

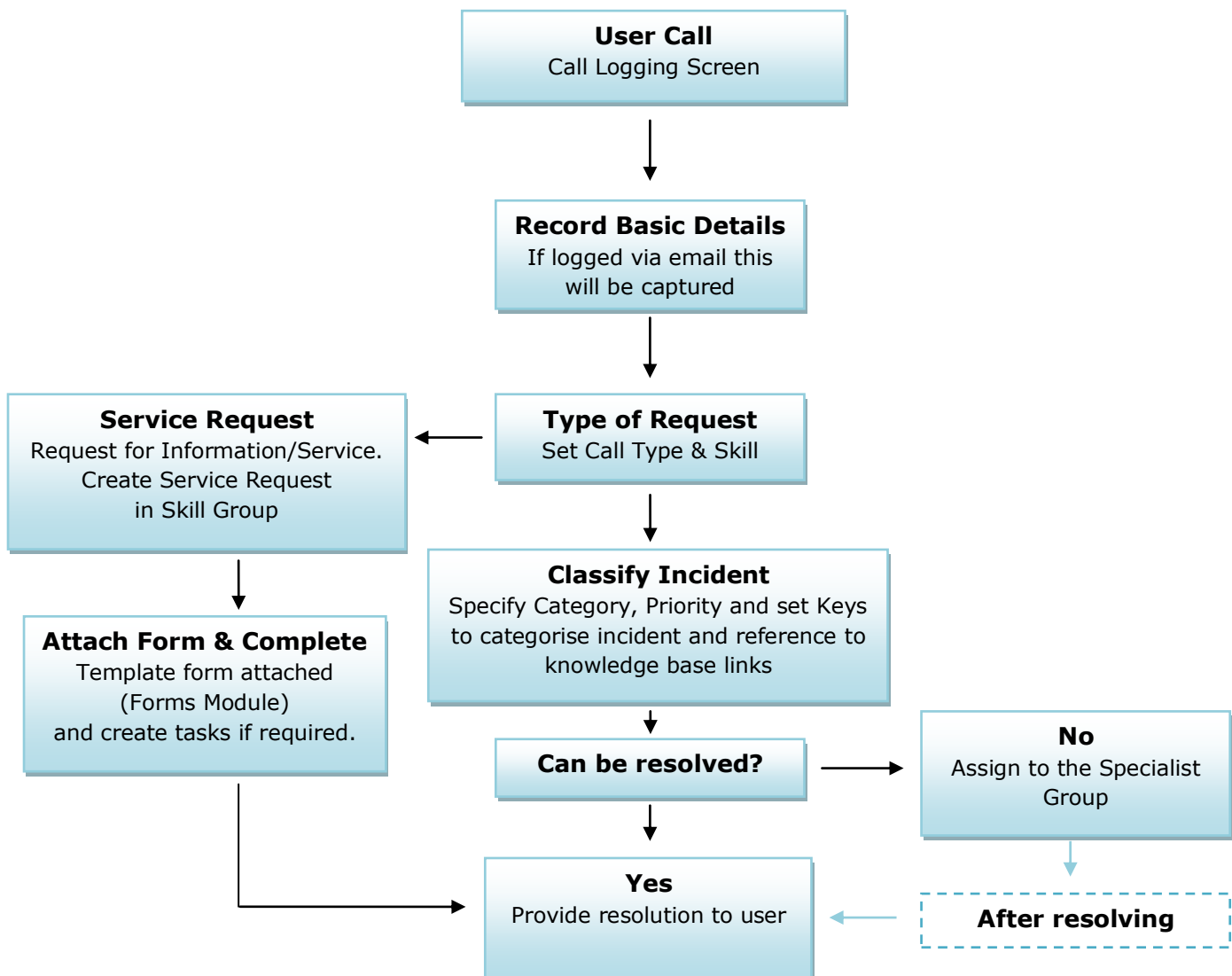
An Introduction to ITIL

ITIL is a framework of best practices to manage IT operations and services defined in the mid-1980s by the Government of Commerce, UK. ITIL's main objective is to align business and Information Technology, allowing organizations to implement what is relevant to their business. ITIL is just a documented common sense from years of learning from helpdesk managers around the world.

ITIL Facts

Quick Facts	Explanation
ITIL is not a standard	Consider it a good advice from IT Managers who have been there. It is up to you to take it or leave it. You can implement ITIL the way it works best for you.
You cannot get your company ITIL-certified	If you are targeting certification, you must get ISO20000 and BS 15000 standards, based on ITIL.
There are no ITIL-compliant products	No one can certify products as ITIL-compliant. It is common for people to refer to PinkElephant's certification. Please read the fine print. http://www.pinkelephant.com/en-GB/ResourceCenter/PinkVerify/CompatibilityCompliance.htm
ITIL is for small, medium and large companies	It's true! Anyone can implement ITIL. However, it makes sense when the size of your helpdesk team is more than 5.
ITIL is not from a single company or a person	ITIL is not backed by a single company or a person. There is no profit motive or personal promotion.

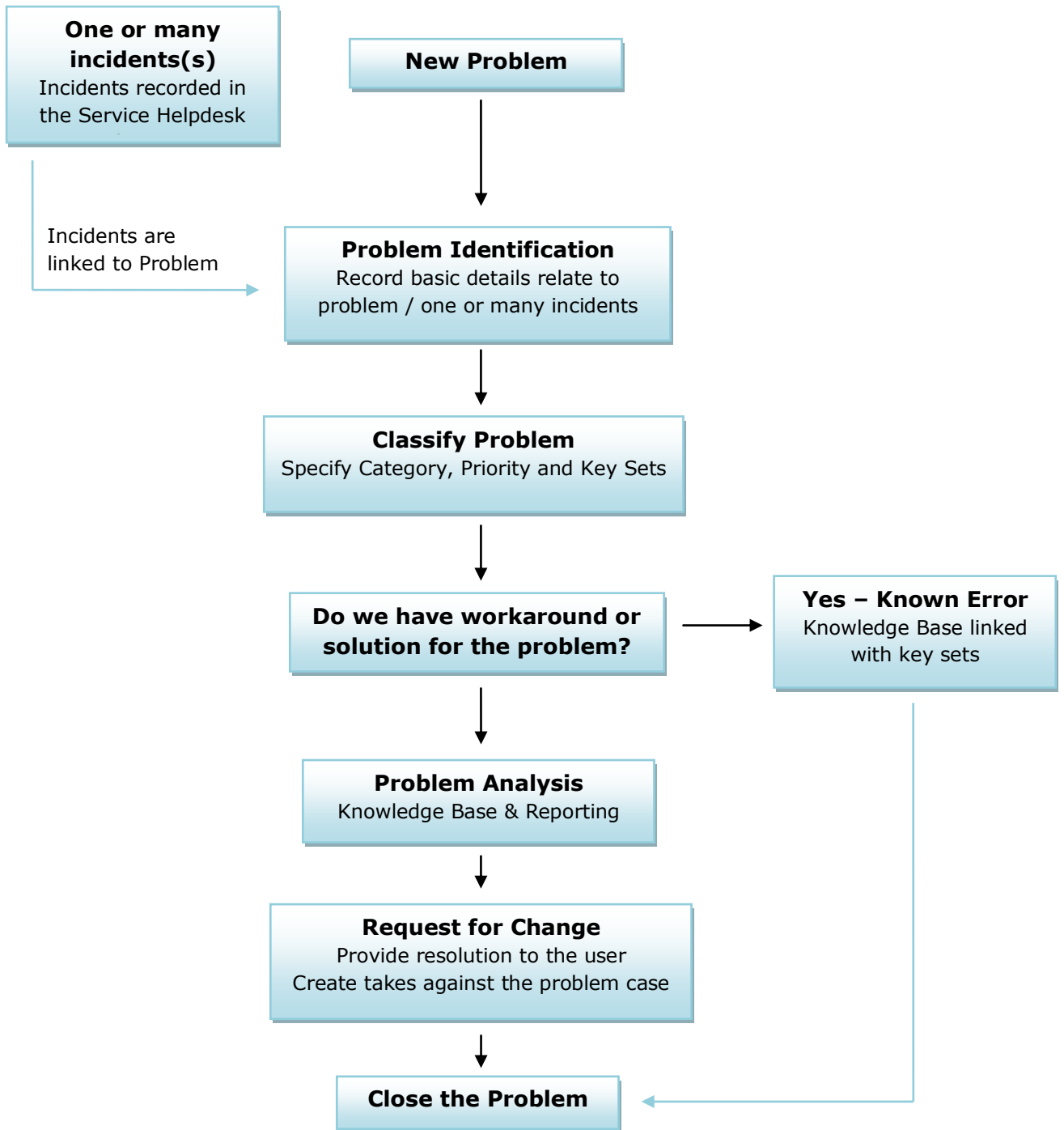
Incident Management Workflow – Help Desk / Service Desk Queue



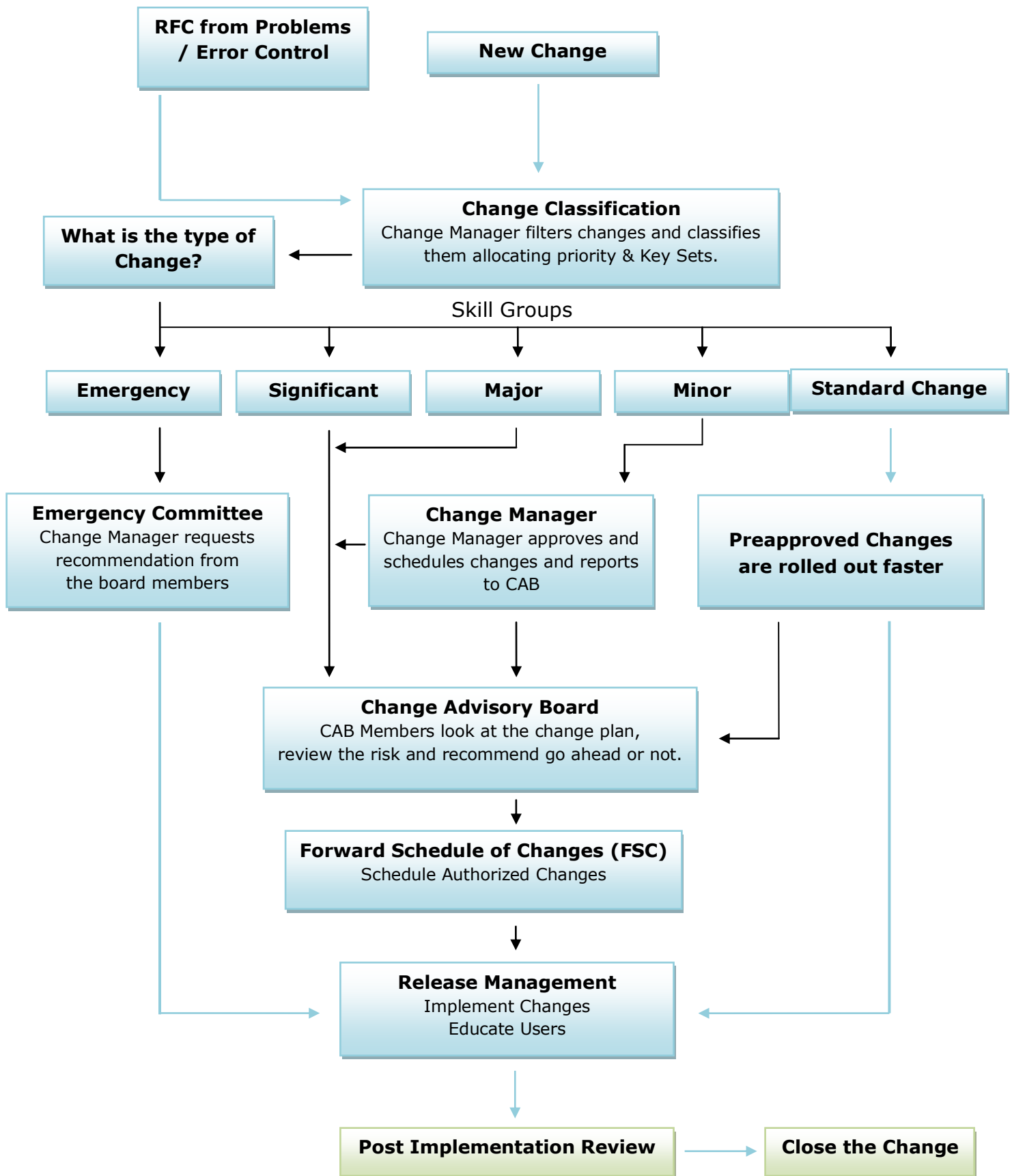
Logging an Incident: Example

- Use the Call Type of "**Incident**"
- When logging a call, check to see if there are any other incidents similar by doing a sort on Keys in the Help Desk Queue.
- If there are, it may be time to create a problem
- Check to see if there are any problems like this incident open by doing a key search in the Problem queue.
- If you find a problem – link the calls.
- NOTE: From the problem you can click on the **Links** tab to see other incidents and perhaps see what we have been doing to get around it until the problem has been worked out, e.g. "reboot", "shut an application" down, etc.

Problem Management Workflow – Problem Management Queue



Change Management Workflow – Change Management Queue



Configuration Management – Asset Management Module

versaSRS HelpDesk enables you to discover all your IT assets such as workstations, printers, routers, switches, and access points and get all the asset details in one place. The versaSRS HelpDesk Asset Management module lets you create and assign asset id and asset name to uniquely identify assets.

Detailed Asset Inventory

The Asset Management module provides detailed information such as model number, Location, Manufacturer, Status, Quantity, Lease, Purchase details, Warranty as well as detailed asset configuration and installation details.

Software Library

versaSRS HelpDesk Asset Management module can store all software installed within your organization and tracks licenses. You can report on purchased versus installed software and rarely used licensed software that helps you streamline software license management.

Asset Relationships

When an IT Service goes down, do you need to know how many users will be affected? versaSRS HelpDesk helps you report on and manage relationships between assets and people.

Service Level Management – The Keystone of versaSRS HelpDesk

versaSRS HelpDesk is a packaged application enabling organisations to quickly and effectively deploy comprehensive service level management processes with a minimum investment.

versaSRS HelpDesk has been developed and built around the concepts of service level management. Tickets can be automatically assigned case types, priorities, keys, group, due dates, tasks and much more according to SLA routing rules created within versaSRS HelpDesk.

For example, queue routing rules can automatically set ticket priority and due date can be applied to a queue. This can be dependent on the email address sent from or set globally for all email send addresses.

Comprehensive reporting is made possible via Reporting Dashboard, for comprehensive statistics on KPIs and SLA key factors.