

FLYER

VALUEMATION KNOWLEDGE MANAGER

The IT service desk (user help desk) is the central point of contact at most companies for users who have technical problems and questions relating to IT. In troubleshooting, what counts is the speed and effectiveness of the solution so that the availability and quality of services can be ensured permanently. To enable that, an IT solution database offers rapid access to tried-and-proven solutions and instructions, as well as relevant information for specific processes. That means IT service management staff can work more efficiently and are able to comply with service level agreements and keep a handle on process costs, even with a high volume of tickets.

BENEFITS

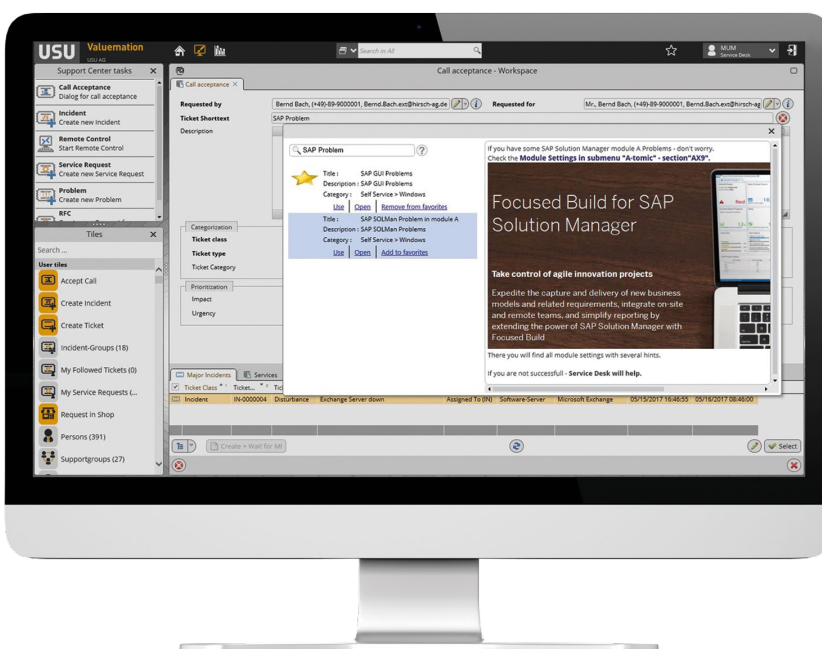
Valuation enables you to

Speed up ticket handling thanks to integration of solution knowledge in incident and problem management

Enhance the quality of solutions, since service desk staff access quality-assured knowledge in ITIL®-compliant processes

Increase the quality of service by solving problems rapidly and lastingly

Reduce process costs and avoid delays by providing employees with available expert knowledge directly in their particular workflow



Solution instructions can be searched for and marked as favorites directly in ticket processing

KEY FACTS

Valuation Knowledge Manager is a module in USU's Valuation Suite. You can use it to

Create solution documents and instructions quickly and easily

Attach documents to any types of object and so integrate them in the work process in question

Handle IT questions and problems quickly and efficiently

Resolve incidents lastingly

INFO

Other relevant modules:

- Incident Manager
- Problem Manager
- IT Self-Service

Objectives

— Using Valuation Knowledge Manager as an integrated IT solution database lets you create and administer IT solution documents quickly and efficiently. ITIL®-compliant provision of knowledge for the tasks at hand offers rapid access to quality-assured information staff need to deal with questions or problems. The solution documents can also be linked with a wide range of different types of object in Valuation and so help support staff at the IT service desk, as well as experts for service request management, asset and configuration management, change management, etc. arise from service level violations.

Simple Creation of Documents

— The persons responsible can use Valuation Knowledge Manager to create solution documents and instructions on specific IT processes quickly and easily using the Rich Text Editor. Support staff can also propose ticket solution descriptions as new solution documents. This proposal can then be either rejected or accepted by an authorized user. If it is approved, the solution text is posted directly in the solution database. It is usually edited there and then finally released for general use.

Rapid Categorization of and Searching for Documents

— You use various attributes and means of categorization to store the documents, such as the document title, type and category, description, search tags, status details, date of creation, validity period, resubmission date, etc., and can add information on how to contact the author/editor. These parameters also speed up searching for documents, which can also be marked as personal favorites by the user in question and so given special priority in the hit list.

Assignment of Documents to Different Types of Object

— The documents in question are often needed in different processes. That is why you can attach the created documents as shared document objects to any desired objects in Valuation (permanently or for a specific period of time). Numerous types of Valuation object are supported as standard: all types of ticket, including the associated activities (incidents, service requests, problems, workarounds, RFCs/ changes), CIs and CI groups in asset/configuration management, release packages, service templates and instances, etc.