

## >> KEY FACTS

The Valuation Incident Manager is a module in the USU Valuation Suite.

With the Incident Manager, you can do the following:

- > Establish standardized ITIL®-compliant processes at your IT service desk
- > Accelerate the recording, prioritization and processing of fault reports/service requests
- > Use defined workflows to distribute tickets to staff members or support teams
- > Link incidents with problems and change requests (RFCs)
- > Correct faults and malfunctions with the help of a solution database (with optional integration of the USU KnowledgeCenter).

Other relevant Valuation modules:

- > Problem Manager
- > Change Manager
- > Service Request Manager
- > Service Level Manager
- > CMDB Manager
- > Asset Manager
- > Dashboards and USU KnowledgeCenter

## Incident Manager

The Valuation Incident Manager supports your IT service desk in efficiently correcting faults and malfunctions and in restoring the availability of services and applications as fast as possible. Incidents are systematically recorded and handled based on standardized processes. In this way, you'll greatly increase the service quality and efficiency of your service desk and lower your immediate service costs as well as any subsequent, downstream costs that might arise from SLA violations.

### > The Challenges Facing IT Service Desks

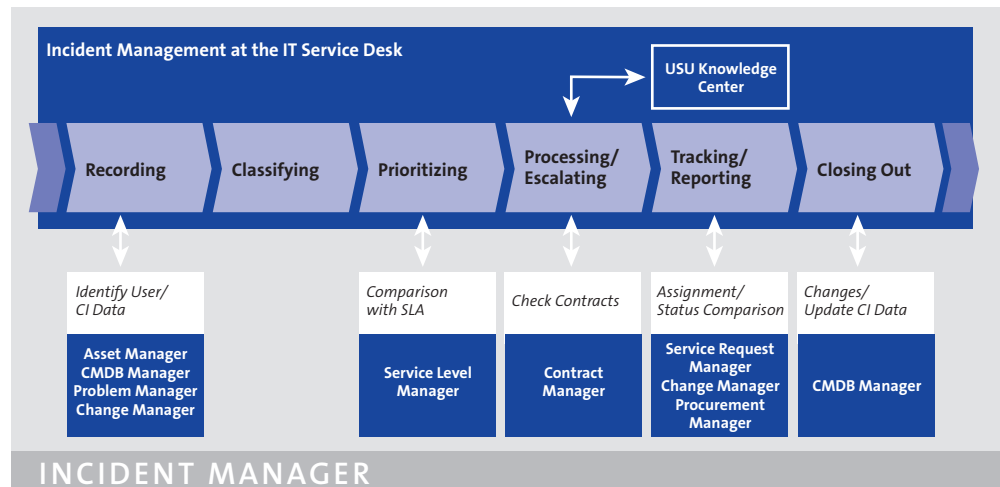
Whenever an incident is reported, how fast and precisely can you identify callers and their IT components? How do you find out exactly which software version or hardware configuration is concerned? How can you find out where faults and malfunctions most frequently occur and which components are responsible for most of them?

How do you ensure an overall high level of competency in communication skills at your service desk as the "single point of contact"?

IT infrastructures are getting increasingly complex, especially in growing and distributed enterprises. Under these conditions, it's absolutely essential for service desk personnel to be able to access reliable, up-to-date information that provides fast and efficient solutions. Greater standardization and automation in ticket handling is critical to decreasing support costs and increasing the availability of IT services.

### > Fast Ticket Registration and Processing

The Valuation Incident Manager is based on ITIL® standards and enables you to quickly register, classify, prioritize, process, forward, track/trace and close out tickets. These tickets can be entered



## >> BENEFITS

*The Valuation Incident Manager supports service desk personnel in finding fast, efficient and reliable solutions to faults and malfunctions.*

*The Valuation Incident Manager allows you to*

- > *Increase the productivity of your service desk by applying standardized, automated and ITIL®-compliant processes*
- > *Keep your service desk personnel properly focused since they know which SLAs apply*
- > *Make better decisions on whether to replace or service a component since you have all relevant configuration and contract data right at hand*
- > *Recognize frequent causes of faults/malfunctions based on informative reports and statistics*
- > *Correct emerging problems faster by accessing proven and documented knowledge (with optional integration of the USU KnowledgeCenter).*

manually or generated automatically, such as by e-mail, telephone, SMS, PDA, monitoring, Web form input, etc. Self-service users can create their own tickets over the Intranet/Internet. After the tickets have been created, they are classified and forwarded to specific staff members or teams.

### > Unique Identification of Users and CIs

When processing tickets, service-desk personnel can also access the optional Configuration Management Database (CMDB), which provides the following key information on configuration items (CIs): device configurations, associated components as well as their connections and dependencies. The optional IT Asset Management Repository provides immediate information on users, cost centers and related contracts. With CTI integration in place, these details are already automatically available to the persons taking support calls, thus speeding up ticket intake and classification.

### > Knowledge-Based Correction of Faults/Malfunctions

With the optional integration of USU KnowledgeCenter, a solution database and search engine designed explicitly for IT service desks, you'll dramatically shorten the time it takes to process job tickets. The search function can be used directly from within the ticket view, and all the information relevant to finding a solution is automatically included in the search. If a proposed solution is

selected and confirmed, it is automatically added to the ticket and saved with it. It only takes 2 mouse clicks to identify the solution and close out the ticket. For detailed information on this powerful function, please see our flyer "Solution Databases for IT Service Desks".

### > An Integrated Solution Brings Greater Efficiency

If desired, you can link incidents with other support tickets, problems or change requests (RFCs). And, if necessary, a ticket can be escalated to problem management or sent for further processing in the Request Management and Change Management departments directly from the original incident intake point. Valuation offers you a fully integrated, seamless solution with smooth transitions and no glitches due to system incompatibilities.

You are automatically notified when the solution/restoration coverage period (as set forth in SLAs) is about to expire and when a ticket is closed out. All process steps are completely documented. The ticket catalog function gives you an immediate overview of ticket activities including detailed descriptions of incidents. The optional Valuation Dashboards can provide helpful, informative displays of key service performance indicators. This will allow you to measure and analyze your service desk activities across the entire process, letting you optimize workflows in targeted manner.