

LIVE Servis Desk

Realizacija interne podrške za IT servise i aplikacije

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Agenda

- **LIVE Servis Desk**
- **LIVE SD za Internu Podršku**





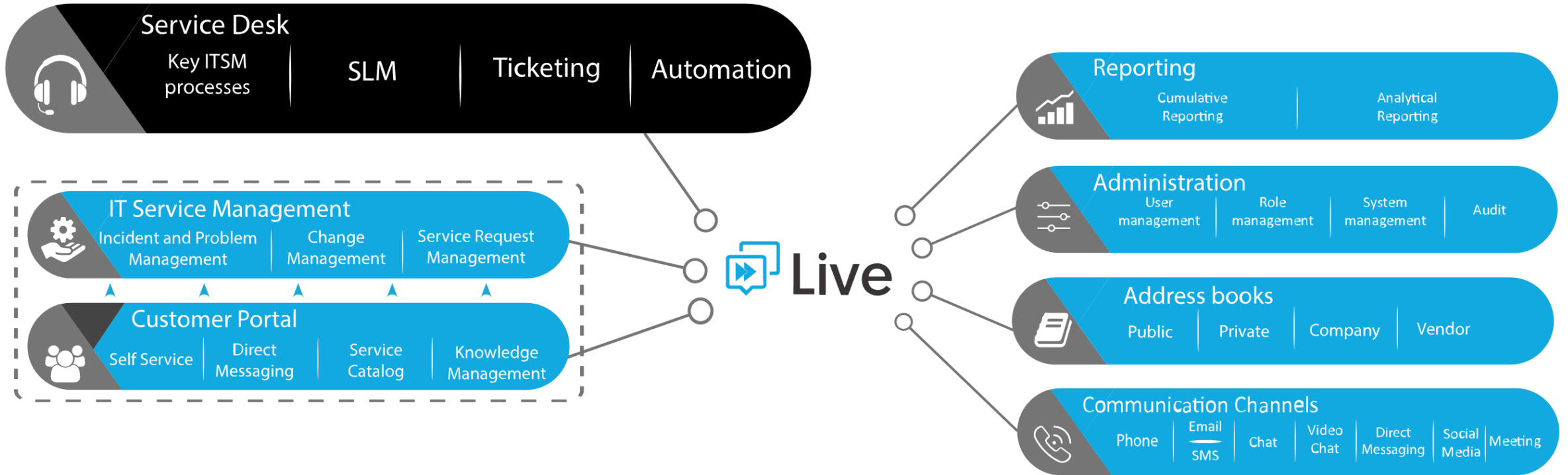
LIVE Servis Desk

LIVE Servis Desk je napredna servisna platforma koja pruža jedinstveno mesto kontakta između pružaoca servisa i korisnika.

LIVE - Konzept



LIVE Servis Desk - Segmenti



LIVE SD – Osnovne prednosti

ITSM procesi

ITIL Framework

Automatizacija

**LIVE
SD**

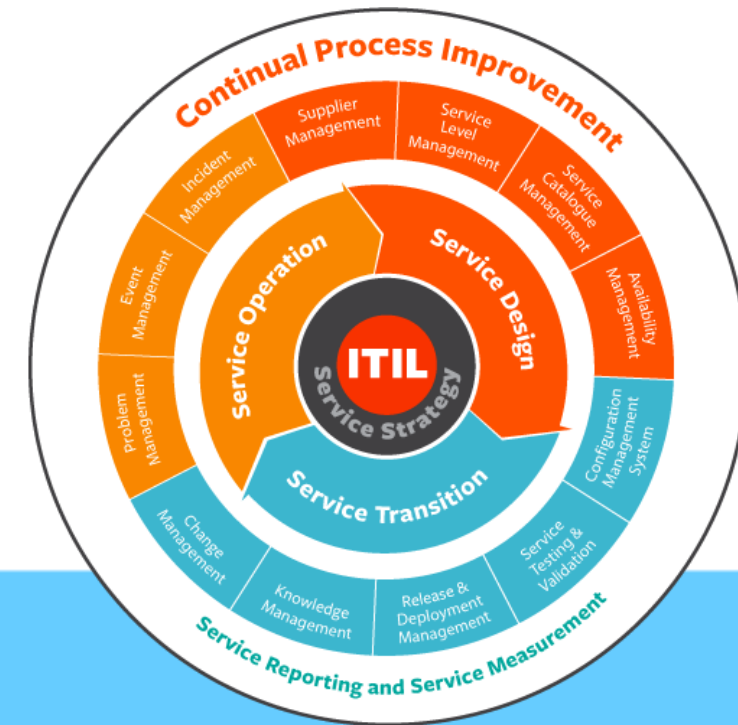
**Jedno mesto
kontakta**

**Omnichannel
komunikacija**

**Kustomizacija i
Integracija**

LIVE SD – ITSM & ITIL kompatibilnost

- IT Service Management (ITSM) predstavlja process upravljanja i unapređivanja IT usluga koje organizacija pruža krajnjim korisnicima (eksternim ili internim).
- ITIL (IT Infrastructure Library) je okvir najbolje prakse i preporuka za efikasan ITSM
- LIVE Servis Desk je projektovan u skladu sa ITIL preporukama za ITSM



LIVE SD ITSM Prosesi



Known Error Database



Service Request Management



Problem Management



Incident Management



Service Level Management



Change Management



Service Catalogue



Configuration Management



Knowledge Management



Live
by asseco

Upozorenja Automatizacija

*Klijent
prijavljuje
Incident*

*Klijent je
automatski
prepoznat*

*Nalazi se
rešenje ili se
traže dodatne
informacije.*

SD Proces

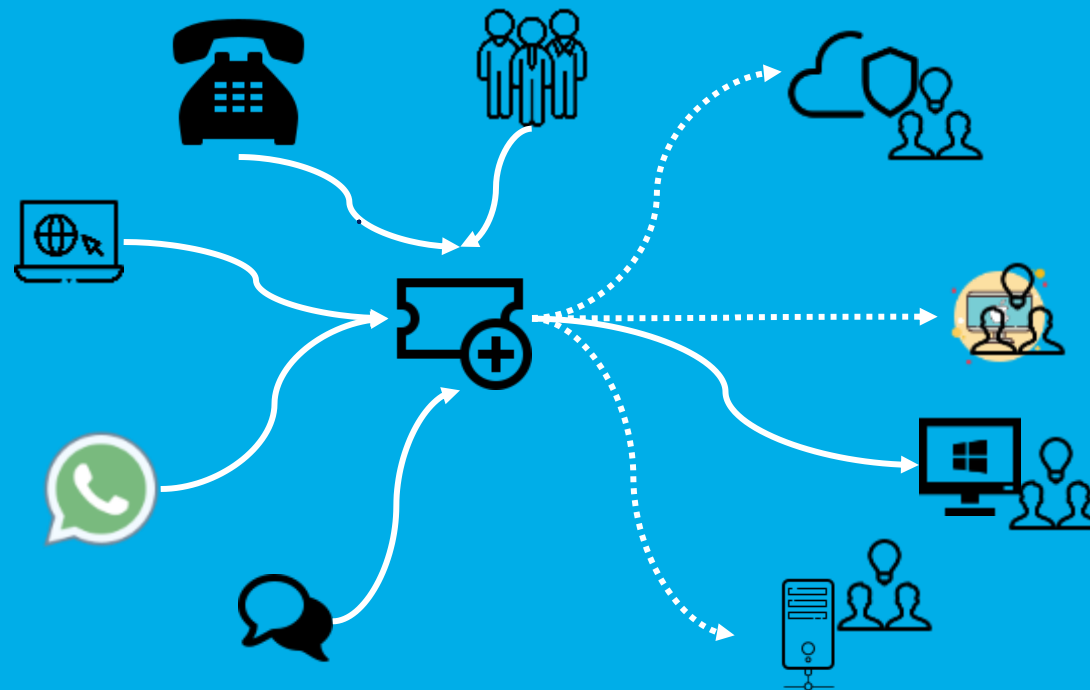
*Automatski
potvrđena
prijava sa
brojem*

*Rešavanje
incidenta ili
prosleđivanje
na viši nivo*

*Zahtev se
kategorizuje,
dodaje se
prioritet i
automatski se
startuju SLA
timeri*

Jedno mesto kontakta

- Svi zahtevi dolaze na jedno centralno mesto, bez obzira na izvor
- Svi zahtevi dolaze na jedno centralno mesto, bez obzira na izvor
- Ticketi se raspodeljuju u skladu sa procesima i kompetencijama
- Izveštavanje je jedinstveno



Omnichannel komunikacija

Phone

Email

Web Portal

SMS

Direct Messaging

Chat

WhatsApp / Viber

...

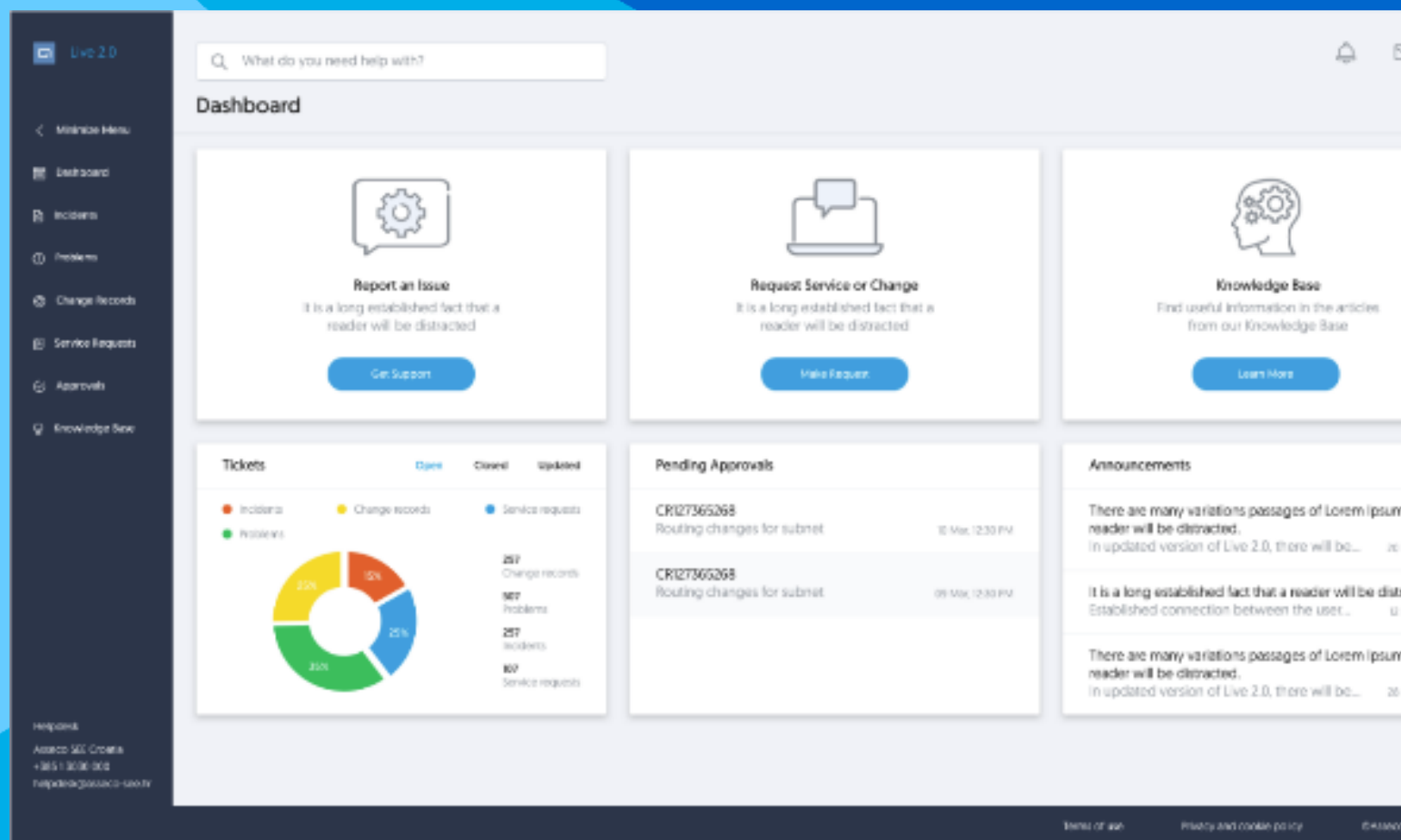


Kustomizacija i integracija

- Integracija sa standardnim (AD, Single Sign On) i specifičnim aplikacijama
- Upravljanje izgledom menija i korisničkih polja
- Promenjivi radni tokovi i procesi
- Podešavanje životnog ciklusa predmeta prema potrebama
- Izmene prema zahtevima korisnika

Live SD Korisnički Portal

- Portal za sve korisnike Live SD
- Omogućava korisnicima da lako prijavljuju, monitorišu i prate tok rešavanja predmeta.
- Personalizovan korisnički pristup
- Lak pristup bazi znanja
- Self-Service rešavanje poznatih problema



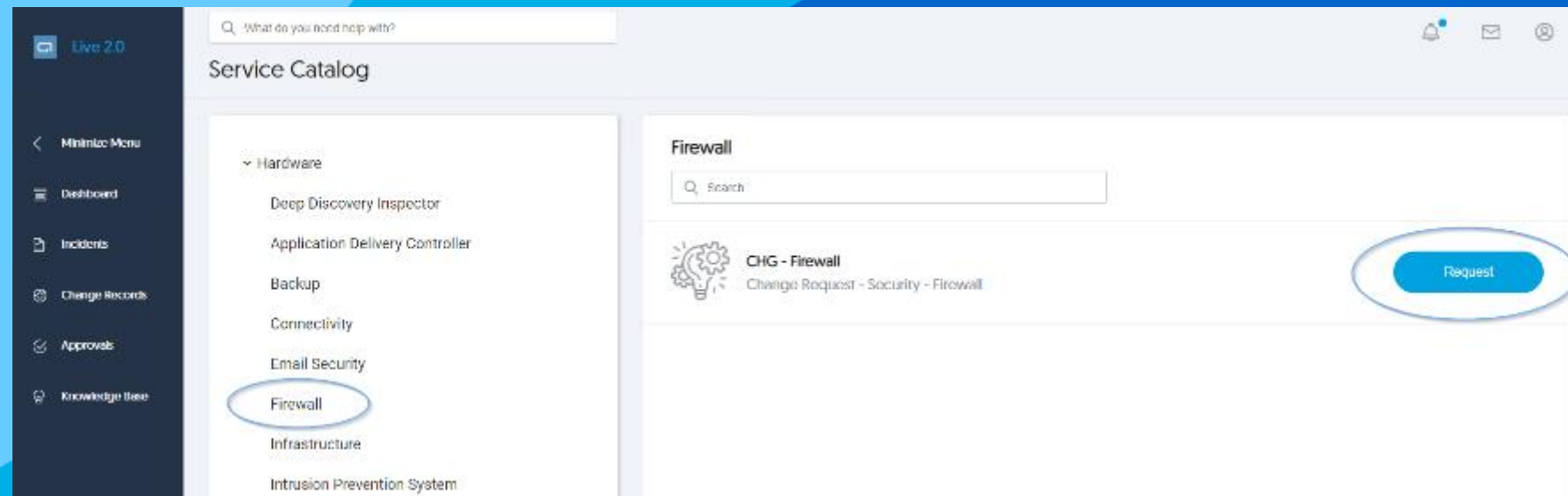
The screenshot displays the Live SD user portal dashboard. It features a dark sidebar with navigation options: Home, Dashboard, Incidents, Problems, Change Records, Service Requests, Approvals, and Knowledge Base. The main content area includes a search bar, a 'Dashboard' title, and several key performance indicators (KPIs) and sections:

- Report an Issue:** A card with a gear icon and a 'Get Support' button. Below the icon, it says 'It is a long established fact that a reader will be distracted'.
- Request Service or Change:** A card with a laptop icon and a 'Make Request' button. Below the icon, it says 'It is a long established fact that a reader will be distracted'.
- Knowledge Base:** A card with a head icon and a 'Learn More' button. Below the icon, it says 'Find useful information in the articles from our Knowledge Base'.
- Tickets:** A section with a donut chart showing the distribution of tickets by status: Open (25%), Closed (35%), and Updated (25%). A legend identifies the colors: Incidents (red), Change records (yellow), Service requests (blue), and Problems (green). To the right, there are counts for each category: 257 Change records, 307 Problems, 257 Incidents, and 107 Service requests.
- Pending Approvals:** A table listing pending approvals with columns for ID, description, and date. Two entries are shown: CR127365268 for 'Routing changes for subnet' on 10 Mar, 12:30 PM, and another identical entry on 09 Mar, 12:30 PM.
- Announcements:** A section containing text about variations of Lorem ipsum and updates to Live 2.0.

At the bottom left of the dashboard, contact information is provided: 'Helpdesk, Asseco SD Croatia, +385 1 3038 300, helpdesk@asseco-sd.hr'. At the bottom right, there are links for 'Terms of use', 'Privacy and cookie policy', and '© 2020'.

Korisnički Portal – Servis Katalog

- Izbor usluga preko servisnog kataloga na Portalu
- Mogućnost hijerarhijske strukture kataloga
- Pojednostavljeno prijavljivanje problema
- Automatsko upravljanje pristupom i korisničkim pravima



LIVE Servis Desk za Internu podršku

- Live 2.0
- Minimize Menu
- Dashboard
- Incidents
- Problems
- Change Records
- Service Requests
- Approvals
- Knowledge Base
- Helpdesk
- Asseco S&T Croatia
- +385 1 3036 002
- helpdesk@assecro.com.hr

What do you need help with?

Ticket: IN12736526

Ticket list

Search Ticket

Main View Details Interactions

Service Catalog

Business and Department Services

Employee Lifecycle Services

Technical and Support Services

Database

Database

Mainframe

Mainframe

Hardware Procurement

Mainframe

Messaging

Network

Personal Productivity Services

Database - select from the list or make a custom request

Search...

Setting up VPN
It is a long established fact that a reader will be distracted by the readable content of a page when looking at its layout. Request

Problem with internet
It is a long established fact that a reader will be distracted by the readable content of a page when looking at its layout. Request

Equipment trouble
It is a long established fact that a reader will be distracted by the readable content of a page when looking at its layout. Request

Replacing a fan fuse on a router
It is a long established fact that a reader will be distracted by the readable content of a page when looking at its layout. Request

Custom Request
Can't find the most accurate issue to yours? Create a custom request. Make Request

257 Change records


257 Problems

257 Incidents

107 Service requests

CR127365268
Routing changes for subnet 09 Mar, 12:03 PM

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Helpdesk
Asseco S&T Croatia
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Interni Servis Desk

Osnovni zadatak Servis Desk platforme je da unapredi IT procese u kompaniji.



01



Organizacija

Bolje upravljanje problemima i incidentima uz veću efikasnost i smanjenje opterećenja zaposlenih.

02

Klijenti/Zaposleni

Poboljšanje nivoa usluga koje obezbeđuje IT sektor



03

Eksterni korisnici

Brže eskalacije ka partnerima i dobavljačima



1. Servis Desk za podršku funkcionisanju IP Telefonije

- Realizacije mreže IP telefonije za 2000+ korisnika
- Isporuka i implementacija internog Servis Desk rešenja za podršku tokom i nakon implementacije
- Servis Desk funkcije:
 - Upravljanje incidentima
 - Web portal, email i tel. kanali (interni CC)
 - Prijem i prosleđivanje ticketa
 - Izveštavanje

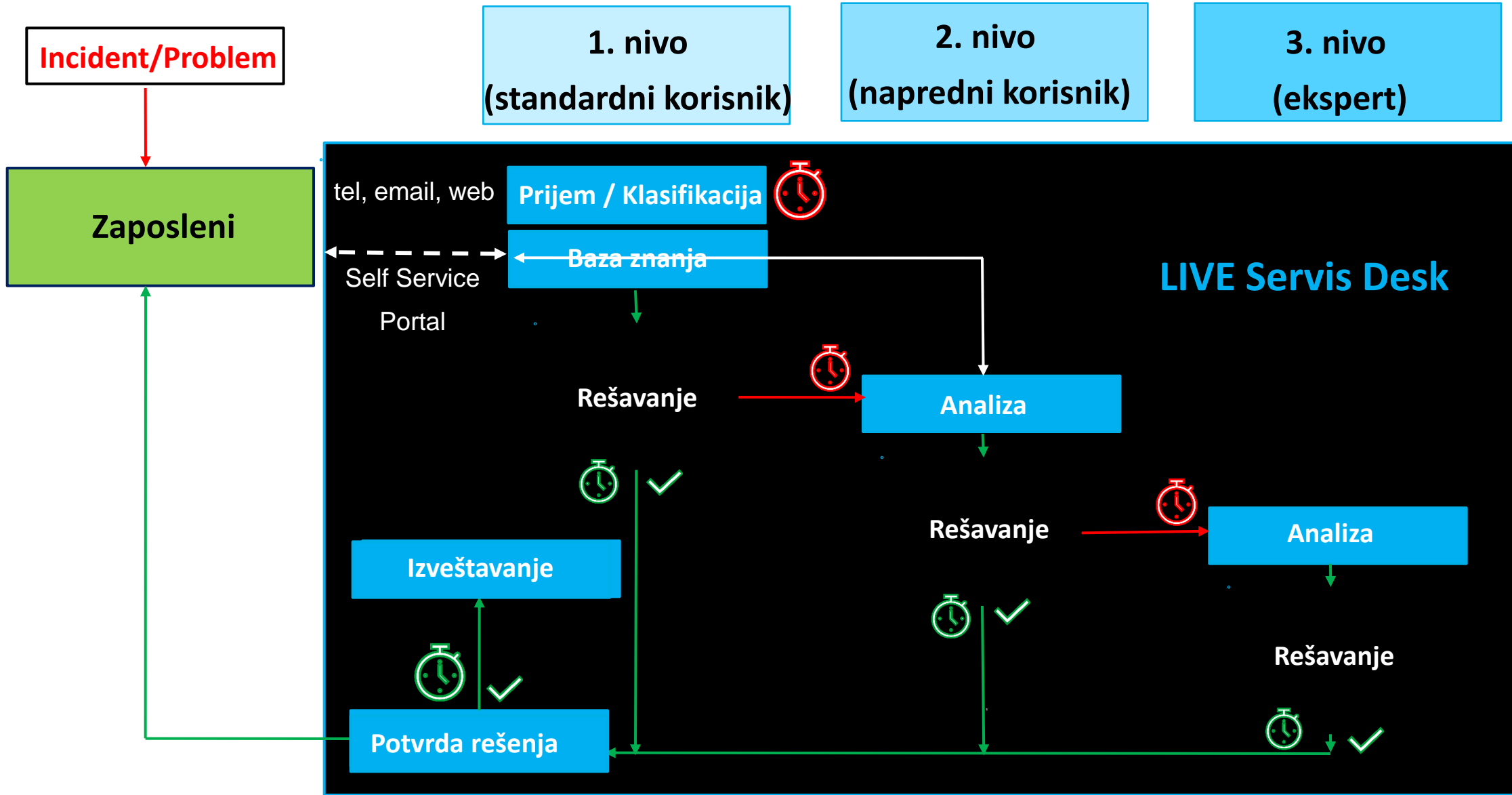
2. Servis Desk za automatizaciju poslova održavanja

- Jedinstveni SD za sve poslove internog održavanja ili trebovanja
- Zahtevi se šalju preko web portala ili email-a
- Zahteve šalju korisnici sistema ili zadužene službe
- Svi korisnici sistema su registrovani u bazi
- Inicijalno se vrši kategorizacija zahteva (smisleni zahtevi se obrađuju)
- Integracija sa mobilnom aplikacijom
- SD Professional moduli: Incident, Problem, Change, SLM, Advanced Reporting

3. Servis Desk za podršku DMS-u i srodnim aplikacijama

- Omogućiti zaposlenima prijavu incidenata i problema u funkcionisanju DMS-a i drugih srodnih aplikacija, uz definisanje i praćenje toka i vremena rešavanja
- Integracija sa DMS platformom – direktna prijava problema iz DMS-a
- Integracija sa LIVE platformom za prijem reklamacija
- Servis Desk moduli za:
 - Problem Management
 - Incident Management
 - Service Level Management

Interna podrška - tokovi rešavanja preko Servis Deska



paketi

SD Essentials

Incident Management
Service Level Management
Basic Reporting

SD Professional

Incident Management
Problem Management
Service Level Management
Knowledge Management
Service Catalogue
Service Request Fulfilment
Change Management
Customer Portal
Reporting
REST API

SD Advanced

Configuration management
Contract management

Technology for business, solutions for people.

ASEE

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