Customer Support &
Knowledge Management Solutions!

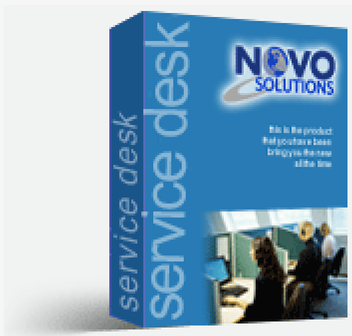
Novo Solutions for **SERVICE DESK MANAGEMENT**

What Will It Do For You?

The Novo Service Desk will allow you to easily keep track of:

- assets, components, etc.
- the relationships of these assets and the business functions and/or processes they provide
- asset & system configuration changes
- incident/problems associated with these assets

Novo Service Desk



Looking for ways to improve incident resolution & response times, lower support costs and better manage your IT related services?

Looking for a solution that allows you to initiate changes in a controlled way that minimizes risk of service outages?

Looking for a system that allows you to easily keep track of 1) assets, components, etc., 2) the relationships of these assets and the business functions/processes they provide, 3) asset & system configuration changes, and 4) incidents associated with these assets?

The Novo Service Desk helps you solve many IT related problems with a very easy to use, flexible, Active Directory integrated web based system.

Novo Service Desk Features List

Service Desk Overview

Increase end user/customer accessibility to incident & problem resolutions With a single point of contact.

Configure your service desk to allow for a combination of skill levels:

- Call Center/Tier 1 (Entry level skills)
- Tier 2 (Skilled)
- Tier 3 (Expert)

Structure your service desk for a variety of support models:

- Centralized - responses handled from a single group/team
- Distributed - responses handled from multiple groups/teams
- Virtual - responses handled from multiple locations.

Empower Your Management with commanding administrator tools.

- Admin Dashboard - fully customizable portal dashboard for at-a-glance viewing of lists and managing reports.
- Metrics On Demand Reporting- configure drill down charts & graphs using built-in reports, or create your own.

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Features continued:

Incident Management

Expedite getting your end-users back to work as quickly as possible

Provide self-service documentation of workarounds and known errors.

Enable easy, flexible ways of end users/customers reporting on and describing incidents via telephone, email, or web interface.

Use flexible, automated business rules to automatically route incidents to the appropriate support team/member, trigger various notifications, etc. based on type of incident, end user/customer, priority and more.

Empower entry level service desk representatives to respond to incidents with one click access to knowledge base articles and documents including workarounds and known errors.

Easily associate incidents with configuration items (assets, components, business functions, etc.) to enable problems to be identified and prioritized based on business impact.

Keep end users/customers informed & engaged with automated and semi-automated email notifications and web portal incident updates.

SLA/Ticket Escalation allows for the auto escalation & auto notification of tickets, while reporting on the SLA performance. End users can be assigned to service level groups, and flexible business rules can apply to each group.

Problem Management

Identify & prioritize problem areas requiring further diagnosis with incident trends by category.

Document resolutions and known workarounds in the knowledge base and associate with the problem and/or incidents.

Initiate Request for Changes (RFCs) to eliminate problems/errors.

Verify problem/error elimination as a final step in the change management work flow process.

Change Management

Funnel Request for Changes (RFCs) through flexible multi-level work flows. Changes can be reviewed/approved at various levels up and/or across your organization to ensure the change is warranted, that sufficient risk assessment has been made and that it is in line with business priorities. In addition, work flows can be defined to track a Request for Change all the way through to post implementation review.

Obtain end-user/customer feedback before a change is made to ensure it addresses the problem appropriately via email (automatically adds notes to the RFC) and/or web interface.

Assess and minimize the risk a change will have on the continuation of business services/functions through a relational configuration map/report (showing relationships between business functions, systems, components, etc.).

Track changes in policies, Disaster Recovery plans and other documentation through document version control.

Features continued:

Configuration Management

Define & track assets/configuration items (hardware, software, components, IT infrastructure related documents, etc.) and manage their details through customizable User Defined Fields and flexible views.

Define & track relationships between assets/configuration items.

Control input and management of configuration information based on flexible user roles to ensure only authorized and identifiable assets/configuration items are added to the system.

Track baseline & current version of network PC software and hardware.

Provide one click display of automated change history/audit trial of asset/configuration item changes (includes who made the status change along with date/time).

Identify problem areas/equipment trends with one click view of incidents, problems and RFCs associated with assets/configuration items.

Provide a quick & easy method for Service Desk representatives to verify related asset/configuration item information while on the phone with end-users/ customers.

Other Products

Novo Knowledge Base
Novo Help Desk
Novo Asset Manager
Novo Document Manager
Novo Service Desk

Customer Support & Knowledge Management Solutions

NOVO SOLUTIONS