

The user-friendly
alternative,
prepared for
your processes



The user-friendly Service Desk tool

Limit the vulnerabilities

Are you familiar with uncontrolled breakdowns in operations, defective communications and dissatisfied staff? That type of scenario not only costs a loss of working time. Defective standardisation of the Service Management processes and the resulting random management of the activities is also a ticking bomb under the organisation's IT- and business processes. And only by aligning,

formalising and standardising the Service Management processes, does the organisation achieve a well-functioning IT-department, ready to come to the rescue in the event of an emergency.

Start with the Service Desk function

The Service Desk is a natural starting point when you wish to optimise and secure the IT Service Management processes. With the IHLP® 2007 Service Desk

tool, it is possible to set up a Service Desk function without the obstacles that can normally get in the way. The tool is designed to support ITIL® with the greatest possible system-flexibility and user-friendliness in mind. In this way, changes become predictable for the staff who work at aligning and embedding the processes, and also for those who will use the Service Desk function on a daily basis.



IHLP® 2007 Service Desk characteristics

The screenshot displays the IHLP® 2007 Service Desk interface within a Windows Internet Explorer browser window. The page title is "Service Desk" and the user is identified as "Knud Knudsen". The interface includes a navigation menu on the left with options like Home, Call, New, Personal, Queued, Active, Parked, Cross search, FAQ, Public messages, Reports, Tasks, User manual, and Log out. The main content area shows a "Service Desk log" with a welcome message from Hans Hansen dated 10-2-2007 10:30. Below the log is a "Statistics" section with a table of request counts.

Service Request	Incident Request	Problem Request	error... Request	Change Request
17 Incoming	7 Incoming	5 In queue	0 In queue	0 Registration
0 Open	0 Open	0 Active	0 Active	0 Classification
0 Booked	0 Booked	0 Parked	0 Parked	1 Assignment
0 Awaits user	1 Awaits user	0 Closed	0 Closed	0 changeapproval...
0 Awaits ext. ass.	0 Awaits ext. ass.			1 Build
0 Parked	0 Parked			1 Test
1 Closed	5 Closed			0 Authorisation
				0 Production
				1 Closed

The use of colour codes and icons in IHLP® 2007 ensures that IT-staff can easily distinguish between the different processes and command the activities. The colours consequently adhere to IHLP® 2007 from the working with process diagrams to the tool's user-interface and assisting files.



The tool that supports your processes

The organisation is in focus

IHLP® 2007 is designed to support the organisation's Service Management processes and is expanded in step with the organisation embedding the processes. The tool is delivered as configuration packages to establish a Service Desk function, embed the Service Support processes, construct and maintain a CMDB and to plan the organisational Service Delivery activities. Furthermore,

a number of configuration packages are available to automate the organisation's Service Management activities and integrate with a number of the market's leading complementary tools.

The essential organisational embedding of the tool

The flexible composition of IHLP® 2007 means that the tool can easily be extended in concurrence with the needs

of the organisation. Thus, IHLP® 2007 is developed together with the organisation; therefore the IT-department avoids getting stuck in a resourceful time-consuming tool, designed for more processes than one is prepared to support. In this way, the organisation achieves the optimal support of the processes and a sensible relationship between investments in the tool, process support and internal time.

In compliance with ITIL®

- IHLP® 2007 Service Desk is designed to support ITIL®
- The design is carried out in co-operation with some of the market's leading process consultants
- Managed workflows ensure uniformity in the organisation's processes

User-friendly

- The well-arranged user-interface with consistent use of colour codes and icons, provide a good overview of tasks across the IT-department's processes
- User-oriented development where GUI and workflows are tested on focus groups
- Short learning curve

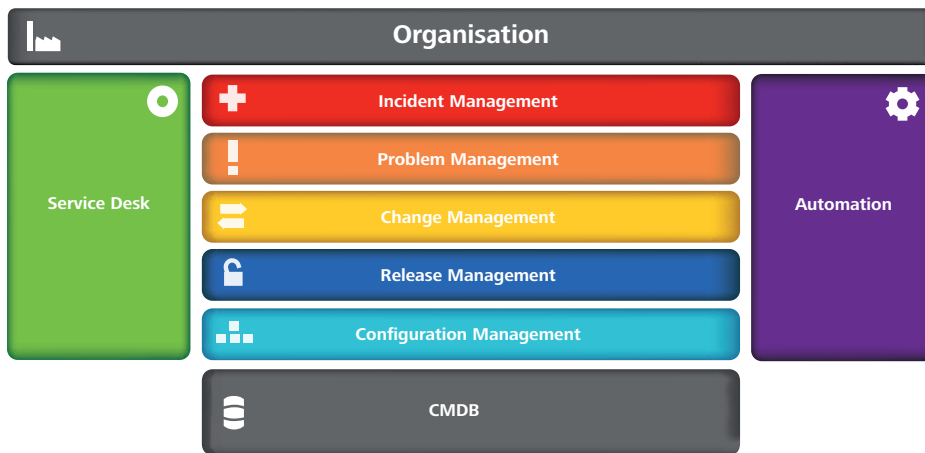
Flexible, functional and future-proof

- The possibility to use one's own process descriptions and help-texts, so that a bridge is build between the organisation's process work and the staff's tools
- Flexible and scalable system architecture which supports the SOA-principles
- Supports the organisation's actual processes
- 100% web based
- Developed in .NET 2.0 (C# and ASP.NET)
- API's uncovered through the use of web services
- IHLP® 2007 can be configured through XML and XSLT

In co-operation with and between customers

- IHLP® 2007 users gather in ServiceMind – which is iSpoc's community
- ServiceMind is continuously expanding and it provides the individual customer with good opportunities to optimise their service processes
- ServiceMind contains, among other things, joint FAQ's, knowledge-sharing across organisations and the opportunity to use joint development fora, where customers join together to develop new configuration packages etc.

Service Desk



Solutions based on IHLP® 2007 are configured and delivered to support the organisation's processes. Hereby, organisations can focus on mapping, optimising, and bracing the processes, while knowing for sure that the tool supports these.

About the Service Desk function

The Service Desk function is the organisation's Single Point of Contact, i.e. the central contact and registration point between the users and the IT-organisation in all Service Management issues. The function handles events such as problems and questions and it can also manage other service assignments such as user-administration, orders and information distribution.

Service Desk advantages

- Improved service that is delivered on the basis of fixed service levels
- Improved accessibility and increased flexibility
- Fewer organisational vulnerabilities
- Increased knowledge-sharing among staff
- Greater transparency in the IT-deliveries

- Improved exploitation of resources
- Opportunities for user-involvement and self-service
- A number of decisions can be made on a more well-documented basis
- Generally better management

About iSpoc

iSpoc's vision is to develop and deliver the most flexible and user-friendly Service Management tools on the market. Our tools, professional experience and network make the customer able to comply with the market's current principles. This is with solutions that are constructed for the individual organisation's needs. iSpoc provides its services for such companies as TV2/Danmark, Fair Forsikring, Odense Municipality, INTERSPORT Danmark, Foss, Royal Unibrew, Bianco Footwear, Valora Trade and to every fourth Ministry in Denmark.

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