



## coDesk Datasheet

coDesk is a scalable, flexible, service desk included with IBM NOC-Inside services and can be used to log, track, manage and resolve IT and non IT issues. coDesk automates ITIL® based best practices which enable IT teams to quickly resolve issues , eliminate the negative impact of IT issues on business, streamline service support process and ensure higher end user satisfaction. coDesk helps collaboration between IT teams, enables knowledge sharing and tracks SLA and performance of IT teams and engineers.

### Features

- ✓ Full featured service desk for resolving IT & non-IT issues
- ✓ Provides automation for ITIL® Service Support Processes
- ✓ Excellent support for Incident, Problem, Change, Configuration management
- ✓ Supports Web and Email based call logging
- ✓ Includes powerful & flexible Routing Engine
- ✓ Service Level Management for support processes
- ✓ Generates notifications, escalations, reminders
- ✓ Includes strong audit log capabilities
- ✓ Extensive out of the box reports, real time dashboards and historical analytics
- ✓ Provides role based access control for secure data access
- ✓ Supports End User Call Closure
- ✓ Tracks End User Rating per call
- ✓ Includes full featured Knowledge Base, Bulletin Board & Ticker
- ✓ Supports Microsoft Windows ADS authentication
- ✓ Supports multiple tenancy support for Service Providers
- ✓ Highly scalable architecture with ability to support large number of concurrent users and tickets per month.

### Incident Management

- ✓ Supports Transfers, Allocations, Ownership, Lock, Hold, Reopen of Incidents
- ✓ Includes SLA support for Response & Resolution including escalations
- ✓ Ability to relate Incidents with Problems, Changes, Configuration Items
- ✓ Known Errors and Knowledge Base lookup available during incident logging
- ✓ Ability to link Minor Incidents with Major incidents
- ✓ Bi-direction Incident Management integration with SNAPPiMON and Tivoli Enterprise Console (TEC)

### Problem Management

- ✓ Support for Problem Logging & Analysis
- ✓ Excellent support for Root Cause Analysis
- ✓ Support for Problem Control and Error Control phases
- ✓ Supports routing, Operational Level Agreements (OLA) and escalations
- ✓ Support for Problem Workarounds, Temporary fixes & Solutions
- ✓ Ability to relate Problems with Incidents, Change Requests, Configuration Items
- ✓ Includes Known Error Database
- ✓ Ability to link problems with Known Errors
- ✓ Transfers, Allocations, Ownership, Lock, Hold, Reopen, etc supported
- ✓ Support for multiple Problem Teams



## Change Management

- ✓ Change Request Logging for End Users, Problem and Change Teams
- ✓ Support for multiple Change Teams include Change Advisory Board (CAB), Build, Test, Implementation, Release and other teams
- ✓ Support for Standard, Minor, Major and Emergency Change Management
- ✓ Support for Change Approvals/Rejections & Authorizations
- ✓ Support for Change Calendar, Notification and Reminders
- ✓ Support for Risk Analysis & Post Implementation Reviews
- ✓ Ability to relate Change Requests to Incidents, Problems, Configuration Items

## Configuration Management

- ✓ Includes a flexible & extensible Configuration Management Database (CMDB)
- ✓ Stores relations between Assets, Users, Owners, Maintainers, Locations, Buildings, Departments, Projects, etc
- ✓ Ability to relate Assets with Purchase Orders, Annual Maintenance Contracts, Warranties, Payments, Vendors, etc – when integrated with Netsol Asset Manager.
- ✓ Support for pre-defined Asset types like Desktops, Servers, Switches, Routers, Servers, Operating Systems, Applications, Firewalls, etc
- ✓ Ability to keep track of changes to assets over a period of time
- ✓ Ability to relate Assets/CIs to Incidents, Problems, Change Requests
- ✓ Strong Audit Log capabilities for Asset history
- ✓ Notifications & Alerts available on change of Asset status, movement, etc
- ✓ Ability to create and model new asset types and relationships on the fly (requires Asset Manager integration)

## Knowledge Base

- ✓ Ability to create, edit, modify, delete multiple Knowledge Base (KB) articles
- ✓ Flexible & powerful search capabilities
- ✓ Allows for collaboration between analysts to update & enhance knowledge articles by adding contributions
- ✓ Ability to attach documents, URLs, additional notes, etc
- ✓ Support for rating of KB article by relevance and usefulness
- ✓ Ability to track popularity of an article
- ✓ Ability to relate Incident, Problem, Change and Configuration Items to KB
- ✓ Strong Audit Log capabilities for Article history

## System Requirements

- ✓ Hardware sizing is dependent on the scope of deployment. Typical requirements are listed below.
- ✓ coDesk Server – Intel Pentium/Core 2.4 GHz CPU, 1 GB RAM free memory, 20 GB free hard disk space, Microsoft Windows 2003 SP2 Server OS, IIS 6.x, .NET 2.0 runtime
- ✓ Database – IBM DB 9.5 or Microsoft SQL 2005 SP2
- ✓ Client Browser – Internet Explorer 6.x or Mozilla Firefox 2.x or above
- ✓ Database & coDesk server may reside on same or separate servers