"What do you track?"

Help Desk Software
...it's not just for the **IT Help Desk!**

Novo Solutions, Inc.
516 S. Independence Blvd.
Suite 205
Virginia Beach, VA 23452

US: (888) 316-4559
UK: 020 7669 4008 (London)
Fax: (757) 687-8511
Email: sales@novosolutions.com
Web: www.novosolutions.com

NOVO
S O L U T I O N S

Out of IT….into the workplace!

IT Help desk software has been a staple within technical support operations for many years now. By bringing automation to request management, help desk staff can avoid the labor intensive processes involved in tracking support emails and phone calls on paper, or via spreadsheet. This has not only been a huge timesaver, but has also led to fewer requests getting misplaced or somehow falling through the cracks. Manual routing of things like incidents, changes, and other types of requests is becoming a thing of the past. Outdated processes are being replaced by systems which support automatic handling and routing of requests. Solutions which capture key metrics including the life history of each request have paved the way for powerful reporting so that departmental efficiencies can be easily tracked.

But did you know that some help desk software tools can track many other kinds of requests as well? Here are some examples:

Change Management

Effective change management ensures that approved methods are utilized and appropriate processes and procedures are used to track all changes. The processes needed for tracking IT infrastructure changes are very similar to those often being used for support ticket tracking (i.e. your IT help desk software).

A typical change management lifecycle includes:
- Request for Change
- Impact Analysis
- Approve/Deny
- Implement Change
- Review/Reporting

Many help desk request tracking tools have flexible settings and business rules which allow you to manage these steps more efficiently. And since unplanned changes in your IT infrastructure can cause unnecessary interruptions to crucial services throughout your organization, changes must be managed appropriately.   From software updates to server upgrades, any change can cause unforeseen issues (or even outages) if an established change management process is not followed. In order to minimize the number and impact of service outages, you need to ensure that standardized analysis, review & approval processes are followed.

1. Request for Change
2. Impact Analysis
3. Approve/Deny
4. Implement Change
5. Review/Reporting

Change Management Process

NOVO SOLUTIONS

Certain businesses such as banks (as well as many publicly held companies) are bound to comply with specific regulations that must be carefully adhered to. In addition, each step in the change control process must be properly documented. Other companies are focused on maintaining an environment of 'best practice' procedures. In either case, bringing change management to your IT organization can bring huge benefits leading to more efficient IT operations. The best news is that you may already have a tool in place that can be modified and used to meet your compliance needs.

Employee/Customer Support

Bringing the help desk software out of IT can deliver great results in other departments.

- **Employee Support** – Either through your Human Resources department, or other administrative departments, you can use the request tracking system as an employee request/notification portal. Having a central, easy to-access location where employees can make requests or submit notifications of problems not only expedites resolutions, but can even improve morale. When looking at help desk software ensure there are security permissions in place so that each department's data stays separate and secure.
- **Customer Support** – A public facing help desk (via your company website) allows your customers to submit requests directly into the system. Most tools have features that will email your customers advising them of the status of their request. This allows your customers to make requests 24/7 and reduces call volume to your call center or Help Desk operation.

Atypical Tracking

Over the years we have had customers use our request tracking software for some very innovative purposes:

- **Industry Specific/Technical Equipment** - Many organizations use unusual equipment in their day-to-day operations. One example is a customer that uses high-tech digital imaging equipment to scan horse retinas in the field. This is used for identification purposes for verifying race horses and studs before breeding. When field technicians have issues with the imaging equipment they need to submit service requests. In this scenario the integration of a knowledge base also allows end users the ability to look for resolutions or 'best answers' to their issues, many times avoiding the need to make a request. On the support end, workers also use the built-in knowledge base to provide approved answers and best practices to end users.

NOVO SOLUTIONS

- **People/Issues** - An innovative IT technician in a hospital setting uses his help desk software to solve a regulatory compliance issue. It is required that employee illnesses be logged, so that on any given day the hospital can see how many employees are out due to illness. If several are out do to the same illness it could be cause for concern of an outbreak. After several unsuccessful attempts to do this manually, the IT department was asked to develop a tool specifically to track the employees' illnesses. The IT technician soon realized no additional software or equipment was needed – the existing help desk system could be configured to manage this new request for an "illness tracker".

- **Multi-site Operations Tracking** – Another customer uses Request Tracking and Asset Management software to track equipment and all related incidents for a chain of 35 convenience stores.   From gas pumps to coffee machines and sandwich ovens, every piece of equipment is managed using their request tracking software. Resolution times are closely monitored with automatic notifications being sent to team members whenever equipment is down for too long. Detailed reports are also automatically emailed to managers to allow excellent visibility into daily site activities and potential profit/loss due to longer than normal down times.

The Asset Manager module allows for all serial numbers and warranty details to be tracked and reported on. Problem equipment (with a higher than normal amount of issues) can easily be spotted in admin dashboards which reflect colorful charts and offer "click thru" capabilities so core data can be drilled into and more easily understood.

The team is pleased with the efficiencies they have gained they are now looking to grow the application by adding on additional components.

Asking yourself the question "what do I track" opens the door to the possibility of streamlining processes used for tracking ordinary (and not so ordinary) things. Just think of the benefits of automating the business process for managing whatever it is you are required to keep track of. If you already have a help desk solution you may have everything you need. If you are looking for a solution, be sure you select one that is highly flexibly, so it can be used to serve various needs across multiple departments. Also look for a solution with security permissions to ensure you can properly segment data by department. Lastly, make sure the new application you invest in can adapt to multiple uses and can expand and evolve as your needs change.

For information on the Novo Help Desk visit our website: www.novosolutions.com/help-desk-software .

516 S. Independence Blvd.
Suite 205
Virginia Beach, VA 23452
Web: www.novosolutions.com

US: (888) 316-4559
UK: 020 7669 4008 (London)
Fax: (757) 687-8511
Email:sales@novosolutions.com