



ManageEngine



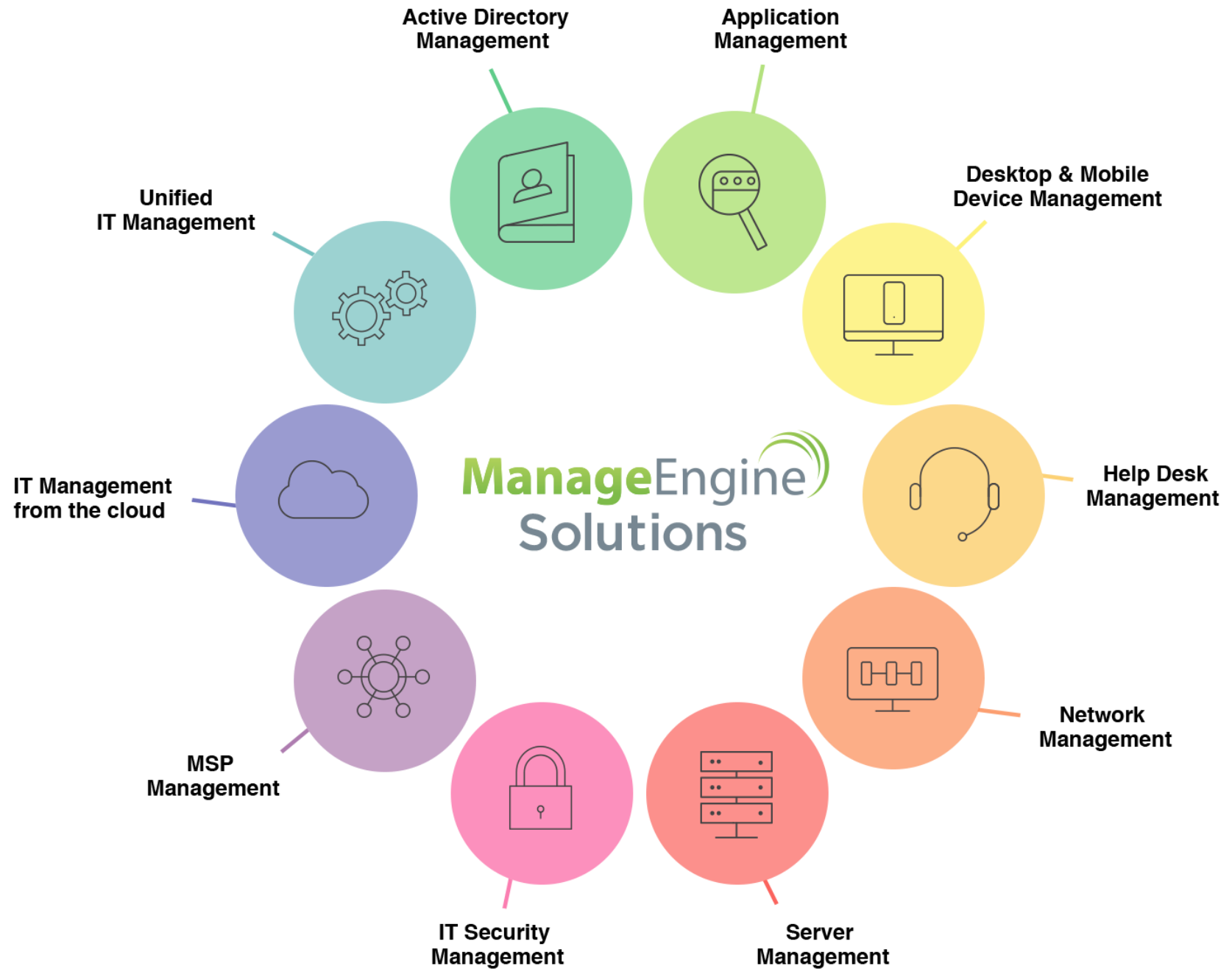
IT Management, Simplified

Real-time IT management solutions for the new speed of business

Abhinav Kaushik

Abhinav.tm@manageengine.com

ManageEngine enterprise IT management suite



Available in 3 Editions

Standard

IT help desk software

The perfect starter kit to get your ticketing right.

- ✓ Incident management
- ✓ Self-service portal
- ✓ Knowledge base
- ✓ Multi-site support
- ✓ SLA management
- ✓ Help desk reports

Professional

help desk + asset management

The right package for integrated IT Asset management.

- ✓ Help desk management
- ✓ IT asset discovery
- ✓ Software asset management
- ✓ Asset inventory reports
- ✓ Purchase & contracts management

Enterprise

help desk + ITIL[®] + asset + project

The complete ITIL[®] ready ITSM suite with all features that an IT service desk needs.

- ✓ Incident management
- ✓ Problem management
- ✓ Change management
- ✓ IT project management
- ✓ Service catalog
- ✓ Asset management
- ✓ CMDB (Available only on premises)

ITIL ready



Incident management

Reduce outages, improve agent productivity, meet SLAs, and manage the complete life cycle of IT tickets. Automate ticket workflows to let your IT technicians focus on other important tasks.

[Learn more >](#)



Service catalog

Showcase your available IT services to end users and give a new face to your IT. Create and publish your service catalog with custom service-level agreements (SLAs) and multi-stage approvals.

[Learn more >](#)



Problem management

Classify, analyze, and close problems. Analyze root causes and reduce repeat incidents to boost your IT help desk's productivity.

[Learn more >](#)



Change management

Streamline planning, approval, and implementation with automated workflows. Eliminate unauthorized and failed changes.

[Learn more >](#)



CMDB

Track and manage all configuration items and map their relationships and dependencies. Visually analyze the impact of changes and outages for informed decision making.

[Learn more >](#)

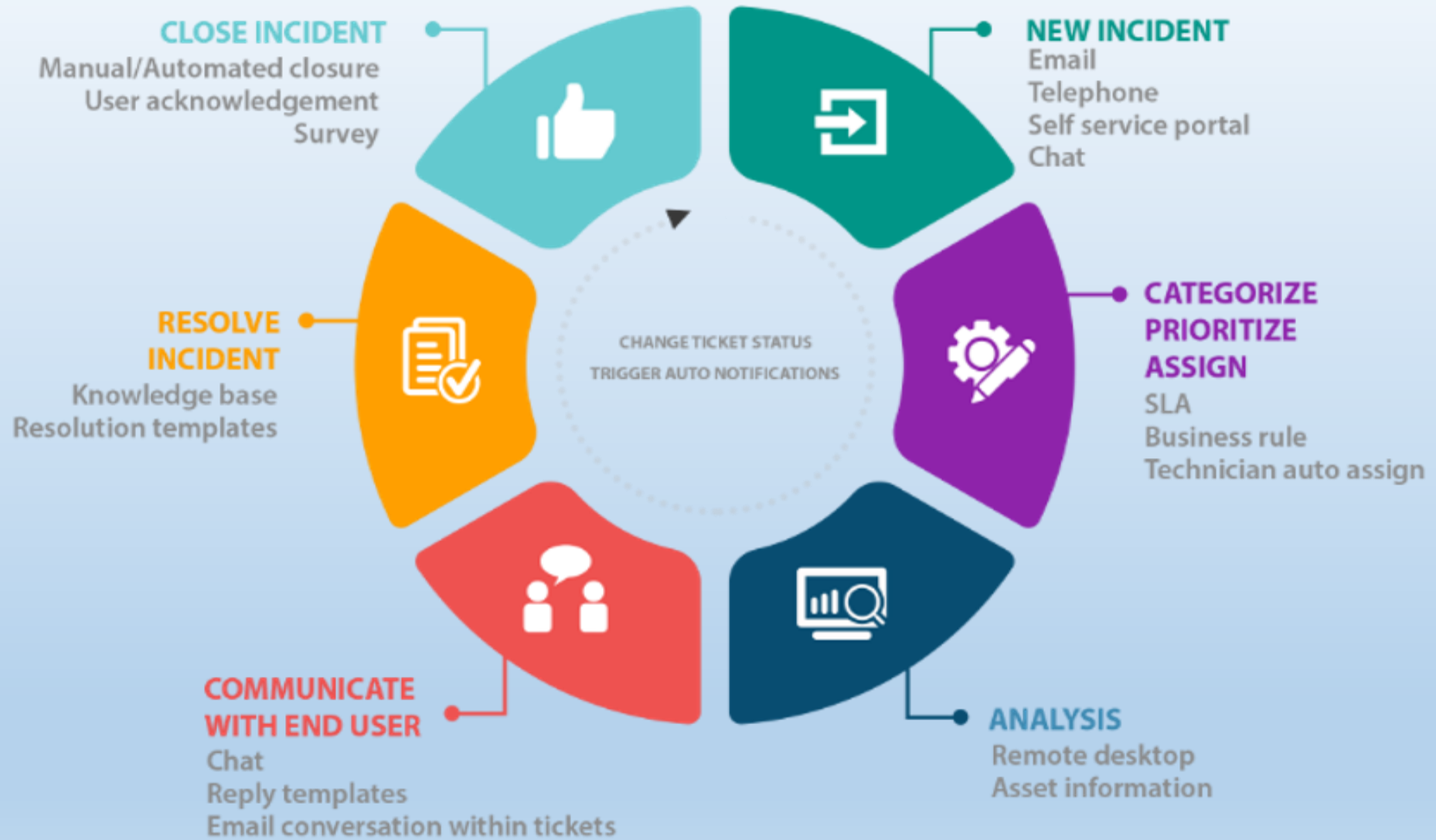


IT project management

Create projects, manage resources, and track progress. Integrate IT projects with requests and changes to fine-tune overall IT service delivery.

[Learn more >](#)





When a new request arrives :

Define rule

Category is

Define incoming ticket criteria

"Desktop Hardware"

Choose

Add to Rules

Match the below criteria

Match ALL of the following (AND) Match ANY of the following (OR)

				Rule
			CC is	"network-support"
		and	Subject contains	"System Crashed"
		and	Description contains	"machine upgrade"

Stack up multiple criteria

Perform these actions :

Perform multiple actions when above criteria match

Set Level as into "Tier 1"

Choose

Add

Actions set

		Actions
		Place in Group "Hardware Problems"

When a new request arrives :

Match ALL of the following (AND) Match ANY of the following (OR)

Criteria

Priority is "High"

Define incoming ticket criteria

Rules Set

	Rule

Set response SLA

Any request matching the above rules should be responded within : 0 Days 0 Hours 30 Minutes

Set resolution SLA

Any request matching the above rules should be resolved within : 0 Days 1 Hours 0 Minutes

Should be resolved/responded irrespective of operational hours.

Should be resolved/responded irrespective of Holidays.

Should be resolved/responded irrespective of Weekends.

My Open Or Unassigned ▾

Request ID Go



Settings ▾

OverDue : 1

Import Requests



New Incident

Actions ▾

-- Select Technician -- ▾

Assign

1 - 10 of 10 |



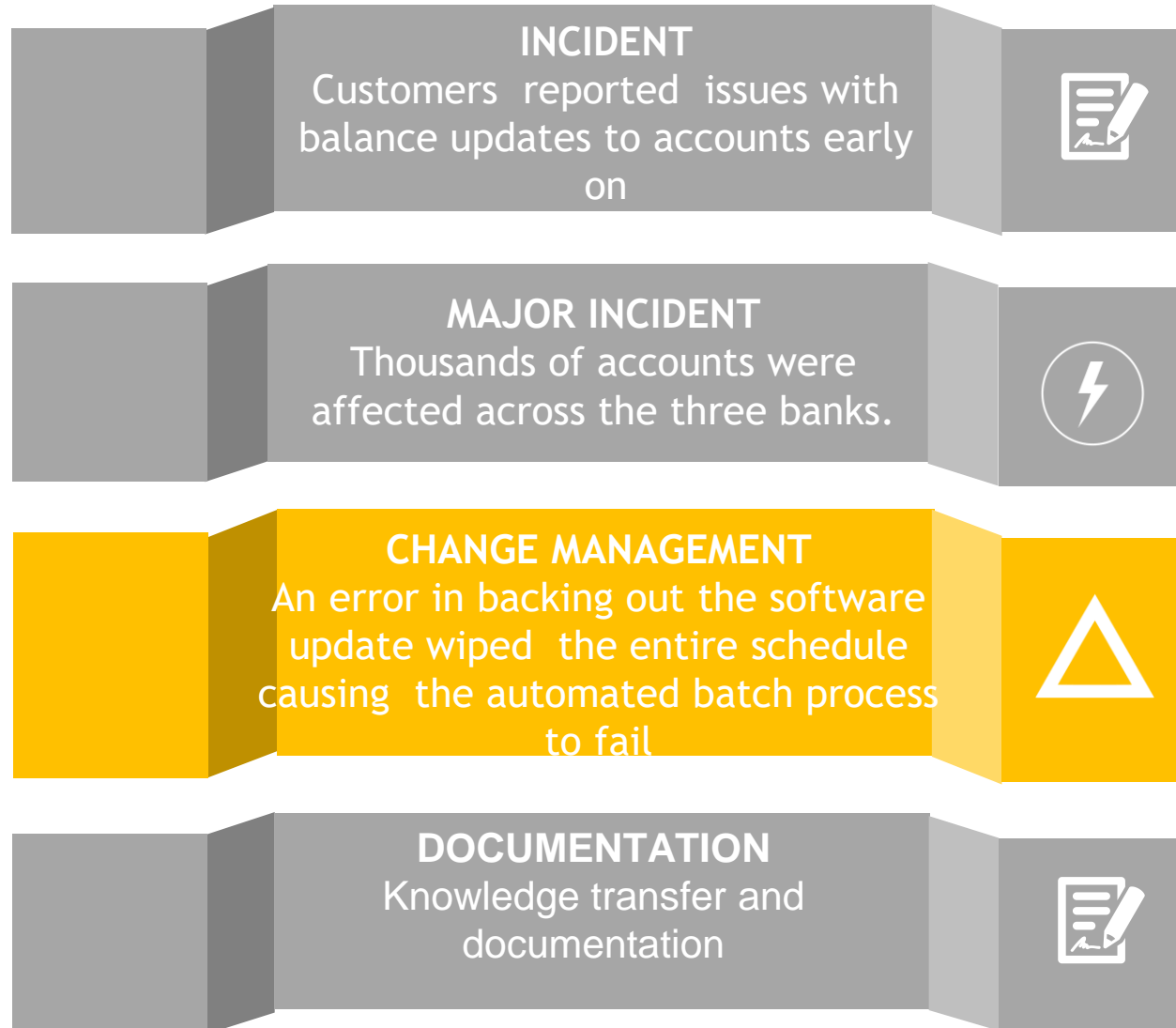
Show

25C ▾

per page

ID	Subject	Requester Name	Assigned To	Group	DueBy	Status	Created Date	Priority			
72	Unable to browse	Sales Tech1	Demo	-	Jun 18, 2014 07:17 PM	Open	Jun 18, 2014 11:17 AM	Low	No		
71	Websites don't load	Shawn Adams	Unassigned	Hosting Group	-	Open	Jun 18, 2014 11:12 AM	-	No		
66	Please provide the requested resources for the new...	Guest	Demo	-	Jul 5, 2013 05:00 AM	Open	Jul 3, 2013 11:48 AM	-	No		
63	Laptop is not Working	Kasam	Demo	-	-	Open	Oct 23, 2012 06:33 PM	-	60		
55	Printer is not Working	Guest	Demo	-	-	Open	Oct 22, 2012 04:55 PM	-	No		
54	Provide a new mobile resource	Howard Stern	Unassigned	-	Oct 24, 2012 04:52 PM	Open	Oct 22, 2012 04:52 PM	-	No		
47	Uninstall MS Office Software	exa	Demo	-	Oct 22, 2012 06:50 PM	Open	Oct 22, 2012 04:50 PM	Medium	No		
46	Install Antivirus	exa	Unassigned	-	Oct 23, 2012 11:50 AM	Open	Oct 22, 2012 04:50 PM	Normal	No		
31	Install IE 9	Guest	Demo	-	Oct 22, 2012 05:44 PM	Open	Oct 22, 2012 04:44 PM	High	No		
30	Uninstall MS Office Software	Guest	Unassigned	-	Oct 22, 2012 06:44 PM	Open	Oct 22, 2012 04:44 PM	Medium	No		

The ITSM context



The service catalog best practice checklist

Provide a simple, business facing description of the service



DESCRIPTION

Identify a service owner



TECHNICIAN, GROUPS

Service availability



PUBLISH TO RELEVANT USER GROUPS

Mention service level targets



SERVICE LEVEL AGREEMENTS

Define authorization, escalation, and notification policies



APPROVAL DETAILS, NOTIFICATION RULES

Specify costs



ADDITIONAL FIELDS

Best practices in major incident management

Effective communication to business.



ANNOUNCEMENTS / USER GROUPS

Ensure appropriate staff are in place.



CENTRALIZED ON-CALL SCHEDULES (TECH AVAILABILITY, BACK-UP TECH)

Ensure you're notified of major incidents promptly.



BUSINESS RULES, PUSH NOTIFICATIONS, SMS

Housekeeping.



REPLY TEMPLATES, NOTIFICATIONS, MANAGING MULTIPLE TICKETS, LINK/MERGE REQUESTS

Don't reinvent the wheel.



KNOWLEDGE BASE

Conduct reviews.



REVIEW EACH MAJOR INCIDENT ONCE SERVICE HAS BEEN RESTORED AND LOOK FOR A PERMANENT SOLUTION

Problem ID : 17



Edit

Print

Add New

Actions

Solution



Email failure

By Mark on Oct 23, 2012 06:35 PM

Due Date : Jul 9, 2015 03:18 PM

Status	: Open
Priority	: Medium
Known Error	: No

Problem

Analysis

Solution

Tasks (0/1)

Incidents (2)

History

Description

Email failure

New Change

Link problems to changes

Define problem attributes

Define the assets involved

Problem Details

Edit

Category	Network	Status	Open
Subcategory	Firewall	Urgency	Normal
Item	Not Assigned	Priority	Medium
Site	Not associated to any site	Technician	Heather Graham
Reported Date	Oct 23, 2012 06:35 PM	DueBy Date	Jul 9, 2015 03:18 PM
Closed Date	N/A	Impact	Affect
Services Affected	Active Directory	Assets Involved	FW1 FW2 FW3

Problem ID : 10



Edit

Print

Add New ▾

Actions ▾

Solution ▾



EXTRANET NOT WORKING

By Robert on Oct 23, 2012 06:28 PM

Due Date : N/A

Status : **Open**
Priority : **Not Assigned**
Known Error : **No**

View linked incidents

Problem

Analysis

Solution

Tasks (0/0)

Incidents (1)

History

Impact

Edit

(Entered by Demo on Jul 7, 2015 07:05 PM)

Users in Calgary will not be able to access the internet

Attach file

Root Cause

Edit

(Entered by Demo on Jul 7, 2015 07:06 PM)

Server 6 is down due to failure of critical components which will have to be replaced.

Analyze root cause of incidents

Attach file

Attach supporting documents for better clarity

Attachments



8 Best Practices to Deal with Major Incidents in IT.docx (126.43 KB) (Best practice guide)
by Demo on Jul 7, 2015 07:07 PM

Symptoms

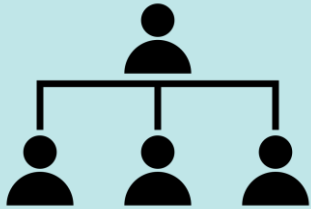
Edit

(Entered by Demo on Jul 7, 2015 07:07 PM)

Frequent complaints from Calgary users
Mail server issues

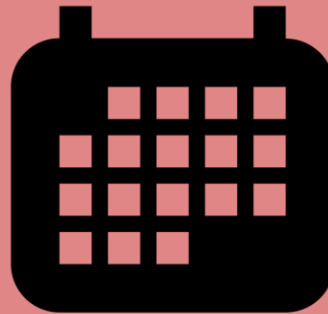
Change management best practice checklist

Define the parameters.



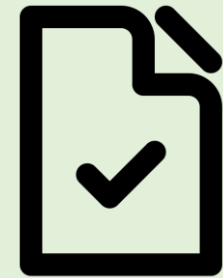
Submission, roles

Plan, prioritize, and categorize.



Change calendar, impact analysis, roll out/back out plans, downtime

Gain necessary approvals.



Stage approvals, CAB, change manager

Communicate with stakeholders.



Announcements, user groups, notifications

Break implementation up into tasks or projects.



Tasks, projects, roles, milestones

Review and close.



Post implementation, change closure rules

All Changes ▾

All Sites ▾



List View

July 2015 ◀ ▶

7 Week

31 Month

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	1	2 Login script change Changes to group policy settings	3	4
5 < Changes to group policy settings	6	7	8	9	10	11
12	13 Problem with the Nortel networks	14	15	16	17 New Firewall application exception	18
19 < Problem with the Nortel networks < New Firewall application exception	20	21	22	23	24	25
26	27	28	29	30	31	1

Standard Major Significant Minor N/A

Change ID : 4276



Edit

Print

Add New ▾

Actions ▾

Resolution ▾



TATE - Amendments to the Reject and submit actions on a job

Change ID : 4276

Change Status : Placeholder RFC

Priority : Priority 1

Approval Status : N/A

General

Problems(0)

Requests (0)

Planning

Approvals

Implementation(0)

Review

History

Impact

Edit

(Entered by on May 13, 2015 08:43 PM)

TATE: LUT-ADAPTDDB-P2

Attach File

In-depth planning for changes with attachments and rich text

Roll Out Plan

Edit

(Entered by on May 13, 2015 08:47 PM)

Take snapshot of server
copy layout save from
Copy files from
\\ng-adapt9d-01\deployment\$\adapt\TATE\NextRelease to relevant Tate d:\adaptv9\ folder of the above server
apply layout save

Attach File

Backout Plan

Edit

(Entered by on May 13, 2015 08:47 PM)

restore to layout save

Attach File

Check List

Add

Attach File



The ITAM best practice checklist

Build your inventory with multiple discovery sources.



Scan (windows, network, barcode) & classify

Track the complete life cycle of assets.



Asset states

Manage software and licenses in one place.



Software types, license agreement, license types, compliance dashboard

Make ITAM work with other ITIL processes.



CMDB, relationships, and attributes

Keep a tab on the metrics that matter.



Standard, custom, audit reports, dashboards

Count the costs.



Depreciation, cost center

Classify Assets

Assets

- IT Assets**
 - ▶ Access Point
 - ▶ Printer
 - ▶ Router
 - ▶ Switch
 - ▶ Workstation
 - ▶ Server
 - ▶ Firewall
 - ▶ IP Phone
- Virtual Hosts and VMs**
- Non-IT Assets**
- Asset Components**
- Software**
- Groups**

Configure Asset States

Configuration Wizard

Admin - Asset State

Asset State List [[New Asset State](#)]

		Asset State	Description
		Disposed	-
		Expired	-
		In Repair	-
		In Store	-
		In Use	-

Configure CI Types

CMDB - Configuration Item Types

Configuration Item Types List [[View Demo](#)] [[Add New CI Type](#)]

[?](#) [Delete](#)

			Type	Description
<input type="checkbox"/>			Access Point	-
<input type="checkbox"/>			Business Service	-
<input type="checkbox"/>			CRM	-
<input type="checkbox"/>			Cluster	-
<input type="checkbox"/>			Datacenter	-
<input type="checkbox"/>			Department	-
<input type="checkbox"/>			Document	-
<input type="checkbox"/>			Firewall	-
<input type="checkbox"/>			gvhf	-
<input type="checkbox"/>			IP Phone	-
<input type="checkbox"/>			Cisco IP Phone	-
<input type="checkbox"/>			IPS	-
<input type="checkbox"/>			IT Service	-
<input type="checkbox"/>			Keyboard	-
<input type="checkbox"/>			Network	-
<input type="checkbox"/>			NTP	-
<input type="checkbox"/>			People	-
<input type="checkbox"/>			Requester	-
<input type="checkbox"/>			Technician	-

Configure Product Types

*** Product Type Name**

*** Type**

*** Category**

Description

[Delete](#) | 1 - 22 of 22 | [Show 25](#) per page

		Product Type	Type	Category	Description
<input type="checkbox"/>		Access Point	Asset	IT	Wireless Access Point
<input type="checkbox"/>		Firewall	Asset	IT	All Firewalls
<input type="checkbox"/>		gvhf	Component	Non-IT	-
<input type="checkbox"/>		IP Phone	Asset	IT	All IP Phones
<input type="checkbox"/>		IPS	Asset	IT	All IPS
<input type="checkbox"/>		Keyboard	Component	Non-IT	Keyboards
<input type="checkbox"/>		NTP	Asset	IT	All NTP



Asset Dashboard ⌵

Filter by Site :

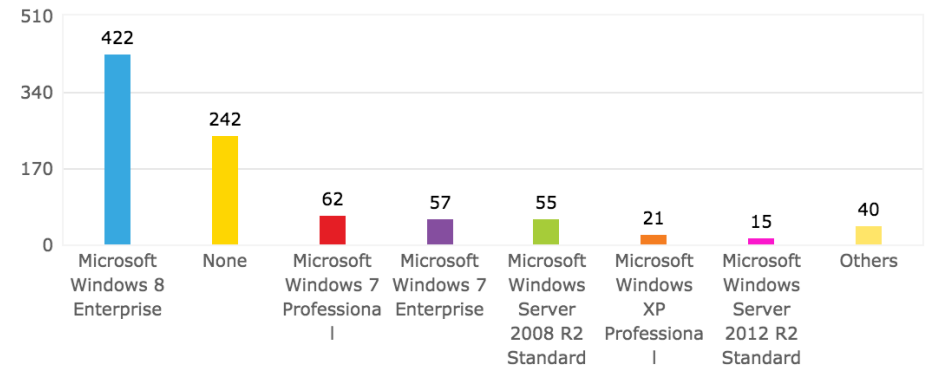
Asset Summary ⌵

IT Assets		Non-IT Assets	
Workstations	914	Projector	0
Printers	10	Scanner	0
Routers	1		
Servers	0		

Total : 925

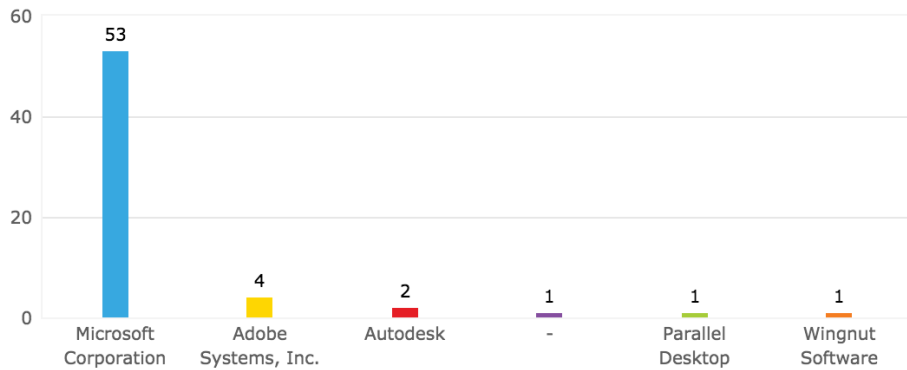
Last Scanned : Jun 30, 2015 07:00 AM Scan failed for [[914 Workstations](#)]

Workstations by OS ⌵

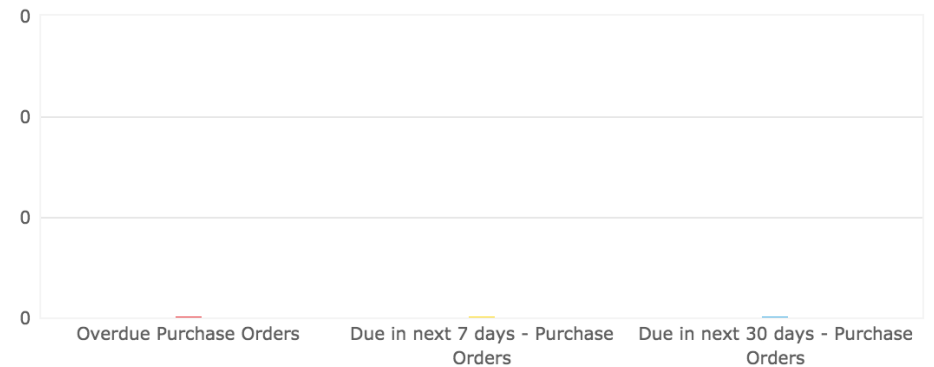


[View All](#)

Software Vendors By Volume ⌵



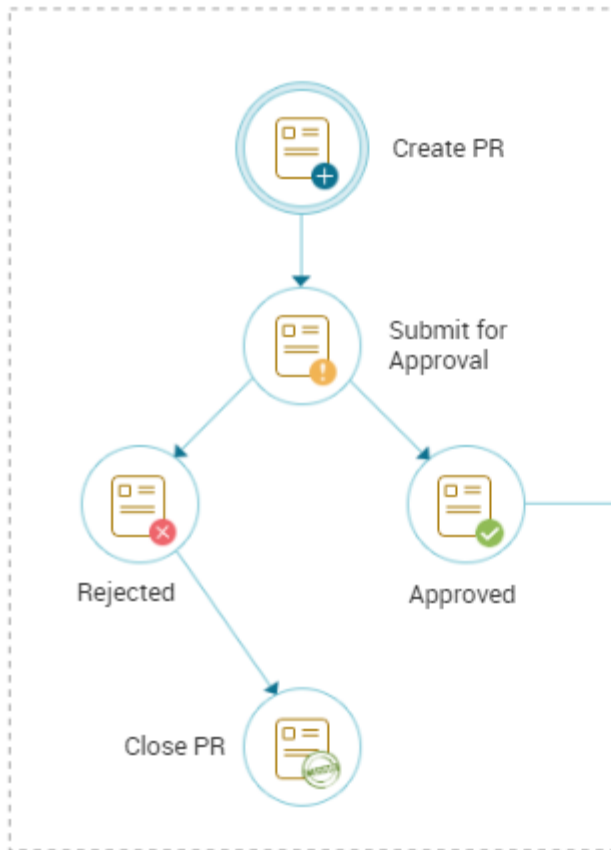
Purchase Order Summary ⌵



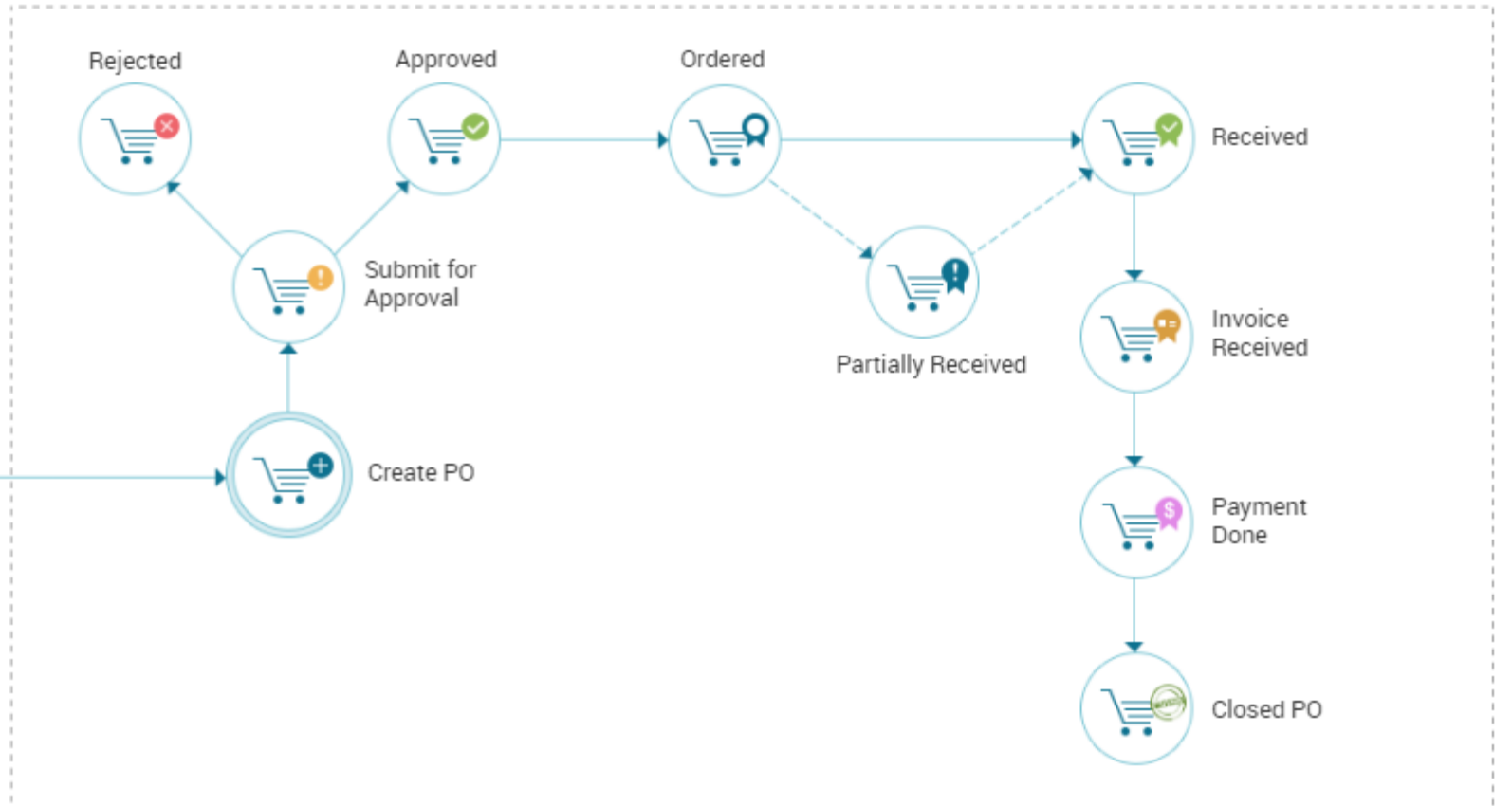
Purchase Workflow

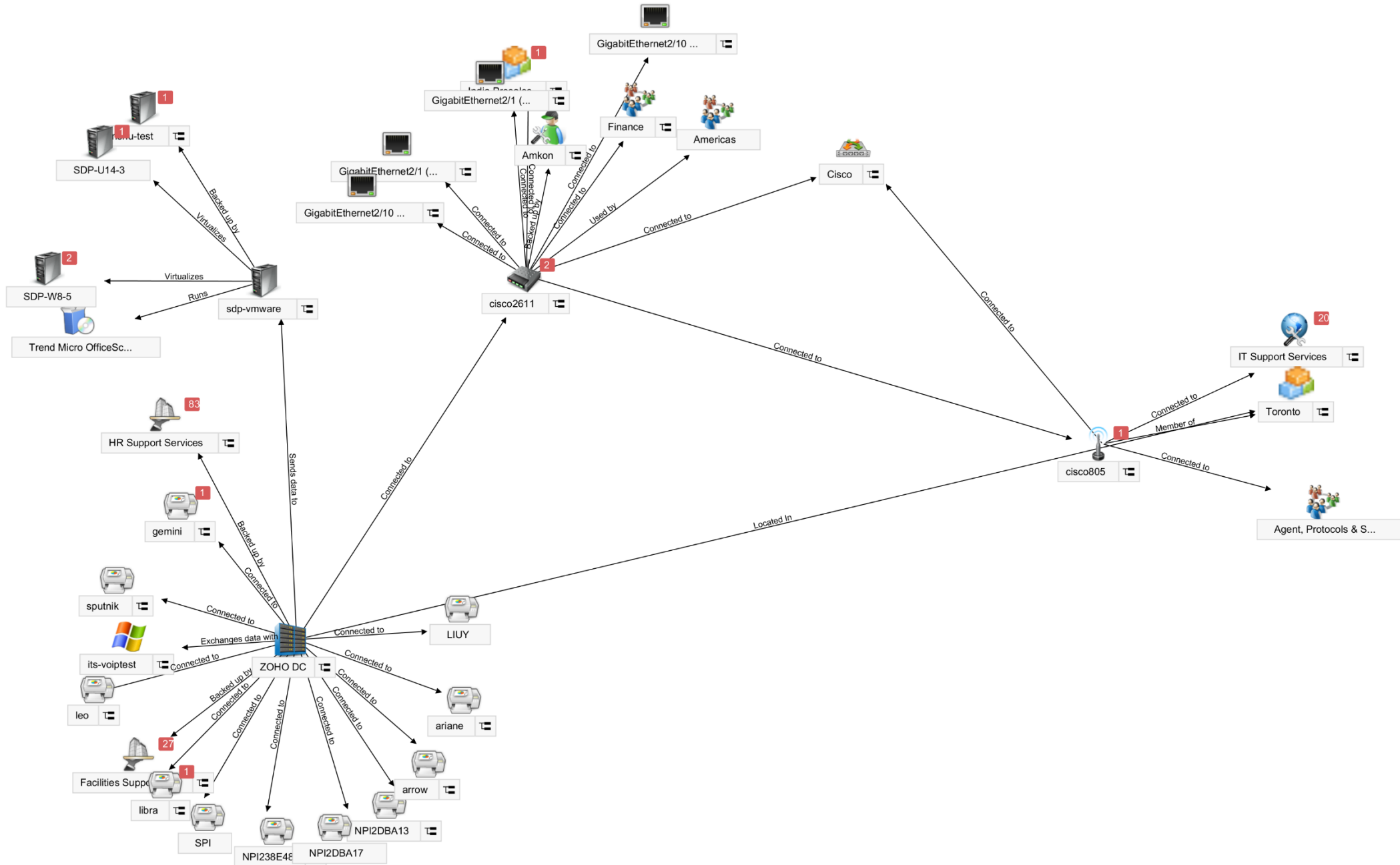


Purchase Request



Purchase Order



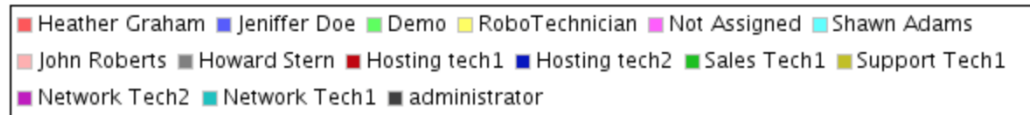
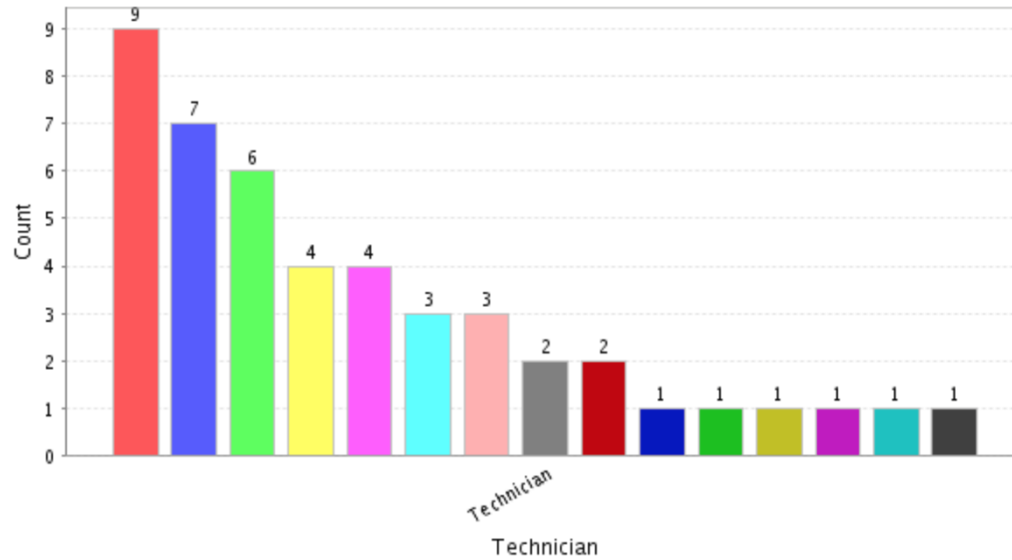




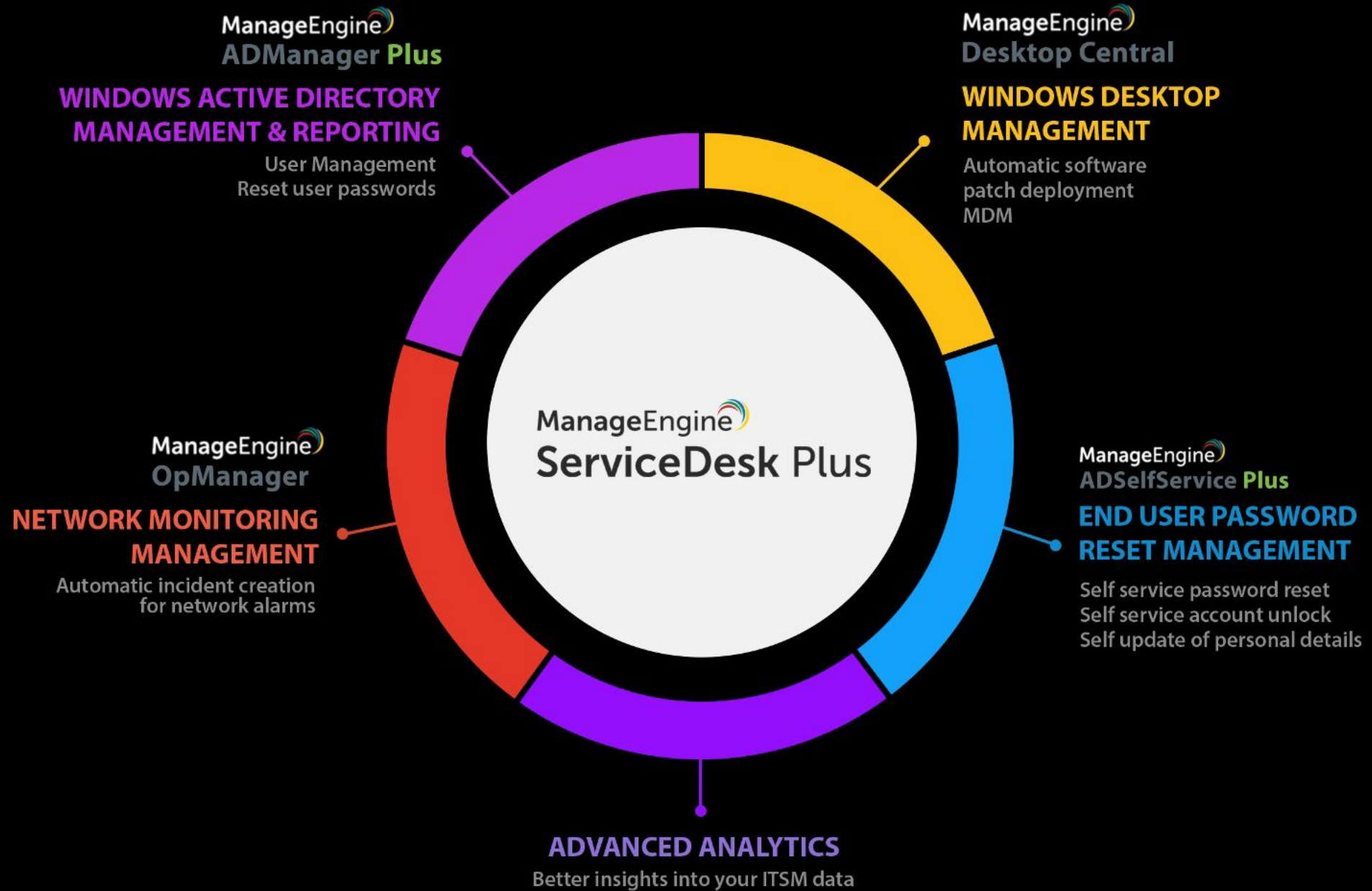
Open requests

Generated by Demo on : Jul 7, 2015 08:37 PM

Total records : 46



Request ID	Request Mode	Requester	Technician	Site
16	Web Form	Chris Rooney	Heather Graham	Not Assigned
19	Web Form	Guest	Heather Graham	Not Assigned
22	E-Mail	John Roberts	Jeniffer Doe	Not Assigned
23	Web Form	Guest	Heather Graham	Not Assigned
26	E-Mail	John Roberts	Jeniffer Doe	Not Assigned
27	Web Form	Guest	RoboTechnician	Not Assigned



ManageEngine Analytics Plus & **Zoho Reports**
(on-premise) (on-cloud)