



SapphireIMS 4.0  
ITIL Service Desk  
Feature Specification - v1.8

## Overview

SapphireIMS Service Desk is an ITIL v 3.1 certified, enterprise grade, comprehensive IT Service Management Suite. It helps business enterprises and service providers to manage service operations and ensure guaranteed service delivery to its customers as per the service level goals set. SapphireIMS Service Desk enables businesses to excel in customer service, perception and satisfaction.

## Highlights

- Manage ITIL compliant Incident, Problem, Change and Request Fulfillment processes
- Capture complete request information in a simplified manner by associating request with Location, Department, Service, Category, Subcategory etc.
- Implement organization service support processes through service desk forms and customizable workflow
- Implement context sensitive, multi-level approval processes through built-in approval mechanisms in the workflow
- Support for context sensitive fields based on nature of request/incident
- Powerful SLA engine to keep a watch of service operations against the committed SLA's
- Multi-level (Pre-violation(s), Post-violation(s)) escalations and notifications upon SLA breach
- Define SLA and Measure it through off-the-shelf SLA reports
- Ability to add attachments in a request/incident with File Type and Size Restriction
- Support for multiple sources to submit tickets: Web, Email, SMS, Telephone (Helpdesk)
- Automatically convert Email/SMS to request/incident
- Spam Filter Rules in Email to Record Conversion
- Email Command in Email to Record Conversion
- Role based Access Control at a field level ensures sharing of right information to right stake-holders(Editable, Read Only, Mandatory, Hidden)
- Auto functional escalation escalates open incidents to functional specialists in a time-bound manner
- Hierarchical escalation aids in escalation to appropriate managerial stakeholders
- Facility to broadcast critical information through Announcements
- Integration with Asset Management and Business Service Monitoring Modules
- Ease of use
- Role based dashboards
- Single click submission of requests/incidents
- Flexible reporting engine
- Ability to apply for leave and track the availability of the technicians through Technician Availability Chart

## Change Management

SapphireIMS Change Management module ensures that standardized methods and procedures are used to handle changes in the IT infrastructure to minimize impact on service quality and improve the operations. The platform caters to all kinds of changes whether they are – reactively considered in response to problems, proactively from seeking improved efficiency or to enable business and service improvement initiatives.

The change management workflow is flexible to handle any nature of change – standard, emergency or planned. The change is submitted for an approval to the Change Control Board (CAB) after which it is scheduled and implemented.

## SapphireIMS Service Desk Functional Blocks

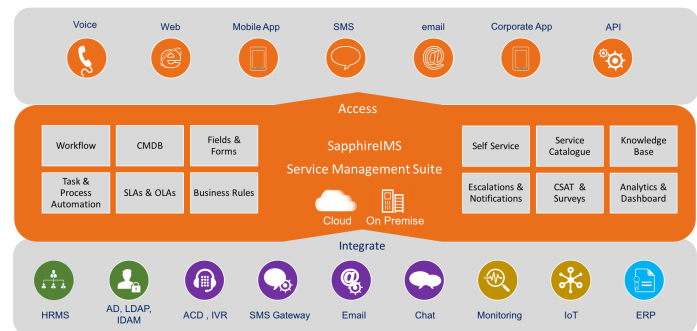
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## Built-in ITIL Standard Process Templates

SapphireIMS provides built-in ITIL based standard Process templates which can be customized based on your service operations process.

- Incident Management: Submit Incidents through Web Portal, Email, SMS or Monitoring Tools. Categorize Incidents based on Service, Category, and Subcategory and manage them till resolution against SLA. Ensure that service operations team adheres to the process by modelling workflow based on your organization process.
- Problem Management: Identify and submit frequently occurring issues as problems; perform Root Cause Analysis and understand Business Impact. Manage problems effectively to reduce Incident volume and service downtime.
- Change Management: Manage the Changes in your mission critical business operations environment via well-defined change management process. Request for Change (RFC) can be created with clear impact analysis, schedule, impact of not changing, back-out plan and Change approval board (CAB) permissions to be sought. Upon approval, can be tracked till successful change implementation.
- Request Fulfilment / Service Requests: Enable end users to request services directly and allows service operations to fulfil the requests effectively upon due approvals, etc. Self Service Portals, Service Catalogue and Quick Ticketing Templates offer easy to use interfaces and enhance overall experience.

### Service Management Suite



## Quick Ticketing Template

- Define various Quick Ticketing Templates based on common Incidents or Service Requests
- Allows end user to submit Incidents or Service Request accurately upon a click

## Service Catalogue

- Publish the list of IT services that is offered to the end users
- Comprehensive information capture like description of the service, scope of the service, what is covered and not covered by the service, service owner, service availability duration, status, etc.
- Complete picture of the service details offered to users, with a facility to access the services

## Mobile Helpdesk Client

- Supports wide range of Mobile OS like Android, Windows and IOS using HTML5
- Ability to perform the following:
  - Sign-In to the Service Desk Portal
  - Submit tickets
  - Context Sensitive Dashboard with vital information
  - Perform state changes (assign/approval)
  - Sign-In/ Sign-Out facility for technicians to publish their availability

## Customizable Workflow

- Customizable and Robust Workflow Engine to define custom ITSM processes
- Supports creating multiple sub-processes in a workflow
- Process definitions based on Roles
- GUI representation of a workflow

## SLA Management and Monitoring

- Define Multiple SLAs based on different life-cycle or process of Incident / Service requests
- Ability to stop the SLA timer during certain periods (definable like end user not available, awaiting approval, etc.)
- Define business hours policies and associate them with SLA
- Define holidays profiles and associate them with SLA
- Multi-level Pre SLA violation notification through Email and SMS
- Multi-level SLA violation escalations through Email and SMS
- Monitor the actual service delivery time against the committed service delivery time to gauge the compliance to the committed SLA

## Hierarchical Escalation

Hierarchically escalate the service desk record to a higher level by a service desk engineer which can be performed at any point of time during the life cycle of a process.

- User Escalation: Manual trigger of hierarchical escalation, if the user is not satisfied with the resolution or with the progress of the service desk record
- SLA Escalation: Automatic escalation triggered when the process violates the configured SLA and results in SLA breach
- Priority Escalation: Automatic escalation triggered to notify the priority of the request when the priority of the record changes

## State based Email and SMS Notification Rules

- Keep the right stakeholders informed on status change (New record creation, resolution etc.) and thus achieve better communication between Service operations team and Users
- Send personalized communication using Notification Templates

## Business rules execution/Customer actions

As organizations align IT/Service operations with business, service desk must provide options to integrate with corporate business systems like HRMS, ERP, etc.

SapphireIMS Service desk offers well defined mechanism to integrate with HRMS to capture user information and organizational hierarchy information. It also provides a mechanism to trigger custom actions pre/post the state transitions of the records. Custom action interface can be used to update business data/systems

## Parent and Child Ticket Creation

- Create child records against a parent record which requires multiple independent actions to be performed
- Indirectly track the progress of the Parent record through the status of child records

## User Surveys

- Create your own user survey forms with own set of Questions and Answers
- Circulate user survey periodically for a stipulated time period on end user screen or through e-mail
- Analyze user survey responses through dashboards and reports

## Close the Parent record upon the closure of dependent child records User Feedback

- Define User feedback forms with your own set of Questions, Question weight age, response options, rating, display order, etc. Present the optional User Feedback forms to end users to gather feedback
- Track user satisfaction using user feedback reports

## End User Portal

- Personalized Dashboard with the status of service requests/incidents raised
- Quick listing of assets that have been assigned to the user
- Elegant, fast and customizable Incident and Service request submission form
- Short cuts to Quick Template, Knowledge Base, Repository and Service Catalogue

## Knowledge Base

- Build your knowledge base based on Incident record resolution details or previous experiences
- Helps service desk engineers to resolve incidents
- Easier access to KB Articles for end users through context sensitive KB Article display in record submission form
- Ensure completeness of KB articles via Knowledge-base manager approval mechanism for new articles

## KEDB (Known Error Database)

- Log of error records, created after a problem is published to KEDB to help incident management staff resolve incidents
- Sharing of known error information
- Approval mechanism to store known error database or knowledge base details
- Search contents and manage the same

## Repository

- Upload frequently used documents and corporate software to the portal
- Make them available for End Users to download through restrictions with Roles

## Web Services API for 3rd party application integration

SapphireIMS Service Desk provides web-services interfaces which can be used for seamless integration with 3rd party monitoring platforms to achieve automatic incident creation upon occurrence of failure. Following operations are supported using the API

- Create service requests / incidents
- Modify service request / incident status
- Get current status with field level details

## AD and Open LDAP Integration

- Seamlessly integrate with the LDAP Services to ensure user data integrity
- Facility to import Users from specific organizational units(OU)
- Incremental and Full synchronization schedules as per business needs
- Map user attributes in SapphireIMS to specific LDAP Attributes
- Single-Sign-On (SSO) to simplify the login process

## ITSM beyond IT Operations

- Supports designing of various Non-IT Processes like HR etc.
- Customizable workflow to adopt complex Non-IT Processes
- Supports custom approval processes
- Integrates with the HRMS System

## Dashboards and Reports

- Ready to use dashboards along with facility to create custom dashboards
- Industry standard built-in reports
- Custom report builder
- MIS Reports
- Export reports to excel and PDF formats
- Scheduling of reports for auto generation and e-mailing of the same

# About SapphireIMS

SapphireIMS is an ITIL 2011 certified enterprise grade service management system that makes your business agile. We do it through a modular and easy to implement suite of products, such as ITIL Service Desk, Enterprise Asset Management, Enterprise Service Management, Business Service Monitoring and Service Lifecycle Management. Our Healthcare Service Management solution is specifically designed for the needs of the healthcare industry.

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