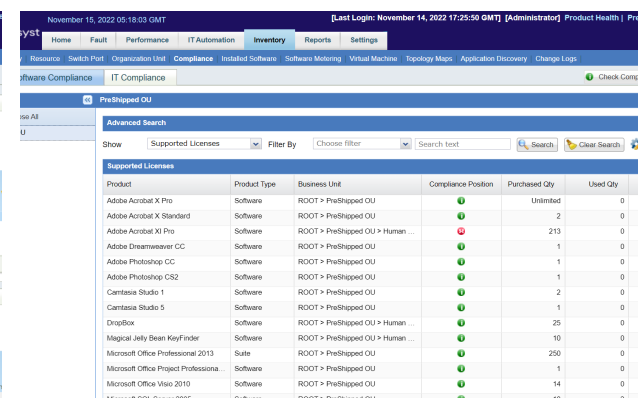



Top 10 Non-Compliant Operating Systems

Product	Purchased Qty	Used Qty	Available Qty
Microsoft Wind...	10	14	-4
Microsoft Wind...	3	4	-1
Microsoft Wind...	7	7	0

License Expiry Status

Compliance	Compliance Count	Non-Compliance Count	Compliance Status
Not Installed	0	167	Non-Compliant
Not Installed	1	196	Non-Compliant
Not Installed	3	164	Non-Compliant
Not Installed	27	140	Non-Compliant
Not Installed	94	73	Non-Compliant



Product	Product Type	Business Unit	Compliance Position	Purchased Qty	Used Qty
Adobe Acrobat X Pro	Software	ROOT > PreShipped OU	●	Unlimited	0
Adobe Acrobat X Standard	Software	ROOT > PreShipped OU	●	2	0
Adobe Acrobat X Pro	Software	ROOT > PreShipped OU > Human...	●	213	0
Adobe Dreamweaver CC	Software	ROOT > PreShipped OU	●	1	0
Adobe Photoshop CC	Software	ROOT > PreShipped OU	●	1	0
Adobe Photoshop CS2	Software	ROOT > PreShipped OU	●	1	0
Camtasia Studio 1	Software	ROOT > PreShipped OU	●	2	0
Camtasia Studio 5	Software	ROOT > PreShipped OU	●	1	0
Dropbox	Software	ROOT > PreShipped OU > Human...	●	25	0
Magical Jelly Bean KeyFinder	Software	ROOT > PreShipped OU > Human...	●	10	0
Microsoft Office Professional 2013	Suite	ROOT > PreShipped OU	●	250	0
Microsoft Office Project Professional	Software	ROOT > PreShipped OU	●	1	0
Microsoft Office Visio 2010	Software	ROOT > PreShipped OU	●	14	0



IT operational risk management

Record the risk level

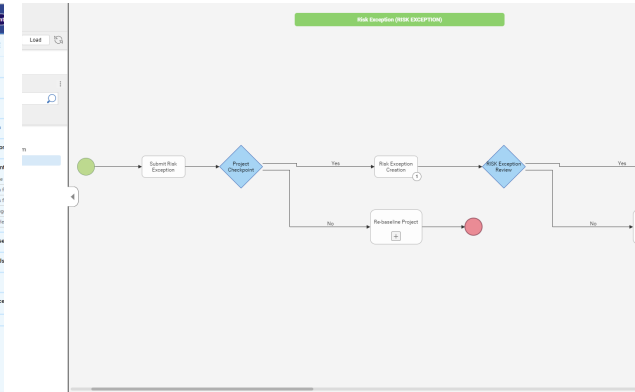
Attach the right risk control procedure

Manage all risk aspects.

Proactive compliance.

Form fields include:

- Is this Mission Critical? (Yes/No)
- Does this require a Service Outage? (Yes/No)
- Number of Users Impacted (100-200)
- Probability of Failure (75-100%)
- Risk Cause (Source of the Risk)
- Assessment Risk Level (highlighted in red)
- Risk Effect (The consequence the condition causes to the organization)



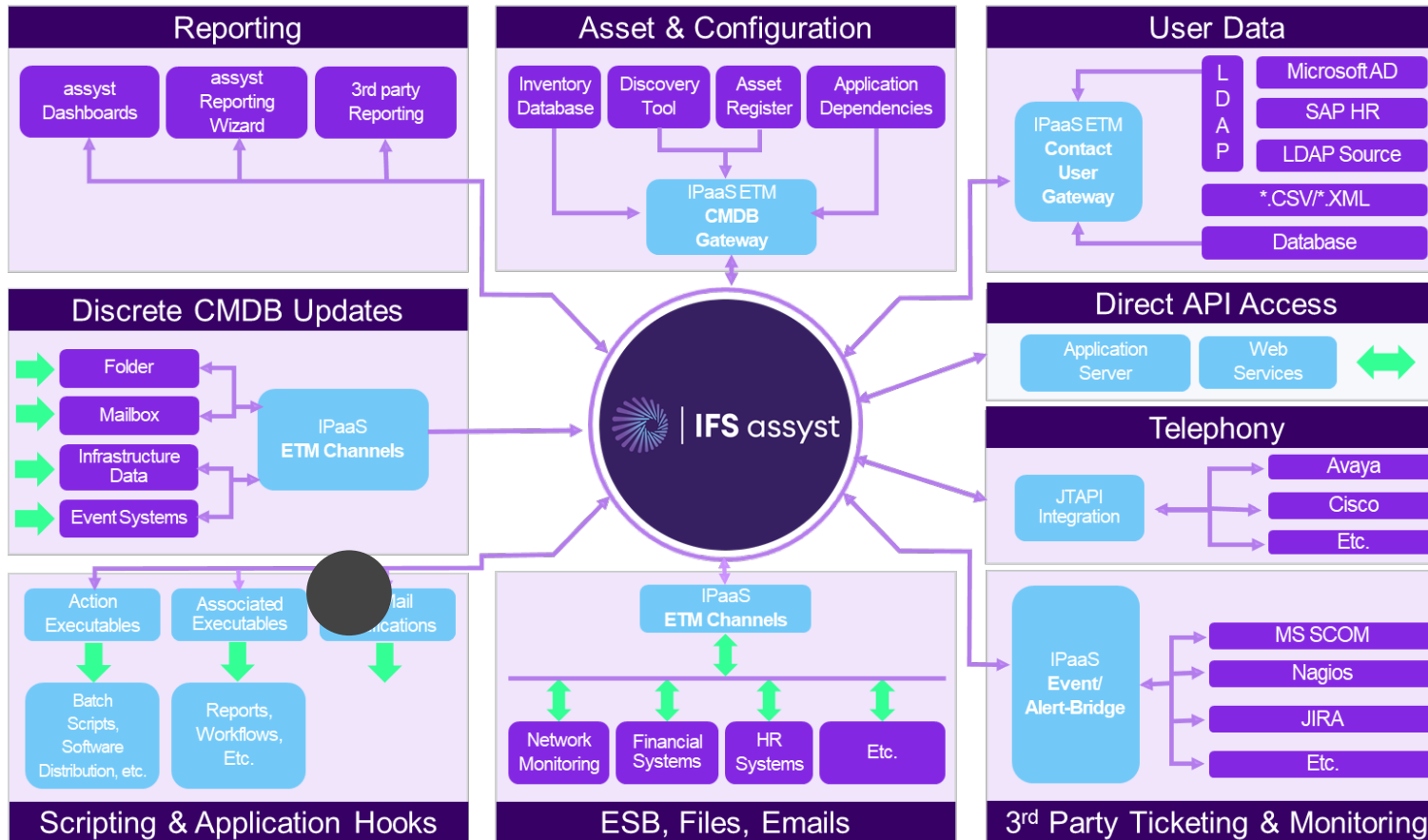
IT Compliance	
Rule Name	Compliance Status
Windows 10 is Installed	Non-Compliant
Windows 7 is Installed	Non-Compliant
Installed RAM Greater than 16Gb	Compliant
Hard Disk Capacity Greater Than 500Gb	Compliant
Kaspersky Anti Virus Installed	Non-Compliant
Are USB Ports Secured?	Non-Compliant
Is Bitlocker Installed?	Non-Compliant

Form sections include:

- Vulnerability Summary
- Vulnerability Description
- Product
- Windows OS (Impact, Urgency, Priority)
- Investigation Process (Start Process?, Send to Dev-Ops Group)
- Assigned Serv. Dept., Assigned User
- Risk Assessment (Risk Level, Likelihood, Risk Impact, *Assessment, Control Deficiency)



Integrations Overview



Integration with Live Agent

Teams Integration

The screenshot displays the IFS assyst chat interface integrated with Microsoft Teams. The chat window shows a conversation with an IFS assyst agent:

- 5:05 PM: Can I talk to a real person?
- IFS assyst 5:05 PM: Attempting to connect you to an agent
- Still looking for agent
- You are now chatting with a Service Desk agent.
- (Service Desk) Hi Mhairi, how can I help you today?
- IFS assyst 5:07 PM (Service Desk) Can you describe the issue?
- 5:07 PM: Well, it's extremely slow. I have

The background shows the IFS assyst service catalog with categories like Change and Facilities Management. A detailed view of a chat session action is also visible, showing the description of the issue and the user's request.

Service Catalog

Affected User: Mhairi Grant

Search Services: [Search]

Mhairi Grant
Consultant
Telephone: 0131 879 4527
Extension: 74
Email: adelev@axiosystems.onmicrosoft.com
Section: Consultancy
Department: Pre-Sales Consultancy
Cost Center:

Services

Change

Facilities Management
This is your access point for all Installations, Moves and Changes.

Chat session action on event S1720

Details Attachments to Send

Description

Hun Mhairi Grant (5:28 PM): Actually, can you add info to a different request?
Jack Smith (5:28 PM): Certainly, do you know the reference number?
Mhairi Grant (5:29 PM): S1720
Mhairi Grant (5:30 PM): I just want to stress that I got some help from a colleague and the request is not as urgent as I first thought.

Service Cost: [] Service Time (mins): 0

Date/Time: TODAY NOW [Success]

Acting User: Jack Smith Acting Service Department: Service Desk

[Add Attachments] [Add To Launch Pad] [Save Action] [Cancel]



Remote control

November 15, 2022 05:48:05 GMT [Last Login: November 14, 2022 17:25:50 GMT] [Administrator] Product Health | Preferences | Logout

IFS assyst

Home | Fault | Performance | IT Automation | Inventory | Reports | Settings

Discovered Nodes | Discovery Status 15

Advanced Search Organization Unit Tree [PreShipped OU] Search Filter [Host Name/IP Address] Search [Search text] Search Clear Search

Host Name	Status	IP Address	Logged in Users	Inventory Time	Last Resp	Count	Health	Owner	Service
DESKTOP-966		172.21.2.35	someCompany/testUser	2021-07-13 03:29	2021-07-	1		Brenda Bennett	Workstation Service
DESKTOP-965		172.21.2.72	someCompany/testUser	2021-07-13 06:09	2021-07-	3		Brenda Bennett	Printer Service
DESKTOP-964		172.21.2.100	someCompany/testUser	2021-07-13 06:09	2021-07-	1		Brenda Bennett	Printer Service
DESKTOP-963		172.21.2.101	someCompany/testUser	2021-07-13 06:09	2021-07-	1		Brenda Bennett	Printer Service
DESKTOP-962		172.21.2.98	someCompany/testUser	2021-07-13 11:32	2021-07-	1		Brenda Bennett	Printer Service
DESKTOP-961		172.22.2.89	someCompany/testUser	2021-07-13 11:32	2021-07-	1		Brenda Bennett	CRM Application
DESKTOP-958		172.21.2.218	someCompany/testUser	2021-05-05 19:03	2021-07-	1		Brenda Bennett	
DESKTOP-959		172.21.2.119	someCompany/testUser	2021-07-13 06:10	2021-07-				
DESKTOP-956		172.21.2.102	someCompany/testUser	2021-07-13 03:24	2021-07-				
DESKTOP-811		172.22.2.189	someCompany/testUser	2021-07-13 03:29	2021-07-				
DESKTOP-796		172.22.2.209	someCompany/testUser	2021-07-13 11:46	2021-07-				
DESKTOP-795		172.22.2.210	someCompany/testUser	2021-07-13 02:16	2021-07-				
DESKTOP-780		172.22.2.202	someCompany/testUser	2021-07-13 02:16	2021-07-				
DESKTOP-779		172.21.2.187	someCompany	2021-07-13 03:24	2021-07-				
DESKTOP-777		172.21.2.23	someCompany	2021-07-13 11:33	2021-07-				

25 | 50 | 100 | All

ACTIONED BY NAME ACTIONING SERV DEPT NAME

- 1 AM Craig Whytock Service Desk
- 7 AM Craig Whytock Service Desk
- 7 AM Craig Whytock Service Desk

Normal Actions

- Assign Internal Service Desk 1
- Assign Internal Service Desk 2
- Best ETA Calculation
- Book Field Service Appointment
- Change Deviation
- Change Model Update Notification
- Change Schedule and Updates
- Classified
- Comment From Development
- Comment to Development
- Connect Remote Control Tool**
- Create MS Teams Channel for SMEs
- Create Workorder
- Email Selected Users
- Email Update
- Escalate Issue
- Knowledge Candidate
- Log in Jira

response

- Current CRM performance issues
- Home working Part-time Mon-Wed only

Playbook

- 1) What Browser is being used?

IFS

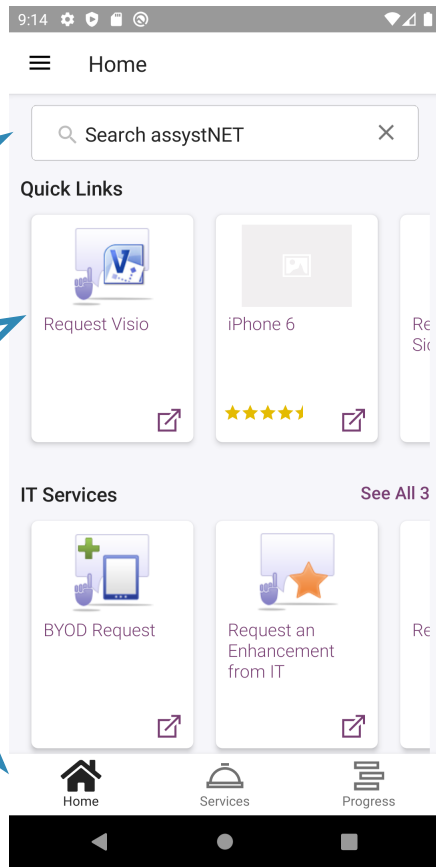
Mobile app

Anywhere, anytime

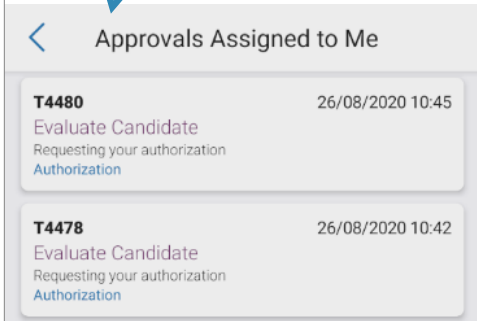
Predictive Search provides a Google type experience

Mobile UX supports promoting services and broadcasts

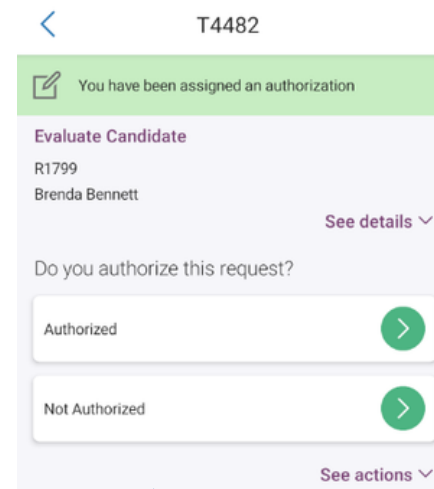
Universally understood icons for quick-menu UX



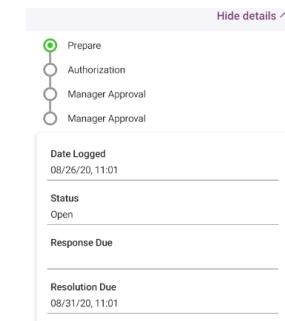
Select an Authorization Task to open its details



Key details are displayed on the Authorization Task including the Affected User



Additional details include the Parent Event's specifics and a Progress Bar



Q n A

