



TABLE OF CONTENTS

1.	Introduction	6
2.	Key Features	6
2	2.1 Helpdesk Supports You	7
2	2.2 Creating organizations	8
3.	Asset Management	9
	3.1 Contact Properties	. 10
;	3.2 Team	.13
	3.3 New CI:	. 14
	3.4 Application Solution	.15
;	3.5 DB Server	.16
	3.6 Creation of a new DB Server	. 17
	3.7 Creation of new Middleware	.19
	3.8 Relations	.19
;	3.9 Network Device	.20
	3.9.1 Creating a new Network Device	.20
	3.9.2 Creating a new Other Software	.22
	3.9.3 Creating a new PC Software	. <mark>2</mark> 4
:	3.10 Creating a Software Catalog	.26
:	3.11 Creation of New Group	.27
4.	IP Management	28
4	4.1 Specific information for IP address V6 creation	.29
4	4.2 Specific information for IP update	.30
4	4.2 Specific information for IP update 4.3 Specific information for IP release	.30 .30
4	4.2 Specific information for IP update 4.3 Specific information for IP release 4.4 Specific information for Subnet V4 creation	.30 .30 .30
	4.2 Specific information for IP update 4.3 Specific information for IP release 4.4 Specific information for Subnet V4 creation 4.5 Specific information for Subnet V6 creation	.30 .30 .30 .30
	4.2 Specific information for IP update 4.3 Specific information for IP release 4.4 Specific information for Subnet V4 creation 4.5 Specific information for Subnet V6 creation 4.6 Specific information for Subnet update	.30 .30 .30 .30 .30
	 4.2 Specific information for IP update	.30 .30 .30 .30 .31 .31
5.	 4.2 Specific information for IP update	.30 .30 .30 .30 .31 .31
5.	 4.2 Specific information for IP update	.30 .30 .30 .31 .31 .31 .31 .31
5.	 4.2 Specific information for IP update	.30 .30 .30 .31 .31 .31 .31 .31 .31
5.	 4.2 Specific information for IP update	.30 .30 .30 .31 .31 .31 .33 .33
5.	 4.2 Specific information for IP update 4.3 Specific information for IP release 4.4 Specific information for Subnet V4 creation	.30 .30 .30 .31 .31 .31 .33 .33 .33
5.	4.2 Specific information for IP update	.30 .30 .30 .31 .31 .31 .33 .33 .33 .34
5.	4.2 Specific information for IP update	.30 .30 .30 .31 .31 .31 .33 .33 .33 .34 .34
5.	 4.2 Specific information for IP update	.30 .30 .30 .31 .31 .31 .33 .33 .33 .33 .34 .34



5.3.2 Link with IP Addresses	
5.4 Zones	
5.4.1 Zone Properties	
5.4.2 Tabs	
5.4.3 Creating a new Zone	
5.5 Classless Reverse Delegation	
5.6 DNS Resource Records	
5.6.1 A Records	40
5.6.2 AAAA Records	41
5.6.3 CAA Records	42
5.6.4 CNAME Records	43
5.6.5 DS Records	43
5.6.6 MX Records	45
5.6.7 NS Records	45
5.6.8 PTR Records	46
5.6.9 SSHFP Records	47
5.6.10 SRV Records	48
6. DHCP Management	<mark></mark> 49
6.1 Features	
6.2 Global Options	<mark></mark> 51
Shared Network Options	52
Subnet Options	53
Pool Options	54
Class Options	54
Sub Class Options	55
Host Options	57
7. Request Management	57
7.1 Overview	
7.2 User Request	59
7.3 Creating a User Request	61
7.4 Managing Public & Private Log	62
7.5 Managing impacted CIs and Contacts	63
7.6. Assigning a user request to a team and agent	63
7.7 Automated priority computation	63
7.8 Deadline computation	64
7.9 User Request Life Cycle	65



8. Incident Management	66
8.1 Overview	66
8.2 Incident Properties	67
8.3 Tabs	68
8.4 Creating an Incident	69
8.5 Grouping related incidents	70
8.6 Incident Life Cycle	70
9. Problem Management	71
9.1 Problem Properties	71
9.2 Tabs	72
9.3 Creating a Problem	72
9.4 Problem Life Cycle	74
9.5 Known Error	74
9.6 Known Error Properties	75
9.6.1 Creating a Known Error	76
10. Knowledge Management	79
10.1 Document Note	<mark></mark> 79
10.2 Document Web	<mark></mark> 79
10.4 Creating a FAQ	<mark></mark> 80
11. Change Management	<mark></mark> 82
11.1 Change Properties	82
11.2 Tabs	83
11.3 Assigning a user request to a team and agent	83
11.3.1 Routine Change	86
11.3.2 Creating an Emergency Change	88
12. Service Management	
12.1 Overview	92
12.2 Contract Type	92
12.2.1 Contract Type Properties	92
12.3 Customer Contract	92
12.3.1 Customer Contract Properties	93
12.3.2 Creating a Customer Contract	93
12.3.3 Tabs	94
12.4 SLA (Service Level Agreement)	95
12.4.1 Tabs	97
12.4.2 SLT (Service Level Target)	97



12.4.3 Creating a SLT	
12.5 Delivery Model	
12.5.1 Tabs	
13. Data Administration	





1. Introduction

Infraknit Helpdesk is a flexible, IT Service Management (ITSM) and Configuration Management Database (CMDB) solution. It is designed to help IT teams streamline operations and maintain a comprehensive inventory of IT assets, infrastructure, and relationships. Infraknit helpdesk provides a web-based interface that facilitates collaboration among IT administrators, service desk agents, and other stakeholders.

2. Key Features

- **CMDB Functionality:** Centralized repository for storing and managing details about IT assets, configurations, and their dependencies.
- **ITIL-Compliant Processes:** Support for best practices in IT service management, including incident, problem, change, and service request management.
- **Customizable Workflows:** Ability to adapt workflows and data models to match organizational requirements.
- Service Desk: Tools for managing tickets, tracking service requests, and resolving incidents efficiently.
- Multi-Tenant Support: Features for managing assets and services across multiple organizations or departments.
- Dashboard and Reporting: Real-time insights into operational performance through configurable dashboards and detailed reports.



Figure 1 HelpDesk Architecture



These are the following services provided by HELPDESK

- 1. Asset Management
- 2. IP Management
- 3. DNS Management
- 4. DHCP Management
- 5. Request Management
- 6. Incident management
- 7. Problem Management
- 8. Knowledge management
- 9. Change Management
- 10. Service Management
- 11. Data Administration
- 12. Configuration

2.1 Helpdesk Supports You

- Quickly route requests to the right support.
- Increase productivity for helpdesk agents, support staff and users.
- Track performance against service level agreement to ensure that commitments are fulfilled.
- Identify root causes to eliminate recurring incidents.
- Search solutions with the help of specified keywords.
- Facilitates impact and analysis of changes with respect to Cis.
- Reduce call support duration and volumes.
- Establishes a historical record of service disruptions and resolutions for reuse and analytics.
- HELPDESK can be used by different Users :
 - Help Desk Agent
 - Support Engineers(L1support, L2 support, L3 support)
 - Service Manager
 - IT Manager

Configuration Management Structure



2.2 Creating organizations

When planning a deployment of Helpdesk, the first decision to be made is about the structure of Organizations. In helpdesk, Organizations are used for two main purposes: the description of customers and providers entities and the partitioning of the data, from the security point of view. Almost all the objects loaded in helpdesk have a relation with an Organization; therefore it is important to create a proper structure of Organizations before loading other objects into helpdesk.

To create a new organization use the following steps:

- 1. Go to "Data Administration" module.
- 2. Click on organization.
- 3. Click on new below search box and submit your detail.



3. Asset Management

The Asset Management module is mandatory module of helpdesk. It contains the definition of all the basic building blocks of the CMDB: Organizations, Contacts (Persons and Teams) as well as the usual physical devices (Servers, Network Devices...), software elements (DB Server, Database Schemas, Licences, Patches...) and the relations between all these objects.

User Guide HelpDesk OpfraSu			nfraKniť
SinfraKnif 중 Overview ≣ Devices & Ports ♥ Health 중	• Wireless	ﷺ Apps ☆ Routing ① Alerts Reporting Helpdesk SIEM ♠ A	Iarms Aladmin & A Global Search
Kselect one ▲ ▼	AL+M	ieu	Overview 💄 🖬 :
A Welcome			
Set Management Asset Management			
IP Management Overview		C Enclosure Secure	706 Natwork Device
DNS Management Octuate Contacts		+ Create + Create	+ Create
DHCP Management New contact			
Request Management Search for contacts Locations	99•	O NAS + Create	* 880 DCIM
Incident Management • New Cl			
Problem Management Search for Cis Software catalog	0		
Knowledge Management Groups of Cls	0	entory	
≓ Change Management			
Service Management		0 Server 5	C DCIM
Data Administration			
X Administration			
A Configuration		vice Groups	

Figure 4 HelpDesk Menu

Contacts Person

The class Person is used to describe physical persons as contacts in the CMDB. Persons can be grouped into Teams. Persons can be linked to other configuration items (for example to describe who to contact in case of problem with an application). In helpdesk the caller of a User request is a Person as well as the agent assigned to resolve it.

3.1 Contact Properties

The class Person is used to describe physical persons as contacts in the CMDB. Contacts can be grouped into Teams. Contacts can be linked to other configuration items (for example to describe whom to contact in case of problem with an application). In helpdesk, the caller of a User request is a contact as well as the agent assigned to resolve it.

Name	Туре	Mandatory
Last Name	Alphanumeric string	yes
First Name	Alphanumeric string	Yes
Organization	Foreign key to a(n) Organization	Yes
Status	Active or Inactive	Yes
Location	Foreign key to a(n) Location	No
Function	Alphanumeric string	No
Manager	Foreign key to a(n) Person	No
Employee Number	Alphanumeric string	No
Email	Email address	No
Notification	Yes or No	No
phone	Alphanumeric string	No

10

Mahila Dhana			
Mobile Phone	Alphanumeric string		NO
acting a new Contact			
	• • • • • • • • • • • • • • • • • • •		
ck on "new contact" in <i>i</i>	Asset Management module.		~
	Accest Management		
	Asset Management		
	• Overview		
	 Networking 		
	Contacts		
	 New contact 		
	<u>Search for contacts</u>		
	Locations	99+	
	New Cl		
	Search for CIs	_	
	Software catalog	0	
	Groups of Cis	0	
	Figure 5 New Cont	act	
Then Select "Person"	From the Drop Down in disp	played. Si	milarly, you can create new
team.			erocciblot
	Creation of a ne	w Contac	t
	Select the type of Contact to crea	te: Person 🗸	
	APPLY	<u>e</u>	-
	Figure 6 New Contac	ct (2)	
And click "Apply" to die	play the Contact creation form	· /	
And check Apply to dis	play the Contact of Cation 1011		

	Creation of a new Person		CANCEI
- (2)-	Properties Teams Tickets CIs	Users	
General informa	tion	Personal inform	ation
Last Name		Picture	•
	Please specify a value		2
First Name	Please specify a value		
Organization		+ 🛧 🔹	
Status	Please specify a value	Email	
Location		• Notification ?	0
Function			no
Manager		+ 9	e yes
Employee number			
		Phone	
ne details	s and click on "create"	Mobile phone Figure 7 New Contact For to generate new cor	m itact.
he details	s and click on "create"	Mobile phone Figure 7 New Contact For to generate new cor	m itact.
he details	and click on "create"	Figure 7 New Contact For	m Itact.
he details	and click on "create"	Mobile phone Figure 7 New Contact For to generate new cor	m Itact.
he details	and click on "create"	Hobile phone Figure 7 New Contact For to generate new cor	m Itact.
he details	and click on "create"	Figure 7 New Contact For to generate new cor	m Itact.
he details	and click on "create"	Figure 7 New Contact For	m tact.
he details	and click on "create"	Figure 7 New Contact For	m ttact.
he details	and click on "create"	Figure 7 New Contact For	m Itact.
he details	and click on "create"	Figure 7 New Contact For	m ttact.
he details	and click on "create"	Hobile phone Figure 7 New Contact For to generate new cor	m Itact.
he details	and click on "create"	Hobile phone Figure 7 New Contact For to generate new cor	m Itact.
he details	and click on "create"	Hobile phone Figure 7 New Contact For to generate new cor	m Itact.
ne details	and click on "create"	Hobile phone Figure 7 New Contact For to generate new cor	m tact.



3.2 Team

A team represents a group of persons. In helpdesk Teams can be used to: associate a set of persons to a given configuration item, create a "workgroup" for assigning tickets or group persons for receiving notifications.

A Team cannot be a member of another Team.

Team can be created from new contact by same procedure as describe in creation of new person.

Click on "new contact" in Asset Management module.



Figure 8 New Team

Then Select "Team" From the Drop Down in displayed. Similarly, you can create new team.



Figure 9 Assign Contact to Team

And click "Apply" to display the Team creation form.

User Guide HelpDesk Opfr	aSu			We make technology accessible!
	Creation o	f a new Tea	m	CANCEL CREATE
	Properties	Members	Tickets CIs	
Name			 Please specify a value	
Status			Active	•
Organization				+ # *
Email			Please specify a value	
Phone				
Notification ?			0	
			no	
			• yes	
Function				

Figure 10 Creation of New Team

To add members to the Team, click on the tab "Members" and use the buttons to Add/Remove Persons from the list.

You can also specify a "Role" for each member of the Team.

3.3 New CI:-

Click on new CI in Asset Management module and <mark>choose your c</mark>ategory from the drop down as shown below.

User Guide HelpDesk OpfraSu	We make technology accessible!
😭 Welcome	Creation of a new Functional CI
🛢 Asset Management	
IP Management	Select the type of Functional CI to create: AS Number APPLY AS Number
击 DNS Management	Application Solution Business Process
🥔 DHCP Management	DB Server DCIM
🗭 Request Management	Database Schema Enclosure
Incident Management	Farm Firewall
? Problem Management	Hypervisor IP Discovery Application
Knowledge Management	IP Phone
	Middleware
🧭 Service Management	Middleware Instance Mobile Phone
Data Administration	NAS Network Device
🗙 Administration	Other Assets Other Software
Configuration	
A Cristone *	Figure 11 New Cl

3.4 Application Solution

Application Solutions describe complex applications that are made of (or depend on) several basic components. They are a specialized type of "Group" for documenting large applications. The main information conveyed by an Application Solution is its list of relationships.

The application solutions are used to document application architecture. You can define all element used by this application: Servers, software, data bases ...

This is really useful to analyze how applications are impacted by infrastructure elements.

"Application solution" menu displays all business processes belonging to selected organization.

Attributes Description Mandatory Name Name of the location Yes Organization Organization to which yes location belongs to NO Status Active/ inactive Business criticality Criticality for this business NO process Move to production date Date (year-month-day) NO Description Description for this business No

Attributes for an application solution displayed in the "Properties" tab

Properties Contact	ts Documents CIs Business processes Provider contracts Services Active Tickets	
Name		
Organization	Please specify a value	+ ₼
Status	Please specify a value	
Business criticality	low	
Move to production date	YYYY-MM-DD	Í
Description		

"Contacts" tab displays all contacts for this application solution.

"Documents" tab displays all documents related to this application solution.

"Provider Contracts" tab displays all contracts covering this application solution.

"Active Tickets" tab displays all tickets (Incident, Problem and Change) impacting this application solution.

"Cls" tab displays all Cls used by this application solution.

"Business Processes" tab displays all business processes impacted by this application Solution.

3.5 DB Server

An instance of database server software (like MySQL, Oracle, SQL Server, DB2...) running on a particular system (PC, Server or Virtual Machine).

Attribute	Description	Mandatory
Name	Name of server	yes
Organization	Organization to which db server belongs to	yes
Status	Active/inactive	No

DB Server Properties:-



Business criticality	Possible values(low, high, medium)	No
System	Foreign key to a(n) Functional CI	Yes
Software	Foreign key to a(n) Software	No
Software license	Foreign key to a(n) Software License	No
Path	Alphanumeric string	No
Move to production date	Date (year- month-day)	No
Description	Multiline character string	No

3.6 Creation of a new DB Server

The following steps are used for new DB Server creation

- 1. Go to new CI in Asset Management module.
- 2. Select DB Server from drop down and click "Apply".
- 3. Fill the details in display page as shown below.





CANCEL CREAT Creation of a new DB Server Properties Contacts Application solutions DB schemas Provider contracts Services Active Tickets Documents Name Please specify a value Organization + ... • Please specify a value Status • -- select one --**Business criticality** • low System 7 ۹ Please specify a value + • Software Software license • Path Move to production date YYYY-MM-DD 曲 Description

Figure 14 Creation of New DB Server

Tab

Description

Contacts:	All the contacts for this configuration item.
Documents:	All the documents linked to this configuration item.
Tickets:	All the tickets for this configuration item.
Application solutions:	All the application solutions depending on this configuration
item. DB schemas: Provider Contracts:	All the database schemas for this DB server. All the provider contracts for this configuration item.

Middleware

An instance of middleware software (software offering services to other software, or enterprise integration software) installed on a particular system (PC, Server or Virtual Machine). For example: Tomcat, J Boss, Talend, Microsoft BizTalk, IBM Websphere or Lotus Domino can be put under this category.

Name	Туре	Mandatory
Name	Name of the middleware	yes
Organization	Foreign key to a(n) Organization	yes
Status	Active/inactive	No
Business criticality	Low/high/medium	No
System	Foreign key to a(n) Functional CI	yes



Software	Foreign key to a(n)	No
Software license	Foreign key to a(n) Software License	No
Path	Alphanumeric string	No

3.7 Creation of new Middleware

- 1. Click on new CI in Asset Management module.
- 2. Select Middleware from drop down and click Apply.
- 3. Enter details in middleware creation form.



Figure 15 Creation of New Middleware

Properties Contacts I	uments Application solutions Middleware instances Provider contracts Services Active Ti	ckets
Name	1	
	Please specify a value	
Organization		+ #
	Please specify a value	
Status	select one	
Business criticality	low	
System 7		
	Please specify a value	
Software		+
Software license		
bortware include		
Path		
Move to production date	YYYY-MM-DD	
Description		

Figure 16 Creation of New Middleware(2)

3.8 Relations

• Impacts: A Middleware impacts all its Middleware Instances, as well as the Application Solutions it belongs to A Middleware also impacts the contacts (Persons or Teams) linked to it.



• Depends on: A Middleware is considered as depending on the system (PC, Server or Virtual Machine) on which it runs.

3.9 Network Device

Any type of network device: router, switch, hub, load balancer, firewall...

This type of configuration item is whatever laptop or desktop installed in you IT. "Network Device" menu displays all network devices documented for the selected organization.

Name	Туре	Mandatory
Name	Name of device	Yes
Organization	Foreign key to a(n) Organi- zation	Yes
Status	implementation, obsolete, production, stock	No
Business criticality	high, low, medium	No
Location	Foreign key to a(n) Location	No
Rack	Foreign key to a(n) Rack	No
Enclosure	Foreign key to a(n) Enclo-	No
	sure	
Network type	Foreign key to a(n) Network Device Type	Yes
Brand	Foreign key to a(n) Brand	No
Model	Foreign key to a(n) Model	No
RAM	Alphanumeric string	No
Serial number	Alphanumeric string	No
Asset number	Alphanumeric string	No
Move to production date	Date (year-month-day)	No
Purchase date	Date (year-month-day)	No
End of warranty	Date (year-month-day)	No
Power A source	Foreign key to a(n) Power Connection	No
Power B source	Foreign key to a(n) Power Connection	No
Description	Multiline character string	No

Network Device Properties

3.9.1 Creating a new Network Device

- 1. Click on new CI in Asset Management module.
- 2. Select network device from drop down and click Apply.
- 3. Fill the device creation form.

						Kni gy accessible	
	Creat	ion of a new Fur	nctional C	I			
	Select the type o	of Functional CI to create	: Network Dev	vice v			
		Figure 17 Creation of	of New Netw	ork Device			
 select one	+ Q						6
🚷 Welcome	Crea	tion of a new Network Device	i			CANCEL	Activity
🛢 Asset Management	Proper	rties Contacts Documents	Application solutions	Physical network interfaces	Virtual network interfaces	Devices Device Group	
IP Management	General information			Dates			
👬 DNS Management	Name			Move to production date	YYYY-MM-DD	*	
DHCP Management	Organization	Please specify a value		Preventive Maintenance Date	YYYY-MM-DD		
💭 Request Management		Please specify a value		Purchase date	YYYY-MM-DD	節	
Incident Management	Status	production	•	Fnd of warranty	YYYY-MM-DD		
? Problem Management	Business criticality	low	•	AMC Renewal Date	YYYY-MM-DD		
Knowledge Management	Location		•	End of life	YYYY-MM-DD		
➡ Change Management	Rack		•	End of sale	YYYY-MM-DD	iii	
	Enclosure		•	End of support	YYYY-MM-DD		
Service Management	Spare Part Device	no	•				
Data Administration	SLA Breach Relaxation(In Minutes)			Power supply			
X Administration	Device Cost			PowerA source		•	
💠 Configuration				PowerB source		•	
>_ System	More information			Redundancy	The device is up if at least one power	connection (A or B) is up	
	Device type		+ •	Other information			
	Brand		+ •	Parent Device		+ Q	
	Model		+ •	Description			
	OS version		+ •				
	Management IP		+ •				
	MAC Address						
	RAM					4	
	Rack units						
	Serial number						
	Asset number						
	Asset owner		+ •				



Tab

Description

Contacts	All the contracts for this configuration item
Documents	All the documents linked to this configuration item
Active Tickets	All the active tickets for this configuration item
Network interfaces	All the physical network interfaces
Devices	All the devices connected to this network device
Provider contracts	All the provider contracts for this configuration item

Software catalog

Helpdesk can manage the software installed on a server. There are two type of software: database and other software. An instance of software, installed on a server is always related to software catalog in the "Asset Management" module.

To create a new installed software, click on "Configuration Items" menu and "New Application instance" or "New database instance" depending on the type of you soft- ware. Or use the tab "Application" from a server object.

Other Software

Any type of software that do not fit in the other categories: PC Software, Middleware, DB server or Web Server.

3.9.2 Creating a new Other Software

- 1. Go to new CI in Asset Mangement module.
- 2. Select other software from drop down and click "apply".
- 3. Enter your details in software creation form.



Figure 19 Creation of New (other) Software

Jser Guide HelpDesk OpfraSu		Infra We make technolo	Kni
select one A •	+ Q Q Network Device > III Software		2
Asset Management	Creation of a new	/ Other Software	
IP Management			
	Name	Please specify a value	
	Organization		+
	Status	Please specify a value	
Request Management	Business criticality	serect one	
Incident Management	System ?		۹
Problem Management		Please specify a value	
Knowledge Management	Software		+ •
 Change Management 	Software license		•
Service Management	Path		
Data Administration	Move to production date	YYYY-MM-DD	i
Administration	Description		
Configuration			
System			
	Figure 2	20 Creation of New (other) Software	
	. iguro 1		

Relations

- Impacts: an Other Software impacts all its instances, the Application Solutions it belongs to and all the contacts (Persons or Teams) directly linked to it.
- Depends on: an Other Software is considered as depending on the system (PC, Server or Virtual Machine) on which it runs.

Attributes for an application displayed in the "Properties" tab.

Attribute	Description	Mandatory
Name	Name of this software	yes
Status	Active/inactive	No
Owner organization	Organization to which this belongs to	yes
Business criticality	Possible value(high, low, medium)	No
System	Foreign key to a(n) Functional Cl	Yes



Software	Foreign key to a(n) Software	No
Software license	Foreign key to a(n) Software License	No
Path	Alphanumeric string	No
Move to production date	Date (year-month-day)	No
Description	Multiline character string	No

Tag

Description

Contacts	All the contracts for this configuration item
Documents	All the documents linked to this configuration item
Tickets	All the tickets for this configuration item
Application solutions item	All the application solutions depending on this configuration
Provider contracts	All the provider contracts for this configuration item

PC Software

An instance of a software application installed on a PC. (For example: an instance of MS Office, Corel Draw, Adobe Photoshop or Filezilla).

Use following steps to create a new PC Software.

3.9.3 Creating a new PC Software

- 1. Go to new CI in Asset Management module.
- 2. Select PC Software from drop down and click "Apply".
- 3. Fill details in software creation form.

Software	•	
	Software	Software v

Figure 21 Creation of New PC Software

Welcome	Creation of a new D	C Saftwara	
Asset Management	Properties Contacts	Documents Application solutions Provider contracts Services Active Tickets	
IP Management			
DNS Management	мате	Please specify a value	
- DHCP Management	Organization	Dance search a value	+ # *
Request Management	Status	- select one	•
Incident Management	Business criticality	low	•
Problem Management	System ?		٩
Knowledge Management	Software	Please specify a value	
Change Management	Software license		• •
Service Management	Path		
	Move to production date	VYYYY-MM-DD	i
Administration	Description		
Configuration			
Custom			
System			

Relations

- Impacts: a PC Software impacts all its instances, the Application Solutions it belongs to and all the contacts (Persons or Teams) directly linked to it.
- Depends on: a PC Software is considered as depending on the PC on which it runs.

Software Catalog

A generic item of a software in the software catalog. Software instances installed on a particular system always refer to a given Software. HELPDESK splits the software in 5 categories: DB Servers, Middleware, PC Software, Web Servers and Other Software.

Software Properties

Attribute	Туре	Mandatory
Name	Name of the software	yes
Vendor	Vendor name	Yes



Version	Type of version	yes
Туре	Possible values: DB Server, Middleware, Other Software, PC Software.	No

3.10 Creating a Software Catalog

- 1. Click on software catalog.
- 2. Click on new to display software creation form.



Figure 24 Creation of Software Catalog

Group of Cis

Any arbitrary group of Cls. Groups can be used to define explicit sets of configurations items for any documentation purpose. For example when doing an OS migration, it can be convenient to create a group "Servers to be migrated" and to remove the servers from the group as the migration progresses.



Using Helpdesk you can group object together. Groups can be used for modeling any operational need. For instance documenting all devices monitored by a given application. The "Group of CIs" menu displays all groups created for the selected organization.

Name	Туре	Mandatory
Name	Name of group	yes
Status	Implementation, Obsolete, Production	yes
Organization	Foreign key to a(n) Organi- zation	Yes
Туре	Alphanumeric string	No
Description	Multiline character string	No
Parent Group	Foreign key to a parent Group	No

3.11 Creation of New Group

- 1. Click on Groups of Cls.
- 2. Click on "create a new group".
- 3. Fill your details in group creation form.



Figure 25 Group of CI

ser Guide elpDesk OpfraSu		InfraKni We make technology accessible!
Creation of a	new Group	CANCEL
Name	Please specify a value	
Status	Implementation	•
Organization	Please specify a value	+ # *
Туре		
Description		
Descent Courses		

Figure 26 Creation of New Group

4. IP Management

IP Management allows you to manage user requests that are specific to IP management: IP and subnet creations, modifications or deletions. It includes a user portal where standard users can create and manage their IP requests.

Features

This allows Hostmasters to manage tickets that are specific to the IP management world: creation, modification or release of IPs, creation, modification or release of subnets.

Management of IP tickets is done following a workflow that automates the standard tasks associated to IP tickets: selection of an IP within a subnet, selection of a subnet within a subnet block, for instance. Such workflow insures that tickets are managed according to a defined process. Only authorized users can manage an IP request and change its status.

IP Request

IP requests in Helpdesk are focusing on IP management. A catalogue of 6 types of IP requests have been defined, each of them focusing on a specific request:

IP address V4 creation IP address V6 creation IP address update IP address release Subnet V4 creation Subnet V6 creation Subnet update Subnet release

Specific information for IP address V4 creation



Name	Туре	Mandatory?	
IP Informations			
Subnet Block	Foreign key to a(n) IPv4 Subnet Block	No	
Subnet	Foreign key to a(n) IPv4 Subnet	No	
Range	Foreign key to a(n) IPv4 Range	No	
Location	Foreign key to a(n) Location	No	
IP Status	Possible values: allocated, reserved	No	
Short Name	Alphanumeric string	No	
DNS Domain	Foreign key to a(n) Domain	No	
Usage	Foreign key to a(n) IP Address Usage	No	
Device Information			
Target class	Instantiated class of object that the IP should be linked to	No	
Functional CI	CI of class "Target class" which the IP address should be allocated to	No	
CI's IP attribute	IP attribute of the CI that the IP should be allocate to	No	

4.1 Specific information for IP address V6 creation

Name	Туре	Mandatory?		
IP Informations	IP Informations			
Subnet Block	Foreign key to a(n) IPv6 Subnet Block	No		
Subnet	Foreign key to a(n) IPv6 Subnet	No		
Range	Foreign key to a(n) IPv6 Range	No		
Location	Foreign key to a(n) Location	No		
IP Status	Possible values: allocated, reserved	No		
Short Name	Alphanumeric string	No		
DNS Domain	Foreign key to a(n) Domain	No		
Usage	Foreign key to a(n) IP Address Usage	No		
Device Information				
Target class	Instantiated class of object that the IP should be linked to	No		
Functional CI	CI of class "Target class" which the IP address should be allocated to	No		
CI's IP attribute	IP attribute of the CI that the IP should be allocate to	No		

1.55



4.2 Specific information for IP update

Name	Туре	Mandatory?
IP Informations		
IP Address	Foreign key to a(n) IPv4 or IPv6 address	Yes
New IP Status	Possible values: allocated, reserved	No
New Short Name	Alphanumeric string	No
New Domain	Foreign key to a(n) Domain	No
New Usage	Foreign key to a(n) IP Address Usage	No

4.3 Specific information for IP release

Name	Туре	Mandatory?
IP Informati		
IP Address	Foreign key to a(n) IPv4 or IPv6 address	Yes

4.4 Specific information for Subnet V4 creation

Name	Туре	Mandatory?	
IP Informations			
Subnet Block	Foreign key to a(n) IPv4 Subnet Block	Yes	
Mask	Possible values: from /16 down to /32	Yes	
Name	Alphanumeric string	No	
Subnet Status	Possible values: allocated, reserved	Yes	
Туре	Alphanumeric string	No	
Location	Foreign key to a(n) Location	No	

4.5 Specific information for Subnet V6 creation

Name	Туре	Mandatory?	
IP Informations			
Subnet Block	Foreign key to a(n) IPv6 Subnet Block	Yes	
Mask	Possible values: /64 down to /128	Yes	
Name	Alphanumeric string	No	
Subnet Status	Possible values: allocated, reserved	Yes	
Туре	Alphanumeric string	No	
Location	Foreign key to a(n) Location	No	



4.6 Specific information for Subnet update

Name	Туре	Mandatory?
IP Informations		
Subnet to update	Foreign key to a(n) IPv4 or IPv6 Subnet	Yes
New Name	Alphanumeric string	No
New Subnet Status	Possible values: allocated, reserved	No
New Type	Alphanumeric string	No
Old Location	Foreign key to a(n) Location	No
New Location	No	

4.7 Specific information for Subnet release

Name	Туре	Mandatory?			
IP Informations					
Subnet Foreign key to a(n) IPv4 or IPv6 Subnet Yes					

Tab	Description
Contacts	All the contacts linked to this ticket
Attachements	Documents attached to the ticket

5. DNS Management

EMS provides robust **DNS Management** capabilities as part of its IP Address Management (IPAM) functionality. This feature allows organizations to manage DNS zones and records directly within the helpdesk module, ensuring seamless integration with IP and subnet management.

5.1 Features

The DNS Management extension allows Host masters to manage DNS zones within Helpdesk:

- Document Views and manage DNS zones, including classless in-addr.arpa ones, within their respective views,
- Document authoritative DNS servers,
- Register DNS Resource Records (A, AAAA, CNAME, MX, NS, PTR, SRV, TXT, CAA, DS, OPENPGPKEY, SSHFP and TLSA) in relation with IP addresses or CIs stored in Helpdesk CMDB,
- Document any other type of records through a generic container,
- Automatically or manually create, update or delete Resource Records when an IP is created, updated or deleted.
- Force creation, update or deletion of Resources Records at subnet level
- According to configuration parameters, records associated to obsolete IPs may be automatically removed
- Export zone data or retrieve them through WEB services from DNS master servers.



The DNS Space menu provides some information on the DNS structural objects and summarizes the different DNS records under 8 badges:



5.2 Domains

These objects shows the well-known domains from the Domain Name Service.

The DNS Management alter them with a new tab that lists the related zones, ie the zones which name includes the domain name.

5.2.1 Tabs

Tab	Description
Related zones	All the zones related to the domain

5.2.2 Details

Details of a Domain can be accessed from the specific shortcut available under the DNS Management menu.

oDesk OpfraSu				ntr	aK	n
demo.com. Domain				we make tech	/ ·	+ 2
Properties I	Hosts (132) Child Domair	ns (4) Related Zones (4)				
Zone ? Total: 4 objects.						
Zone ? Total: 4 objects.	▲ View	¢ΠL	Master server	¢ Comment	Organization	
Zone ? Total: 4 objects. Zone democom.	▲ View undefined	 TTL 1d Oh Omin Os 	Master server ns0 demo.com.	Comment	 Organization Demo 	
Zone ? Total: 4 objects. Zone demo.com. demo.com. Externall	 View undefined External 	TTL Id Oh Omin Os Id Oh Omin Os	Master server ns0 demo.com. ns0 demo.com.	¢ Comment	 Organization Demo Demo 	_
Zone ? Total: 4 objects. Zone democom. democom. Externall fr.democom.	 View undefined External undefined 	 TTL 1d Oh Omin Os 1d Oh Omin Os 1d Oh Omin Os 	Master server ns0 demo.com. ns0 demo.com. ns0 demo.com.	¢ Comment	Organization Demo Demo Demo Demo	
Zone ? Total: 4 objects. Zone demo.com. demo.com. Externall fridemo.com. test2.demo.com.	 View undefined External undefined undefined 	 TTL 1d Oh Omin Os 1d Oh Omin Os 1d Oh Omin Os 1d Oh Omin Os 	Master server ns0 demo.com. ns0 demo.com. ns0 demo.com. ns0 demo.com. ns0 demo.com.	© Comment	Organization Demo Demo	

Figure 29 Domain

5.3 Views

Helpdesk handles DNS views, the solution offered by DNS to handle different communities of hosts that may require specific DNS answers according to the network where their resolution is requested from.

5.3.1 Properties

Name	Туре	Mandatory?
Organization	Foreign key to a(n) Organization	Yes
Name	Alphanumeric string	Yes
Description	Multiline character string	No

5.3.2 Details

Details of a view can be accessed from the specific shortcut available under the DNS Management menu.

	External _{View}								/	+	C	۹	:
	Properties	Zones (3)											
Organization			Demo										
Name			External										
Description													

Figure 30 Details of View



5.3.2 Link with IP Addresses

A given hostname may be resolved into different IPs according to the view it belongs to. This is modelized in Helpdesk by making the View an attribute of IP addresses.

IP Address Properties

Name	Туре	Mandatory?		
DNS Inform				
DNS View	Foreign key to a(n) View No			

This changes the properties tab of an IP address as follows:

	15.73.4.67 IPv4 Address • 🔒 Synchronized								1	+	c	٩
	Properties Global Settings	Contacts	Documents	NAT IPs	DNS Records (1)	CIs	IP Request	s				
General Infor	mation	DNSI	nformation	1		Dis	covery Info	ormation				
Organization	Demo	Short N	lame ? Po	owSou2		IP D	iscovery	Combodo HQ				
Status	Released	DNS Do	omain d	emo.com.		app	ucation					
Usage	Management	DNS Vi	ew E	kternal		date	e ?	2021-04-09 19:55:39				
Note X		FQDN ?	P	owSou2.demo.co	m.	Res	ponds to	No				
Requestor	Claude Monet	Aliases	? ×			ping	1					
Allocation date ?	2020-10-07 12:03:53					Res	ponds to IP	Yes				
Release date ?	2021-01-18 16:57:25	IP Info	ormation			FOD	N from IP	g1t4233 austin hp.com.				
		Subnet	? 15	.73.4.64		look	up	3				
		Range	? u	ndefined		Res	ponds to	No				
		Addres	c? 16	72 4 67		SCal						

Figure 31 Linking of IP Address

5.4 Zones

This is the key object of the DNS world around which everything is built. By definition, the zone is the domain minus what has been delegated from it.

5.4.1 Zone Properties

Name	Туре	Mandatory?				
General Informati	General Information					
Organization	Foreign key to a(n) Organization	Yes				
View	Foreign key to a(n) View	No				
Mapping type	Possible values: Forward, IPv4 Reverse, IPv6 Reverse	Yes				
Zone Name	Alphanumeric string	Yes				
TTL	Duration (days / hours / minutes /seconds)	Yes				



Name	Туре	Mandatory?					
Comment	Alphanumeric string	No					
Requestor	Foreign key to a(n) Person	No					
Start Of Authority	Start Of Authority						
Master server	Alphanumeric string	Yes					
Hostmaster mailbox	Email address (both formats claude@demo.com or claude.monet@demo.com are supported)	Yes					
Serial	Number	Yes					
Refresh	Duration (days / hours / minutes /seconds)	Yes					
Rettry	Duration (days / hours / minutes /seconds)	Yes					
Expire	Duration (days / hours / minutes /seconds)	Yes					
Minimum	Duration (days / hours / minutes /seconds)	Yes					

5.4.2 Tabs

Tab	Description
Authoritative servers	All servers (class Application Solution, Network Device, Network Cluster, Server or VirtualMachine) from the CMDB that are authoritative for the zone These can be flagged as Master, Slave, Hidden Master or Hidden Slave
NS records	All the NS records of the zone
A Records	All the A records of the zone
AAAA Records	All the AAAA records of the zone
CNAME Records	All the CNAME records of the zone
Other Records	All the Other records of the zone

5.4.3 Creating a new Zone

Under the DNS management module, clicking on the "Create a new Zone" button available under the Name Space menu or clicking on the "New" button available with Zones lists will display the Zone creation form:
er Guide IpDesk Op	fraSu			We make technology accessible
C Pr	reation of a new Zone operties Authoritative servers			CANCEL
General Informat	ion		Start Of Authority	
Organization		+	Master server	
	Please specify a value			Please specify a value
View		+ •	Hostmaster mailbox	
Mapping type	Forward	•		Please specify a value
11 3 11	Totward		Serial	
Zone Name				Please specify a value
	Please specify a value		Refresh	0 d 0 h 15 min 0 s
TTL	1 d 0 h 0 min 0 s		Petry	
Comment			Retry	0 a 0 n 10 min 0 s
			Expire	7 d 0 h 0 min 0 s

Figure 32 Creation of New Zone

5.5 Classless Reverse Delegation

The Zone Management extension handles classless delegations for IPv4 reverse zones. It implements a method that is widely described in the DNS literature. The following lines explain you how to handle it.

As the owner of a standard class C reverse zone (like for instance the zone 54.205.3.in-addr.arpa.), you may decide to delegate the management of a subset of if, ie let a third party manage the PTR records of a contiguous subset of IP Addresses contained in the class C (say, 3.205.54.0 to 3.205.54.127).

 First of all, you need to set the delegation of the classless zone in its parent class C reverse zone. This is a standard delegation :

	54.205.3.ir ^{Zone}	n-addr.arpa.				1	+	C	٩	;
	Properties	Authoritative servers	NS records (2)	CNAME Records (128)	PTR records (1)					
General Inform	nation			Start Of Authority						
Organization	Demo			Master server	ns0.demo.com.					
View ?	undefined	1		Hostmaster mailbox	≤ hostmaster@demo.com					
Mapping type ?	IPv4 Reve	erse		Serial	166					
Zone Name	54.205.3.	in-addr.arpa.		Refresh	15min Os					
TTL ?	1d Oh Om	nin Os		Retry	10min Os					
Comment				Expire	7d Oh Omin Os					
Requestor ?	undefined	1		Minimum	5min Os					

Figure 33 Classless Reverse Delegation

ser Guide elpDesk OpfraSu					Kn gy accessibl	e!
54.205.3	3.in-addr.arpa.					~
Zone					/ + 0	۹
Properties	Authoritative servers	NS records (2) CNAME	Records (128) PTR records	(1)		
Total: 2 objects.						:
NS	Overwrite zone TTL		er 🗢 Zone	Comment	t	0
0-127.54.205.3.in-addr.arpa.	Yes	1h Omin Os toystory.de	no.com 54.205.3.in-addra	irpa.	Demo	
0-12754,205,3 in-addrama	No	Os zoralub ovi	fr. 54 205 3 in-addra	irpa.	Demo	
e anone on on raddiarpa.	110	2019(00.001	on constant addite		Dento	
Within the close C		Figure 34 Zo	nes	on, DTD that a		-
Within the class C by the classless zo 2.54.205.3.ii	reverse zone, a (one, like: n-addr.arpa.	Figure 34 Zo	nes to be created for ev	ery PTR that s	should be ha	nd
Within the class C by the classless zo	reverse zone, a (one, like: n-addr.arpa.	Figure 34 Zo	nes to be created for ev	ery PTR that s	should be ha	nd a
Within the class C by the classless zo 2.54.205.3.ii CNAME Properties	reverse zone, a (one, like: n-addr.arpa.	Figure 34 Zo	nes to be created for ev	ery PTR that s	should be har	nd a
Within the class C by the classless zo 2.54.205.3.in CNAME Properties Zone	reverse zone, a (one, like: n-addr.arpa.	Figure 34 Zo	nes to be created for ev	ery PTR that s	should be ha	٩
Within the class C by the classless zc 2.54.205.3.in CNAME Properties Zone	reverse zone, a (one, like: n-addr.arpa.	Figure 34 Zo	nes to be created for ev	ery PTR that s	should be har	٩
Within the class C by the classless zc 2.54.205.3.i CNAME Properties Zone Organization Zone	reverse zone, a (one, like: n-addr.arpa.	Figure 34 Zo	nes to be created for ev	ery PTR that s	should be ha	٩
Within the class C by the classless zc 2.54.205.3.i CNAME Properties Zone Organization Zone	reverse zone, a (one, like: n-addr.arpa. Demo 542053#	Figure 34 Zo	nes to be created for ev	ery PTR that s	should be har	٩
Within the class C by the classless zc 2.54.205.3.i CNAME Properties Zone Organization Zone RRs attributes	reverse zone, a (one, like: n-addr.arpa. Demo 542053.ir	Figure 34 Zo	nes to be created for ev	ery PTR that s	should be ha	٩
Within the class C by the classless zc 2.54.205.3.i CNAME Properties Zone Organization Zone RRs attributes RR Name	reverse zone, a (one, like: n-addr.arpa. Demo 542053in	Figure 34 Zo CNAME record has n-addrarpa.	nes to be created for ev	ery PTR that s	should be ha	٩
Within the class C by the classless zc 2.54.205.3.i CNAME Properties Zone Organization Zone RRs attributes RR Name Overwrite zone TTL	reverse zone, a (one, like: n-addr.arpa. Demo 542053ii 2542053 No	Figure 34 Zo CNAME record has	to be created for ev	ery PTR that s	should be had	٩
Within the class C by the classless zc 2.54.205.3.i CNAME Properties Zone Organization Zone RRs attributes RR Name Overwrite zone TTL TTL	reverse zone, a Cone, like: n-addr.arpa. Demo 542053.is 2.542053 No Os	Figure 34 Zo CNAME record has n-addrarpa.	to be created for ev	ery PTR that s	should be ha	٩
Within the class C by the classless zc 2.54.205.3.i CNAME Properties Zone Organization Zone RRs attributes RR Name Overwrite zone TTL TTL Canonical Name	reverse zone, a (one, like: n-addr.arpa. Demo 542053ii 2542053 No 0s 2.0-127.54	Figure 34 Zo CNAME record has n-addrarpa.	to be created for ev	ery PTR that s	should be ha	٩
Within the class C by the classless zc CNAME Properties Zone Organization Zone RRs attributes RR Name Overwrite zone TTL TTL Canonical Name Comment	reverse zone, a Cone, like: n-addr.arpa. Demo 54.205.3 ii 2.54.205.3 No 0s 2.0-127.54	Figure 34 Zo CNAME record has	nes to be created for ev	ery PTR that s	should be had	٩
Within the class C by the classless zc 2.54.205.3.i CNAME Properties Zone Organization Zone RRs attributes RR Name Overwrite zone TTL TTL Canonical Name Comment	reverse zone, a (one, like: n-addr.arpa. Demo 542053 No 0s 2.0-12754	Figure 34 Zo CNAME record has n-addrarpa.	nes to be created for ev	ery PTR that s	should be ha	٩

User Guide HelpDesk Op	ofraSu			Infra We make technolo	Knit
O- Zor Pro	-127.54.205.3.in-addr.arpa. ne perties Authoritative servers	NS records PTR records (1	28)		≠ + 2 Q i
General Informati	on		Start Of Authority		
Organization	Demo		Master server	ns0,demo.com.	
View	undefined		Hostmaster mailbox	Master@demo.com	
Mapping type	IPv4 Reverse		Serial	419	
Zone Name	0-127.54.205.3.in-addr.arpa.		Refresh	15min Os	
TTL	1d Oh Omin Os		Retry	10min Os	
Comment			Expire	7d Oh Omin Os	
Requestor	undefined		Minimum	5min Os	

Figure 36 Classless zone

And finally, create a PTR record for each of the IP addresses that the classless zone should handle:

10.0-127.54.2 PTR	205.3.in-addr.arpa.	/ + C Q
Properties		
Zone		
Organization	Demo	
Zone	0-12754.205.3.in-addrarpa.	
RRs attributes		
RR Name	10.0-127.54.205.3.in-addr.arpa.	
Overwrite zone TTL	No	
TTL	Os	
Hostname	bluegum.demo.com.	
Comment		

Figure 37 PTR record

5.6 DNS Resource Records

Helpdesk handles the most commonly used DNS Resource Records: A, AAAA, CNAME, MX, NS, PTR, SRV and TXT, plus a set of security dedicated Records: CAA, DS, SSHFP and TLSA as well as a generic record container to register any other type of Record. These are implemented through standard objects and belong to the data model. They all share the same following attributes:

Name	Туре	Mandatory?
Organization	Foreign key to a(n) Organization	Yes
Zone	Foreign key to a(n) Zone	Yes
RR Name	Alphanumeric string	Yes
Overwrite zone TTL	Yes or No	No



Name	Туре	Mandatory?
TTL	d/h/m/s	N/A

- The "zone" attribute points to a forward or reverse zone, according to the record type, filtered by the organization that the zone belongs to.
- The "RR Name" is just the name of the record, known as the owner in the specialized literature.
- The default TTL of the zone that the record belongs to, may be overwritten by a specific value specified at the record level. This behaviour is driven by the "Overwrite zone TTL" boolean and the TTL duration.

5.6.1 A Records

This object is used to document the IPv4 Address record.

Properties

Name	Туре	Mandatory?
Organization	Foreign key to a(n) Organization	Yes
Zone	Foreign key to a(n) Zone	Yes
RR Name	Alphanumeric string (@ and *. <domain> accepted)</domain>	Yes
Overwrite zone TTL	Yes or No	No
TTL	d/h/m/s	N/A
IPv4 Address	Foreign key to a(n) IPv4 Address	Yes
Comment	Alphanumeric string	No

Details

Details of a Record can be accessed from the specific "A" shortcut menu of the DNS Management module.

		•		
ns1.lab.demo.com.			+ o	Q :
Properties				
Zone				
Organization	Demo			
Zone	demo.com. IExternall			
RRs attributes				
RR Name	ns1.lab.demo.com.			
Overwrite zone TTL	No			
TTL	Os			
IPv4 Address	10.10.0.6			
Comment	Glue record			

Figure 38 DNS resource record



5.6.2 AAAA Records

This object is used to document the IPv6 Address record.

Properties

Name	Туре	Mandatory?
Organization	Foreign key to a(n) Organization	Yes
Zone	Foreign key to a(n) Zone	Yes
RR Name	Alphanumeric string (@ and *. <domain> accepted)</domain>	Yes
Overwrite zone TTL	Yes or No	No
TTL	d/h/m/s	N/A
IPv6 Address	Foreign key to a(n) IPv6 Address	Yes
Comment	Alphanumeric string	No

Update

An AAAA record can be updated from the detailed view of the object.

prn24.demo.com.		CANCEL
Properties		
Zone		
Drganization	Demo	+ # •
Zone	demo.com.	+ •
RRs attributes RR Name	pm24.demo.com.	
RRs attributes RR Name Overwrite zone TTL	pm24 demo.com.	-
RRs attributes RR Name Overwrite zone TTL TTL	prm24 demo.com. No O d O min O s	
RRs attributes RR Name Overwrite zone TTL TTL Pv6 Address	pm24 demo.com. No 0 d 0 h 0 s fc0101964404a:24	• •

Figure 39 AAAA record



5.6.3 CAA Records

This object is used to specify which Certificate Authorities (CAs) are allowed to issue certificates for the domain defined by the RR name.

Properties

Name	Туре	Mandatory?
Organization	Foreign key to a(n) Organization	Yes
Zone	Foreign key to a(n) Zone	Yes
RR Name	Alphanumeric string (@ and *. <domain> accepted)</domain>	Yes
Overwrite zone TTL	Yes or No	No
TTL	d/h/m/s	N/A
Flag	Integer	Yes
Тад	Possible values: lodef, Issue, Issue Wild	
Value	Strings associated with tags	
Comment	Alphanumeric string	No

Creation

A new CAA record may be created from the specific "CAA" shortcut menu of the DNS Management module.

Zone		
Organization ?		+
	Please specify a value	
Zone ?		+ •
	Please specify a value	
RRs attributes		
RR Name		
	Please specify a value	
Overwrite zone TTL ?	No	•
TTL ?	O d O h O min O s	
Flag ?		
Tag	Issue	•
Value ?		
	Please specify a value	
Comment		
	Figure 40 CAA record	



5.6.4 CNAME Records

This object is used to document the Canonical Name record.

Properties

Name	Туре	Mandatory?
Organization	Foreign key to a(n) Organization	Yes
Zone	Foreign key to a(n) Zone	Yes
RR Name	Alphanumeric string (@ and *. <domain> accepted)</domain>	Yes
Overwrite zone TTL	Yes or No	No
TTL	d/h/m/s	N/A
CNAME	Alphanumeric string	Yes
Comment	Alphanumeric string	No

Creation

A new CNAME record may be created from the specific "CNAME" shortcut menu of the DNS Management module.

Creation of a	new CNAME	CANCEL CR
Properties		
Zone		
Organization	Demo	+ # •
Zone	demo com. IExternal!	+ •
RRs attributes		
RRs attributes RR Name	wiki.demo.com	
RRs attributes RR Name Overwrite zone TTL	wiki.demo.com Yes	
RRs attributes RR Name Overwrite zone TTL TTL	wiki.demo.com Yes O d O h 10 min O s	
RRs attributes RR Name Overwrite zone TTL TTL Canonical Name	wikidemo.com Yes O d 0 h 10 min 0 s wiki.infra.demo.net	

Figure 41 CNAME records

5.6.5 DS Records

This object is used to document Delegation Signer (DS) records required by DNSSEC to allow the transfer of trust from a parent zone to a child zone.



Properties

Name	Туре	Mandatory?
Organization	Foreign key to a(n) Organization	Yes
Zone	Foreign key to a(n) Zone	Yes
RR Name	Alphanumeric string (@ and *. <domain> accepted)</domain>	Yes
Overwrite zone TTL	Yes or No	No
TTL	d/h/m/s	N/A
Key tag	A short numeric value which can help quickly identify the referenced DNSKEY-record	No
Algorithm	The algorithm of the referenced DNSKEY-record	No
Digest Type	Cryptographic hash algorithm used to create the Digest value	No
Digest	A cryptographic hash value of the referenced DNSKEY-record	Yes
Comment	Alphanumeric string	No

Details

Details of a DS Record can be accessed from the specific "DS" shortcut menu of the DNS Management module.

	demo.com.						
- 00.	DS		1	+	0	٩	:
	Properties						
Zone							
Organization ?		Demo					
Zone ?		demo.com.					
RRs attribute	S						
RR Name		demo.com.					
Overwrite zone T	TTL ?	No					
TTL ?		Os					
Key Tag ?		2371					
Algorithm ?		13					
Digest Type ?		2					
Digest ?		1F987CC6583E92DF0890718C42					
Comment							

Figure 42 DS records



5.6.6 MX Records

This object is used to document the Mail Exchanger record.

Properties

Name	Туре	Mandatory?
Organization	Foreign key to a(n) Organization	Yes
Zone	Foreign key to a(n) Zone	Yes
RR Name	Alphanumeric string (@ and *. <domain> accepted)</domain>	Yes
Overwrite zone TTL	Yes or No	No
TTL	d/h/m/s	N/A
Preference	Integer	No
Exchange Server	Alphanumeric string	Yes
Comment	Alphanumeric string	No

Details

Details of a MX Record can be accessed from the specific "MX" shortcut menu of the DNS Management module.

demo.com.		/ + 2
Properties		
Zone		
Organization	Demo	
Zone	demo.com.	
RRs attributes		
RR Name	demo.com.	
Overwrite zone TTL	No	
TTL	Os	
Preference	10	
Mail exchange server	mx1.isp.net.	
	Main mail evolution for the domain	

Figure 43 MX records

5.6.7 NS Records

This object is used to document the Name Server record.



Properties

Name	Туре	Mandatory?
Organization	Foreign key to a(n) Organization	Yes
Zone	Foreign key to a(n) Zone	Yes
RR Name	Alphanumeric string (@ and *. <domain> accepted)</domain>	Yes
Overwrite zone TTL	Yes or No	No
TTL	d/h/m/s	N/A
Name Server	Alphanumeric string	Yes
Comment	Alphanumeric string	No

Details

Details of a NS Record can be accessed from the specific "NS" shortcut menu of the DNS Management module.

2.: NS	129.10.in-addr.arpa.		,	+	0	Q	:
Pro	operties		-	-	_		T
Zone							
Organization	D	lemo					
Zone	2	12910 in-addrarpa.					
RRs attributes							
RR Name	2	.129.10 in-addrarpa.					
Overwrite zone TTL	Y	les .					
TTL	6	ih Omin Os					
Name server	to	oystory.demo.com.					
Comment							

Figure 44 NS records

5.6.8 PTR Records

This object is used to document the Pointer record.

Properties

Name	Туре	Mandatory?
Organization	Foreign key to a(n) Organization	Yes



Name	Туре	Mandatory?
Zone	Foreign key to a(n) Zone	Yes
RR Name	Alphanumeric string (compliant with IPv4 or IPv6 reverse format)	Yes
Overwrite zone TTL	Yes or No	No
TTL	d/h/m/s	N/A
Hostname	Alphanumeric string	Yes
Comment	Alphanumeric string	No

Details

Details of a NS Record can be accessed from the specific "NS" shortcut menu of the DNS Management module.

1.2.129.10.in-	ıddr.arpa.	/ + C Q
Properties		
Zone		
Organization	Demo	
Zone	2.129.10.in-addrarpa.	
RRs attributes		
RR Name	1.2.129.10.in-addr.arpa.	
Overwrite zone TTL	No	
TTL	Os	
Hostname	hqgw.demo.com.	
Comment		

Figure 45 PTR record

5.6.9 SSHFP Records

This object is used to document the Secure Shell fingerprint records, a type of resource record which identifies SSH keys associated with a host name.

Properties

Name	Туре	Mandatory?
Organization	Foreign key to a(n) Organization	Yes
Zone	Foreign key to a(n) Zone	Yes
RR Name	Alphanumeric string	Yes
Overwrite zone TTL	Yes or No	No
TTL	d/h/m/s	N/A



Name	Туре	Mandatory?
Algorithm	Integer	No
Digest Type	Integer	No
Fingerprint	Alphanumeric string	Yes
Comment	Alphanumeric string	No

Details

Details of a SSHFP record can be accessed from the specific "SSHFP" shortcut menu of the DNS Management module.

	my-ssh-server.demo.com. SSHEP Properties	,	+	0	٩	:
Zone						
Organization ?	Demo					
Zone ?	demo.com.					
RRs attributes						
RR Name	my-ssh-server.demo.com.					
Overwrite zone T	L ² No					
TTL ?	Os					
Algorithm ?	3					
Digest Type ?	2					
Fingerprint ?	123456789abcdef67890123456789abcdef67890					
Comment						

Figure 46 SSHFP record

5.6.10 SRV Records

This object is used to document the Locate Services record.

Properties

Name	Туре	Mandatory?
Organization	Foreign key to a(n) Organization	Yes
Zone	Foreign key to a(n) Zone	Yes
RR Name	Alphanumeric string	Yes
Overwrite zone TTL	Yes or No	No



Name	Туре	Mandatory?
TTL	d/h/m/s	N/A
Priority	Integer	No
Weight	Integer	No
Port	Integer	No
Target	Alphanumeric string	Yes
Comment	Alphanumeric string	No

Creation

A new SRV record may be created from the specific "SRV" shortcut menu of the DNS Management module.

Properties		
Zone		
Organization	Demo	+ # •
Zone	demo.com.	+•
RR Name	_http_tcpwww.demo.com	
RR Name	http://tcp.www.demo.com	
Overwrite zone TTL	No	•
TTL		
Priority	3	
Weight	10	
Port	25	
Target	www.demo.com	

Figure 47 SRV records

6. DHCP Management

DHCP Management extends its IP Address Management (IPAM) capabilities by integrating with Dynamic Host Configuration Protocol (DHCP) services. This functionality allows administrators to efficiently manage and automate the allocation of IP addresses to devices in their networks.



6.1 Features

Dynamic Host Configuration Protocol allows the client to receive **options** from the DHCP server describing the network configuration and various services that are available on the network. In order to structure its configuration file, the DHCP server groups client options into **scopes** that cover different segments of the network, from a global coverage down to a unique host: Global, Shared-network, Subnet, Pool, Class, Sub-class and Host.

<	select one 👫 🔻				
*	Welcome	Filter	M = M		
8	Asset Management	DHCP Management			
۲	IP Management	• DHCP Space			
.th	DNS Management	• Servers	0		
-	DHCP Management	Ranges DHCP Options	0		
P	Request Management	New Option	_		(3)
	Incident Management	 Search for Options Globals 	6		
?	Problem Management	Shared Networks	1		
8	Knowledge Management	Subnets	1		
1	Change Management	 Pools Classes 	1	nore:	
¢	Service Management	Sub Classes	1		
	Data Administration	• Hosts	0		
*	Administration				
\$	Configuration				
>_	System				

Figure 48 DHCP menu

The DHCP Space menu provides some information on the DHCP infrastucture and summarizes the different registered options under 7 badges:

User Guide HelpDesk OpfraSu		nfraknit make technology accessible!
Infrastructure		
2 DHCP Servers	6 DHCP Ranges	
Options		
1 Global DHCP Option + Create	Shared Network DHCP + Create	1 Subnet DHCP Option + Create
2 Pool DHCP Option + Create	2 Class DHCP Option + Create	SubClass DHCP Option + Create
Host DHCP Option + Create		
We	Figure 49 DHCP infrastructure	y accessible!

6.2 Global Options

This object is used to document the Global DHCP Options. It has no other attributes than the ones listed above.

Details

Details of a DHCP Global Option can be accessed from the specific "Global Options" shortcut menu of the DHCP Management module.

pDesk Op	ofraSu		Unfr We make te	a Kn
	Log Server Global DHCP Option			/ + 0
	Properties			
DHCP Attribu	tes	Scope		
DHCPv4	Yes	Organization	Demo	
Code	7			
Code Name	7 Log Server			
Code Name ISC name	7 Log Server log-servers			
Code Name ISC name Type	7 Log Server log-servers string			
Code Name ISC name Type Description X Log servers for D	7 Log Server log-servers string emo org			

Figure 50 DHCP attributes

Shared Network Options

This object is used to document the Shared Network DHCP Options. Shared networks in Helpdesk are implemented through the VLAN object.

Properties

Name	Туре	Mandatory?
VLAN	Foreign key to a(n) VLAN	Yes

Details

A new DHCP Shared Network Option may be created from the specific "Shared Network Options" shortcut menu of the DHCP Management module. It refers to an organization and to a VLAN within that organization.

User Guide HelpDesk O	pfraSu		Infr We make te		:es	sib	le!	
	Domain name Shared Network DHCP Option			,	+	0	٩	i
	Properties							
DHCP Attribut	tes	 Scope						
DHCPv4	Yes	Organization	Demo					
Code	15	VLAN	5486					
Name	Domain name							
ISC name	domain-name							
Туре	domain-name							
Description × Default domain na	ame for VLAN 5486							
Value	demo.com							

Figure 51 Domain for DHCP

Subnet Options

This object is used to document the Subnet DHCP Options. The Subnet scope in Helpdesk is implemented through the IP Subnet object.

Properties

Name	Туре	Mandatory?
Subnet	Foreign key to a(n) IP Subnet	Yes

Details

Details of a DHCP Subnet Option can be accessed from the specific "Subnet Options" shortcut menu of the DHCP Management module. It refers to an organization and to an IP Subnet within that organization.

	Domain name Subnet DHCP Option				,	+	0	٩	1
	Properties								
DHCP Attribu	tes		Scope						
DHCPv4	Yes		Organization	Demo					
Code	15		Subnet	10.129.0.0					
Name	Domain name								
ISC name	domain-name								
Туре	domain-name								
Description ×									
Value	demo.com								
		Figure 52 DF	ICP properties						_
									5



Pool Options

This object is used to document the Pool DHCP Options. The Pool scope in Helpdesk is implemented through the IP Range object.

Properties

Name	Туре	Mandatory?
IP Range	Foreign key to a(n) IP Range	Yes

Details

Details of a DHCP Pool Option can be accessed from the specific "Pool Options" shortcut menu of the DHCP Management module. It refers to an organization and to an IP Range within that organization.

	Print servers Pool DHCP Option			/	+	o	٩	:
	Properties							
DHCP Attribu	utes	Scope						
DHCPv4	Yes	Organization	Demo					
Code	9	IP Range	DHCP Pool					
Name	Print servers							
ISC name	lpr-servers							
Туре	string							
Description ×								
Value	15.128.9.54, 15.128.12.54							

Figure 53 DHCP attributes

Class Options

This object is used to document the Class DHCP Options. It refers to a new typological Helpdesk object that models DHCP classes.

DHCP Class object

This is a typological object defined through the Typology configuration menu in the Data administration chapter.



My Vendor Class DHCP Class		,	+	c	۹	1
Properties						
Name	My Vendor Class					

Figure 54 Vendor class

Properties

Name	Туре	Mandatory?
Class	Foreign key to a(n) DHCP Class	Yes

Details

A new DHCP Class Option may be created from the specific "Class Options" shortcut menu of the DHCP Management module. It refers to an organization and to a DHCP Class.

	Properties			
DHCP Attribut	tes	Scope		
DHCPv4	O No 💿 Yes	Organization	Demo	+ # •
Code	587	Class	My Vendor Class	+ •
Name	Root Path			
ISC name	root-path			
Туре	string	•		
Description				
Malaa				
Value	/export/root/system			

Sub Class Options

This object is used to document the SubClass DHCP Options. It refers to a new typological TeemIp object that models DHCP sub-classes.



DHCP SubClass object

This is another typological object defined through the Typology configuration menu of the Data administration chapter.

i86pc DHCP SubClass		/	+	0	۹	:
Properties						
Name DHCP Class	i86pc My Vendor Class					

Figure 56 DHCP Subclass

Properties

Name	Туре	Mandatory?
Class	Foreign key to a(n) DHCP Class	Yes
SubClass	Foreign key to a(n) DHCP SubClass	Yes

Details

Details of a DHCP SubClass Option can be accessed from the specific "SubClass Options" shortcut menu of the DHCP Management module. It refers to an organization and to a DHCP SubClass.

	Vendor Specific SubClass DHCP Option			/ + © Q i
	Properties			
DHCP Attribu	ites	Scope		
DHCPv4	Yes	Organization	Demo	
Code	4489	Class	My Vendor Class	
Name	Vendor Specific	SubClass	186pc	
ISC name	vendor-encapsulated-options			
Туре	string			
Description ×				
Value	my vendor specific string			

Figure 57Attributes of DHCP SubClass



Host Options

This object is used to document the Host DHCP Options. The Host scope in TeemIp is implemented through the Physical Device object.

Properties

Name	Туре	Mandatory?
Host	Foreign key to a(n) Physical Device	Yes

Details

Details of a DHCP Hosts Option can be accessed from the specific "Host Options" shortcut menu of the DHCP Management module. It refers to an organization and to a Physical Device within that organization.

	Log server Host DHCP Option			≠ + © Q i
	Properties			
DHCP Attribu	ites	Scope		
DHCPv4	Yes	Organization	Demo	
Code	7	Host	& Server2	
Name	Log server			
ISC name	log-servers			
Туре	string			
Description ×				
Value	server1.demo.com			

Figure 58 DHCP Log Server

7. Request Management

The Request Management module enables you to document all the requests coming from end users.

User request tickets can by assign to workgroup that would be responsible for making sure request is handled.

This module is as well integrated with the HELPDESK notification system, in order to inform the contacts that need to be notified during the life of the user request.

An end user portal is available to enable them to create the service requests by themselves and follow their status.

There are two alternatives for managing user requests in Helpdesk. You can choose to install one of the two following modules:

- Simple Ticket Management
- User request Management ITIL V3



The Simple Ticket Management module provides a simplified ticketing system. It is used to keep track of end-users requests. There are two types of request:

- Incidents are used to track unexpected issues that have an impact on the delivered services
- Service requests are used to request new services or features like installing a new PC, creating a new email address.

This module manages both types of requests in a single type of ticket. **INCIDENTS** and **SERVICE REQUESTs** will follow the same workflow. This allows agent to easily manage any kind of ticket and reclassify a request without having to create a new one. The Request management module focuses on SERVICE REQUESTS.

The support agent can then modify and communicate with the customer via a journal called "Public log." He can also communicate with internal teams within his company through a journal called "Private log".

A user request is controlled by a workflow in order to make sure it is managed according to a defined process. Only authorized users can manage a user request and change its status. A user request can be linked to a parent problem, or a parent change. In case you have

A user request can be linked to a parent problem, or a parent change. In case you have installed the User

Request Management module, your request can be linked to a parent incident.

It is also possible to regroup user requests under a single user request.

7.1 Overview

The overview dashboard allows agents and managers to monitor the helpdesk activity



Figure 59 Request Management

ser Guide elpDesk OpfraSu				raKn
K select one + -	+ Q Q. NetworkDevice > i≡ Software > i≡	Group > 🏀 Overview	Pre marce	Dashboard for Request Management
* Welcome	Last 14 days request per type		Last 14 days number of requ	ests
😂 Asset Management			22	
IP Management			2	
🏦 DNS Management		Service request	14	
DHCP Management			0.6 0.4 0.2	
🗭 Request Management	100.0%			- Suptor
Incident Management			nber 35 nber 33	ber 9 ber 7 Iber 38
? Problem Management				
Knowledge Management	Open requests by status Total: 12 objects.		Open requests by agent Total: 12 objects.	
➡ Change Management				
	Status	0 Count	Assign Agent	© Count ©
Service Management				
 Service Management Deta Administration 	Resolved	1	Kumar	1
 Service Management Data Administration 	Resolved Escalated TTR	1 3	Kumar Saravanan	1 2
 Service Management Data Administration Administration 	Resolved Escalated TTR Pending	1 3 5	Kumar Saravanan DCIM_Lead	1 2 1
 Service Management Data Administration Administration Configuration 	Resolved Escalated TTR Pending Assigned	1 3 5 1	Kumar Saravanan DCIM_Lead Server_Team	1 2 1 1
 Service Management Data Administration Administration Configuration System 	Resolved Escalated TTR Pending Assigned Approved	1 3 5 1 1	Kumar Saravanan DCIM_Lead Server_Team NW_Team	1 2 1 1 5
 Service Management Data Administration Administration Configuration System 	Resolved Escalated TTR Pending Assigned Approved Waiting for approval	1 3 5 1 1 1	Kumar Saravanan DCIM_Lead Server_Team NW_Team undefined	1 2 1 1 5 2
 Service Management Data Administration Administration Configuration System 	Resolved Escalated TTR Pending Assigned Approved Waiting for approval Open requests by type Total: 12 objects.	1 3 5 1 1 1	Kumar Saravanan DCIM_Lead Server_Team NW_Team undefined	1 2 1 1 5 2
 Service Management Data Administration Administration Configuration System 	Resolved Escalated TTR Pending Assigned Approved Waiting for approval Open requests by type Total: 12 objects.	1 3 5 1 1 1 1	c Kumar Saravanan DCIM_Lead Derver_Team NW_Team undefined Undefined	1 2 1 1 5 2

Figure 60 Dashboard of Requests

7.2 User Request

User request are used to document all request submitted by users.

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User Request Properties

Name	Туре	Mandatory?
Organization	Foreign key to a(n) Organization	Yes
Caller	Foreign key to a(n) Person	Yes
Status	Possible values: Approved, Assigned, Closed, Escalated TTO, Escalated TTR, New, Pending, Rejected, Resolved, Waiting for approval	Yes
Origin	Possible values: mail, monitoring, phone, portal	No
Title	Alphanumeric string	Yes
Description	Multiline character string	Yes
Service	Foreign key to a(n) Service	No
Service subcategory	Foreign key to a(n) Service Subcategory	No
Hot Flag	Possible values: No, Yes	No

	3
nfraknit	
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Hot reason	Alphanumeric string	No
Pending reason	Multiline character string	No
Request Type	Possible values: Incident, Service request	No
Impact	Possible values: A department, A service, A person	Yes
Urgency	Possible values: critical, high, medium, low	Yes
Priority	Possible values: critical, high, medium, low	Yes
Team	Foreign key to a(n) Team	No
Agent	Foreign key to a(n) Person	No
Approver	Foreign key to a(n) Person	No
Start date	Date and time (year-month-day hh:mm:ss)	No
Last update	Date and time (year-month-day hh:mm:ss)	No
Assignment date	Date and time (year-month-day hh:mm:ss)	No
TTO Deadline	Core:AttributeStopWatch+ (100_deadline)	No
TTR Deadline	Core:AttributeStopWatch+ (100_deadline)	No
L <mark>ast pending</mark> date	Date and time (year-month-day hh:mm:ss)	No
Resolution date	Date and time (year-month-day hh:mm:ss)	No
Resolution date Close date	Date and time (year-month-day hh:mm:ss) Date and time (year-month-day hh:mm:ss)	No No
Resolution date Close date Parent request	Date and time (year-month-day hh:mm:ss) Date and time (year-month-day hh:mm:ss) Foreign key to a(n) User Request	No No
Resolution date Close date Parent request Parent problem	Date and time (year-month-day hh:mm:ss) Date and time (year-month-day hh:mm:ss) Foreign key to a(n) User Request Foreign key to a(n) Problem	No No No
Resolution date Close date Parent request Parent problem Parent change	Date and time (year-month-day hh:mm:ss) Date and time (year-month-day hh:mm:ss) Foreign key to a(n) User Request Foreign key to a(n) Problem Foreign key to a(n) Change	No No No No
Resolution date Close date Parent request Parent problem Parent change Resolution code	Date and time (year-month-day hh:mm:ss) Date and time (year-month-day hh:mm:ss) Foreign key to a(n) User Request Foreign key to a(n) Problem Foreign key to a(n) Change Possible values: assistance, bug fixed, hardware repair, other, software patch, system update, training	No No No No No
Resolution date Close date Parent request Parent problem Parent change Resolution code Solution	Date and time (year-month-day hh:mm:ss) Date and time (year-month-day hh:mm:ss) Foreign key to a(n) User Request Foreign key to a(n) Problem Foreign key to a(n) Change Possible values: assistance, bug fixed, hardware repair, other, software patch, system update, training Multiline character string	No No No No No
Resolution date Close date Parent request Parent problem Parent change Resolution code Solution Resolution delay	Date and time (year-month-day hh:mm:ss) Date and time (year-month-day hh:mm:ss) Foreign key to a(n) User Request Foreign key to a(n) Problem Foreign key to a(n) Change Possible values: assistance, bug fixed, hardware repair, other, software patch, system update, training Multiline character string Core:AttributeDuration+	No No No No No No
Resolution date Close date Parent request Parent problem Parent change Resolution code Solution Resolution delay User satisfaction	Date and time (year-month-day hh:mm:ss) Date and time (year-month-day hh:mm:ss) Foreign key to a(n) User Request Foreign key to a(n) Problem Foreign key to a(n) Change Possible values: assistance, bug fixed, hardware repair, other, software patch, system update, training Multiline character string Core:AttributeDuration+ Possible values: Very satisfied, Fairly statisfied, Rather Dissatified, Very Dissatisfied	No No No No No No No
Resolution date Close date Parent request Parent problem Parent change Resolution code Solution Resolution delay User satisfaction	Date and time (year-month-day hh:mm:ss) Date and time (year-month-day hh:mm:ss) Foreign key to a(n) User Request Foreign key to a(n) Problem Foreign key to a(n) Change Possible values: assistance, bug fixed, hardware repair, other, software patch, system update, training Multiline character string Core:AttributeDuration+ Possible values: Very satisfied, Fairly statisfied, Rather Dissatified, Very Dissatisfied	No No No No No No No
Resolution date Close date Parent request Parent problem Parent change Resolution code Solution Resolution delay User satisfaction User comment SLA tto passed	Date and time (year-month-day hh:mm:ss) Date and time (year-month-day hh:mm:ss) Foreign key to a(n) User Request Foreign key to a(n) Problem Foreign key to a(n) Change Possible values: assistance, bug fixed, hardware repair, other, software patch, system update, training Multiline character string Core:AttributeDuration+ Possible values: Very satisfied, Fairly statisfied, Rather Dissatified, Very Dissatisfied Multiline character string Core:AttributeStopWatch+ (100_passed)	No N
Resolution date Close date Parent request Parent problem Parent change Resolution code Solution Resolution delay User satisfaction User comment SLA tto passed SLA tto over	Date and time (year-month-day hh:mm:ss) Date and time (year-month-day hh:mm:ss) Foreign key to a(n) User Request Foreign key to a(n) Problem Foreign key to a(n) Change Possible values: assistance, bug fixed, hardware repair, other, software patch, system update, training Multiline character string Core:AttributeDuration+ Possible values: Very satisfied, Fairly statisfied, Rather Dissatified, Very Dissatisfied Multiline character string Core:AttributeStopWatch+ (100_passed) Core:AttributeStopWatch+ (100_overrun)	No N
Resolution date Close date Parent request Parent problem Parent change Resolution code Solution Resolution delay User satisfaction User comment SLA tto passed SLA tto over	Date and time (year-month-day hh:mm:ss) Date and time (year-month-day hh:mm:ss) Foreign key to a(n) User Request Foreign key to a(n) Problem Foreign key to a(n) Change Possible values: assistance, bug fixed, hardware repair, other, software patch, system update, training Multiline character string Core:AttributeDuration+ Possible values: Very satisfied, Fairly statisfied, Rather Dissatified, Very Dissatisfied Multiline character string Core:AttributeStopWatch+ (100_passed) Core:AttributeStopWatch+ (100_passed)	No No

<section-header><section-header></section-header></section-header>	Jser Guide IelpDesk OpfraSu		e make technology accessible!
Click on new user request in helpdesk module. Request Management Verview Verwiew Verwiew Search for user requests Search for user requests Search for user requests All open requests All open requests Subject alls Figure 61 New User Request Active for user for user Request Management Manageme	7.3 Creating a L	ser Request	
Request Management Overview New user requests Solutions Requests dispatched to my Bedquests dispatched to my Bedquests Biology Barbard Water Biology Barbard Biology Barbard <	Click on new user reque	st in helpdesk module.	
 Overview New user request Search for user requests Hot Requests assigned to me Requests dispatched to my Hot Requests All open requests All open requests My support calls Figure 81 New User Request Kerrer Ke		Request Management	
Overview New user requests Search for user requests Search for user requests Search for user requests Requests displatched to my Hot Requests a All open requests Search for user Request My support calls Territor of a new User Request My support calls Def Management Meagement Meadement Meagement Meagement Meadement Meagement			
New user requests Search for user requests Bottomuse Requests dispatched to mp Hot Requests 3 All open requests 12 My support calls 1 Figure 61 New User Request 2 Wedrame Vector on Creation of a new User Request Vector on Vector o		Overview	
Search for user requests Search for user requests Requests assigned to me Requests dispatched to my I Requests dispatched to my I Hot Requests I Hot Request I Hot Reques		New user request	
Sequests assigned to me Requests dispatched to my Hot Requests dispatched to my Hot Requests All open requests My support calls Figure 61 New User Request Ketters		Search for user requests	
Requests assigned to me Requests dispatched to my Hot Requests dispatched to my Alt open requests Alt open requests My support calls Figure 61 New User Request Vectore Vectore Vectore Vectore Request dispatched to my Alt open requests Support calls Figure 61 New User Request Vectore <		Shortcuts	
Pequests dispatched to my o Hot Requests a Galaxy of the set o		Requests assigned to me	
 Hot Requests All open requests My support calls Figure 61 New User Request Figure 61 New User Request Velcore Asset Management Problem Management Request Management		 Requests dispatched to my teams 	
 All open requests My support calls Figure 61 New User Request Figure 61 New User Request Velocime Asset Management DNS Management DNS Management Colfer Wester Heat You Karler Velocity Velo		• Hot Requests 3	
Industry and a set of a se		• All open requests 12	
Figure 61 New User Request Image: Content in the set of the s		• My support calls	
Figure 61 New User Request Image: ment Image: Management Image:			
 Inscience Asset Management Inscient Management Inscient Management Inscient Management Problem Management Inscient Management Change Management<		Figure 61 New User Request	
 Lesset danagement Asset Management DNS Management DHCP Management DATA Administration Configuration Configuration Configuration DATA Administration Configuration DATA Administration Configuration DATA Administration DATA Administration DATA Administration DATA Administration DATA Administration DATA Administration DATA			
 Welcome Asset Management DNS Management DNS Management DHCP Management DHCP Management Ceneral Information Pagentizetion Page		O Natarak Basing, 1 III. Software, 1 III. Group, 1 (8). Devolver	
Asset Management iP Management iP Management iDNS Management iDNS Management iDNS Management iDHCP Management iDHCP Management incident Management <td>Welcome</td> <td>Creation of a new Heat Destruct</td> <td>CANCEL CREATE WAIT FOR APPROVAL ASSIGN DISPATCH TO A TEAM</td>	Welcome	Creation of a new Heat Destruct	CANCEL CREATE WAIT FOR APPROVAL ASSIGN DISPATCH TO A TEAM
 IP Management DNS Management DHCP Management DHCP Management Caller Please specify a value Caller Please specify a value Problem Management Status Now Problem Management Change Management Change Management Data Administration Configuration Configuration 	Asset Management	Properties CIs Contacts Child Requests Work orders Attachmer	nts Known Errors
DNS Management Organization DHCP Management Caller Request Management Caller Please specify a value Impact ? Adopatiment Parent request Ploase specify a value Please specify a value	IP Management General	/ I Information Qualification	Relations
DHCP Management Pease specify a value Impact ? A department ··· · Request Management Status New Pionic ··· · Problem Management Status New Pionic ··· · Problem Management Origin ? Phone Desc Request Management Pionic ··· · Desc Problem Management New Pionic ··· · Problem Management New Desc Status New Pionic ··· · Pease specify a value Dates Status New Pionic ··· · Parent problem Dates Status New Pionic ··· · Pases specify a value Dates Status New Pionic ··· · Pases specify a value Dates Pases specify a value Dates Status New Pases specify a value Dates Pases specify a value Dates Pases specify a value Last update Title Pases specify a value Pases specify a value Last update To Deadline Vertice ··· ··· ··· ··· ··· ··· ··· ··· ··· ·	DNS Management Organiz	ttion + + Request Type Service request	Parent request + *
Request Management Please specify a value Incident Management Status New Priority? Status New Origin? Phone Origin? Phone Dates Knowledge Management Title Please specify a value Start date Please specify a value To beard intervalue Service Management Data Administration Administration Configuration Configuration	 DHCP Management 	Please specify a value Impact ? A department	Parent incident + Q
Incident Management Status Now Priority? Low Parent change + • Problem Management origin? Phone Dates Dates	Request Management	Please specify a value Urgency ? Low	▼ Parent problem + ▼
Problem Management Origin ' Problem Management Title Itile Start date Please specify a value Last update Change Management Imagement Service Management Imagement Data Administration Imagement Configuration Imagement	Incident Management	New Priority 7 Low	Parent change + •
Knowledge Management Title Change Management Description Service Management M Data Administration M Administration Configuration	Problem Management	Phone	
Change Management Change Management Description To Deadline To Deadline To Deadline To Deadline		Base energific a uniture Start date	
 Change Management Service Management Data Administration Administration Configuration 	Title Knowledge Management	ricopo apticity dividud	
Service Management Data Administration Administration Configuration	Knowledge Management	on Cast update	
Data Administration Administration Configuration	Change Management	ion Lass update	
Administration Configuration	G Knowledge Management ➡ Change Management ☞ Service Management	TTO Deadline	
Configuration	 Knowledge Management Change Management Service Management Data Administration 	TTO Deadline	
	 Knowledge Management Change Management Service Management Data Administration Administration 	ion TTO Deadline	

Figure 62 New User Request Entry

The following form is displayed. Fill the form as per your requirement.

User Guide HelpDesk OpfraSu					make tech		
 select one	+ Q	Q. Network Device > i≡ Software > i≡ Group > (€ Overview > Q :	earch for user req.	> Q User Request			
😚 Welcome	Search for	User Request Objects					S.
😑 Asset Management	Ref: Any 👻 🗙	Títle: Any 🔹 🗙 Caller: Any 🔹 X Organization: Any 🔹 X 🏹+	ø				
IP Management							
击 DNS Management	Total: 50 objects.						+ 0 1
🥏 DHCP Management	(123)	20 v per page					50 item(s)
📮 Request Management	User Request	- Titte	© Organization	© Caller	0 Start date	© Status	© Assign Agent ©
Incident Management	R-147290	hhhhh	CERT-IN	Infra Knit	2024-11-09 18:14:46	 Waiting for approval 	undefined
? Problem Management	R-147284	test tickets	CERT-IN	Abhishek Kumar Pal	2024-11-07 11:30:52	Approved	undefined
Knowledge Management	R-145801	Remounting of the switch to Rack in the NOC room	CERT-IN	Ernet_Lead	2024-09-28 13:14:31	Resolved	NW_Team
➡ Change Management	R-145140	Leaf OS upgrade DC-BAN	CERT-IN	Ernet_Lead	2024-09-27 18:23:45	 Escalated TTR 	NW_Team
Service Management	R-144093	PGCIL Links RFO Follow Up	CERT-IN	Ernet_Lead	2024-09-27 03:49:09	 Escalated TTR 	NW_Team
Administration	R-143692	Required a meeting room	CERT-IN	Ernet_Lead	2024-09-26 17:47:00	Escalated TTR	Saravanan
Configuration	R-142576	IPS Weakly signature update	CERT-IN	Ernet_Lead	2024-09-25 19:45:40	Closed	NW_Team
>_ System	R-140647	CPM & FAN Make And Model Required From BMS Team	CERT-IN	Ernet_Lead	2024-09-23 17:16:24	Pending	DCIM_Lead

Figure 63 Search User Requests

7.4 Managing Public & Private Log

The public and the private log are used to keep track of all communications and activities related to a user request.

The **public log** is aimed at exchanging information with the requestor.

The **private log** is the preferred way for keeping track of the investigations or operations: copy/paste of command line results, summary of communications with a provider, etc.

2012-12-08 15:13:37 - My first name My last name:	
Result of my investigation:	
netstat -r Kernel IP routing table Destination Gateway Genmask Flags MSS Window itt Iface 192.168.158.0 * 255.255.00 U 0 0 eth0 Ink-local * 192.168.158.2 0.0.0.0 Ubic log	
2012-12-08 15:08:40 - Claude Monet:	
In fact i cannot connect to the internet That's strange because i can reach the internal web site of the company	
2012-12-08 15:04:40 - My first name My last name:	
Could you tell me more about the issue you encouter ?	
Figure 64 Public & Private Logs	



7.5 Managing impacted CIs and Contacts

When a user request is created, the agent can specify which configuration items (CIs) are related to this request via the tab "CIs". The impact analysis engine automatically adds to this list all the other CIs that are potentially impacted by the selected items. It also adds all the contacts that are potentially impacted.

7.6. Assigning a user request to a team and agent

The list of teams to which you can assign a user request is defined by the *delivery model* of the corresponding customer. When creating a user request, the agent has to select the customer organization, then the list of teams is strictly limited to the teams defined for this customer. If a team is missing, the delivery model of the customer must be updated to reflect this need.

The following picture describes the relationships between the delivery model and user requests.



Figure 65 Flowchart for assigning a team to user Request

7.7 Automated priority computation

The priority is computed automatically. This computation depends on the impact and the urgency of the user request. The following matrix describes how the priority is computed:



			Impact	
		A departement	A service	A person
	critical	critical	critical	high
SUCV	high	critical	high	medium
Urge	medium	high	medium	low
	low	medium	medium	low

Figure 66 Priorities

7.8 Deadline computation

To meet service agreements with customers, **iTop** automatically computes time to own (TTO) and time to resolve (TTR) deadlines. These deadlines depend on the *service level agreements* defined in the customer contracts.

The measured TTO is the time cumulated while the user request is not assigned. When the TTO deadline is passed, the ticket status is automatically changed to "Escalated TTO".

The measured TTR is the time cumulated while the user request is neither pending nor resolved. When the TTR deadline is passed, the ticket status is automatically changed to "Escalated TTR".

The computation of the deadlines depends on:

- The service level agreement defined in the customer contract for the selected service
- The priority of the user request
- The type of request

These are defined in the service level targets (SLT) corresponding to the service level agreement (SLA).

The deadlines computation is performed each time a modification is made on the user request.

Once the user request is resolved, deadlines and measures are kept within the user request. This can be used both for analyzing process issues and for reporting purposes.

The following information are recorded:



- TTO deadline (date and time)
- TTO passed (yes / no)
- TTR deadline (date and time)
- TTR passed (yes / no)

7.9 User Request Life Cycle





8. Incident Management

The incident management module allows you to manage any incident ticket occurring in your environment as describe by ITIL best practices.

It allows support agent to create incidents. In order to focus on most critical issues, they can use different level of severity. They can also easily document infrastructures impacted and contact to be notified.

This module is linked to service management module in order to link incidents with the service catalog, and by this way manages automatically SLA.

Using this module you can improve efficiency of your support teams and make sure incident are handled according to defined SLAs.

This module is as well integrated with the Helpdesk, in order to inform the contacts that need to be notified during the life of the user request.

8.1 Overview

It shows the overview of incident management module.



Figure 68 Incident Management

User Guide HelpDesk OpfraS	u			a Knit
 select one	+ Q	view		Dashboard for Incident Management 斗 🔒
希 Welcome	Last 14 days incident per prior	rity	Last 14 days number of incident	s
😂 Asset Management]	
IP Management			1000	
击 DNS Management		Maintenance High Critical	800	
∠ DHCP Management			400	
💭 Request Management	99.8%	%	o - Septem septem o - Septem	- Septem - Septem - Septem - Septem - Septem - Septem - Septem
Incident Management			ber 19 ber 18 ber 16 ber 14 ber 14 ber 13 ber 12 ber 12	ver 19 ber 30 ber 29 ber 28 ber 27 ber 26 ber 25 ber 24 ber 24 ber 23 ber 24 ber 21
Problem Management				
Knowledge Management	Open incidents by status Total: 804 objects.		Open incidents by agent Total: 804 objects.	
Service Management	Status	0 Count	Assign Agent	Φ Count Φ
	Resolved	311	Abhinav_Singh	1
	Escalated TTR	9	Firoz_Latheef	1
X Administration	Pending	446	DCIM_Team	129
Configuration	Assigned	38	Server_Team	418
>_ System			Ernet_Lead	1
			NW_Lead	1
			NW_Team	248
			Helpdeskagent	3
			shri	2
	Open incidents by customer Total: 804 objects.		Incident by status	
	Organization	e Count		Closed Resolved Ecalated TTR
	CERT-IN	803	99.0%	 Pending Assigned

Figure 69 Incident Management Dashboard

8.2 Incident Properties

Name	Туре	Mandatory?
Organization	Foreign key to a(n) Organization	Yes
Caller	Foreign key to a(n) Person	Yes
Status	Possible values: Assigned, Closed, Escalated TTO, Escalated TTR, New, Pending, Resolved	Yes
Origin	Possible values: mail, monitoring, phone, portal	No
Title	Alphanumeric string	Yes
Description	Multiline character string	Yes
Service	Foreign key to a(n) Service	No
Service subcategory	Foreign key to a(n) Service Subcategory	No
Hot Flag	Possible values: No, Yes	No



Hot reason	Alphanumeric string	No	
Pending reason	Multiline character string	No	
Impact	Possible values: A department, A service, A person	Yes	
Urgency	Possible values: critical, high, medium, low	Yes	
Priority	Possible values: critical, high, medium, low	Yes	
Team	Foreign key to a(n) Team	No	
Agent	Foreign key to a(n) Person	No	
Start date	Date and time (year-month-day hh:mm:ss)	No	
Last update	Date and time (year-month-day hh:mm:ss)	No	
Assignment date	Date and time (year-month-day hh:mm:ss)	No	
TTO Deadline	Core:AttributeStopWatch+ (100_deadline)	No	
TTR Deadline	Core:AttributeStopWatch+ (100_deadline)	No	
Last pending date	Date and time (year-month-day hh:mm:ss)	No	
Resolution date	Date and time (year-month-day hh:mm:ss)	No	
Close date	Date and time (year-month-day hh:mm:ss)	No	O
Parent incident	Foreign key to a(n) Incident	No	
parent problem id	Foreign key to a(n) Problem	No	
Parent change	Foreign key to a(n) Change	No	
Resolution code	Possible values: assistance, bug fixed, hardware repair, other, software patch, system update, training	Nocessiole	
Solution	Multiline character string	No	
Resolution delay	Core:AttributeDuration+	No	
User satisfaction	Possible values: Very satisfied, Fairly statisfied, Rather Dissatified, Very Dissatisfied	No	
User comment	Multiline character string	No	
SLA tto passed	Core:AttributeStopWatch+ (100_passed)	No	
SLA tto over	Core:AttributeStopWatch+ (100_overrun)	No	
SLA ttr passed	Core:AttributeStopWatch+ (100_passed)	No	
SLA ttr over	Core:AttributeStopWatch+ (100_overrun)	No	

8.3 Tabs Tab

Description

User Guide HelpDesk OpfraSu Image: Cls contacts contacts

8.4 Creating an Incident

Click on the "New incident" menu:



TM



The following form is displayed:

		Creation of a	new Inclaent					Addite Addite
set Management		Properties	CIs Contacts	Child incidents	Child requests	Work orders At	tachments Known Errors	
Management	General Info	rmation		Qualification			Relations	
IS Management	Alert ID			Impact ?	A department	•	Parent incident	+ 9
ICP Management	Organization		+ # *	Urgency ?	Low	•	Parent problem	+ •
quest Management	Caller	Please specify a value	+ •	Priority ⁷	Low		Parent change	+ •
ident Management		Please specify a value		Datas				
blem Management	Status	New		Start date				
ox/ledge Management	Origin ?	Phone	•	Last update				
ange Management	Title	Please specify a value		TTO Deadline				
ange management	Description			Ticket Age				
rvice Management	×		•					
ta Administration								
ministration								
nfiguration								
stem								
	Please specify a	a value	1					
	More Inform	ation						
	Device Group							

8.5 Grouping related incidents

It is sometimes useful to regroup incident tickets under an incident which is the root cause of the issue. For instance when a network device is down, you may have several servers reported as "not responding".

To group tickets, use the field **parent incident**.

When an incident is parent of another ticket, each time its private and public logs are modified, Helpdesk will automatically update the logs of the child tickets. When the parent incident get resolved, Helpdesk will automatically resolve the child incidents.

8.6 Incident Life Cycle

Incident objects have the following life cycle:





Figure 72 Workflow of an incident

9. Problem Management

A *problem* is the cause of one or more *incidents* occurring in your IT. At the time the *problem* is recorded, the cause may be still unknown. Such tickets will allows IT engineers to document all the actions made to find the root cause and fix the issue.

The main difference between a *problem* and an *incident* is that an *incident* must be fixed as quickly as possible to reduce the unavailability period of the service, whereas the problem will focus on identifying the root cause. While the root cause remains undefined, a workaround is provided to help in fixing corresponding recurring *incidents*.

The *problems* are managed by users having the profile **Problem manager**.

9.1 Problem Properties

Name	Туре	Mandatory?
Ref	Alphanumeric string	Yes
Title	Alphanumeric string	Yes
Organization	Foreign key to a(n) Organization	Yes
Status	Possible values: Assigned, Closed, New, Resolved	Yes
Priority	Possible values: Critical, High, Medium, Low	Yes
Service	Foreign key to a(n) Service	No
Service subcategory	Foreign key to a(n) Service Subcategory	No
Product	Alphanumeric string	No
Impact	Possible values: A Department, A Service, A person	Yes



Urgency	Possible values: critical, high, medium, low	Yes
Description	Multiline character string	Yes
Start date	Date and time (year-month-day hh:mm:ss)	No
Last update	Date and time (year-month-day hh:mm:ss)	No
Assignment Date	Date and time (year-month-day hh:mm:ss)	No
Resolution Date	Date and time (year-month-day hh:mm:ss)	No
Close date	Date and time (year-month-day hh:mm:ss)	No
Caller	Foreign key to a(n) Person	No
Team	Foreign key to a(n) Team	No
Agent	Foreign key to a(n) Person	No
Related Change	Foreign key to a(n) Change	No

9.2 Tabs		
Tab	Description	
Cls	All the configuration items impacted for this ticket	(0)
Contacts	All the contacts linked to this ticket	
Known Errors	All the known errors that are linked to this prob <mark>lem</mark>	
Work orders	All the work orders for this ticket	
Related requests	All the requests that are related to this problem	

9.3 Creating a Problem Click on the "New problem" menu:


<	select one 👬 🔻	+ Q	📮 R-145801 > 🍪 Overview > Q Incident > 🍕	I-147304			
ñ	Welcome		Creation of a new User Requ	est		CANCEL CREATE WAIT	FOR APPROVAL ASSIGN DISPATCH TO A TEAM
9	Asset Management		Properties CIs Contacts	Child Requests	Work orders Attachments Kn	own Errors	
۲	IP Management	General Info	rmation	Qualification		Relations	
*	DNS Management	Organization	+ # •	Request Type	Service request	Parent request	+ •
~	DHCP Management	Caller	Please specify a value	Impact ?	A department -	Parent incident	+ Q
	Request Management		Please specify a value	Urgency ?	Low •	Parent problem	+ •
!	Incident Management	Status	New	Priority ?	Low	Parent change	+ •
?	Problem Management	Origin ?	Phone •	Dates			
8	Knowledge Management	Inte	Please specify a value	Start date			
₽	Change Management	Description	T	Last update			
5	Service Management						
•	Data Administration						
×	Administration						
۵	Configuration						
>_	System	Please specify a	value				



Managing Private Log

A problem ticket only have a private log to keep track of all the activities and communications related to it.

This log is not visible on the end user portal.

User Guide HelpDesk OpfraSu
Private Log Image: Comparison of the
Cancel Create Assign Figure 75 Private Log
Managing CIs and Contacts Unlike the incident and change management modules, the lists of CIs and contacts that are linked to a problem are managed manually. 9.4 Problem Life Cycle Problem objects have the following life cycle:
Reassign and technology accessioner
New Assign Assigned Resolve Resolved Close Closed
Figure 76 Life Cycle of Problem

9.5 Known Error

The *known errors* are part of the *problem management* process. They are used to document known issues even if the problem is not completely fixed, for instance by providing a workaround. This improves the efficiency of the *incident Management* process.

A known error can be linked to configuration items. When a ticket is linked a CI then the



known errors related to that CI is displayed automatically in the ticket.

9.6 Known Error Properties

Name	Туре	Mandatory
Name	Alphanumeric string	Yes
Customer	Foreign key to a(n) organization	yes
Related problem	Foreign key to a(n) problem	No
Error code	Alphanumeric string	No
Domain	Application, desktop, network, server	Yes
Vendor	Alphanumeric string	No
Model	Alphanumeric string	No
Version	Alphanumeric string	No
Symptom	Multicharacter string	Yes
Root cause	Multicharacter string	No
Work around	Multicharacter string	No
Solution	Multicharacter string	No



User Guide HelpDesk OpfraSu **9.6.1 Creating a Known Error**



Click on the "New known error" menu

Kr Tot	nown Errors ?					Create a Known
	Full name		Customer	Error Code	Symptom	¢
The list is	empty. use the "A	dd" button to add	elements.			

Figure 77 Creation of New Problem

The following form is displayed

	Creation of a new Known Cases	
	Properties	
Name		ccessible!
122 12	Please specify a value	
Customer	+ ♣ ▼ Please specify a value	
Error Code		
Domain	Application •	
Vendor		
Model		
Version		
Symptom		

User Guide HelpDesk OpfraSu 	We make technology accessible!
	Root Cause
	Work around
	Solution
	Knit



In addition to its name, and the corresponding organization, a known error can be characterized by the following attributes:

- Error code
- Domain
- Vendor
- Model
- Version

Most of the time, a known error should be linked to a problem. This way, support agents can quickly get the relevant information to troubleshoot and fix.



User Guide HelpDesk OpfraSu **10. Knowledge Management**



A File Document is used to upload documentation that can be shared across multiple objects in the CMDB. Once a document (Word, PDF & excel) has been uploaded into Helpdesk, it can be "attached" to many differ- ent configuration items that share the same documentation. This is useful for process- ing instructions, technical documentation, etc. that need to be referenced from several places in the CMDB.

File Documents are stored inside the MySQL database so their maximum size is limited by:

- The maximum upload size configured on the web server.
- The maximum size of a MySQL packet configured on the MySQL server.



Figure 81 Documents Catalog

10.1 Document Note

A Note is used to store a short text document. HTML formatting of Notes is supported using the WYSIWYG editor.

10.2 Document Web

Web documents are used to store hyperlinks to external applications or documents. Think to them as "pointers" to external documents.

User Guide HelpDesk OpfraSu 10.3 FAQ



The frequently asked questions (FAQs)

answer the most common questions asked by users about a service. FAQs can easily solve common problems.

FAQ Properties

Name	Туре	Mandatory
Category	Foreign key to a(n) FAQ Category	Yes
Title	Alphanumeric string	Yes
Error code	Alphanumeric string	No
Key words	Alphanumeric string	No
Summary	Multiline character string	No
Description	HTML string	No

10.4 Creating a FAQ

The menu "FAQs" provides a list of FAQ. Just click on the button "New" to create a new FAQ.



Figure 82 Creating a FAQ



				(T
				0
select one 🛛 🛧 💌	+ Q a	L Emergency Change > 🖂 C-147307 > Q	🔍 Search for known c. > 🖂 Document > 🔘 Document Manage. > 🖂 Known Cases > 🖂 FAQ Category > 🗮 FAQ	
Welcome		Creation of a new FAQ		CANCEL CREATE
Asset Management		Properties		
IP Management	Category			+ •
DNS Management			Please specify a value	
DHCP Management	litle		Please specify a value	
Request Management	Error code			
Incident Management	Key words			
Problem Management	Domains		click to add	
Knowledge Management	Summary			
Change Management				
Service Management				
Data Administration				
Administration	Description			
	×			
Configuration				
Configuration				
Configuration System				
Configuration				
Configuration System				

11. Change Management

InfraKnit

A change ticket or simply a change keeps track of modifications planned in the IT:

- Patch installations
- System configuration changes
- OS updates
- Software installations

This way you can track all the modifications made in your IT. A lot of incidents are due to changes made in the IT environment. By documenting them, you can identify easily what changes had been made when an incident occurs and restore the service more quickly.

Moreover, this change management module allows you to analyze automatically the impact of the changes on the infrastructure and the application solutions. IT engineers can then better control the unavailability of the critical services in the enterprise, and improve customer satisfaction.

Change tickets are managed by the people having the profiles:

- Change Requestor raise the request
- Change Implementation Agent plan and implement the changes
- Change Implementation Supervisor approve the changes at 1st level
- Change Implementation Manager approve the changes at 2nd level
- Change Req Approver (CAB mem) approve the changes at final level
- Change Record Authorizer keep record for all changes

Name	Туре	Mandatory?
Ref	Alphanumeric string	Yes CESSIDIE
Organization	Foreign key to a(n) Organization	Yes
Status	Possible values: Approved, Assigned, Closed, New, Planned, Rejected	No
Title	Alphanumeric string	Yes
Description	Multiline character string	Yes
Caller	Foreign key to a(n) Person	Yes
Team	Foreign key to a(n) Team	No
Agent	Foreign key to a(n) Person	No
Change manager	Foreign key to a(n) Person	No
Category	Possible values: application, hardware, network, other, software, system	No
Reject reason	Multiline character string	No

11.1 Change Properties



Fallback plan	Multiline character string	No
Parent change	Foreign key to a(n) Change	No
Creation date	Date and time (year-month-day hh:mm:ss)	No
Start date	Date and time (year-month-day hh:mm:ss)	No
End date	Date and time (year-month-day hh:mm:ss)	No
Last update	Date and time (year-month-day hh:mm:ss)	No
Approval date	Date and time (year-month-day hh:mm:ss)	No
Close date	Date and time (year-month-day hh:mm:ss)	No
Outage	Possible values: yes, no	No

11.2 Tabs

Tab	Description	
Cls	All the configuration items impacted for this ticket	
Contacts	All the contacts linked to this ticket	(TM)
Work orders	All the work orders for this ticket	
Related requests	All the user requests linked to this change	
Related problems	All the problems linked to this change	
Child changes	All the sub changes linked to this change	

11.3 Assigning a user request to a team and agent

The list of teams to which you can assign a change is defined by the delivery model of the corresponding organization. When creating a change, the agent has to select the customer organization, then the list of teams is strictly limited to the teams defined for this customer.

Normal Change

An ITIL normal change refers to changes that must follow the complete change management process. By definition, a normal change will proceed through all steps of the change management process and will eventually be reviewed by the Change Advisory Board (CAB). The CAB will provide advice regarding the change to the person who is deemed responsible to approve or reject normal changes

User Guide SInfra HelpDesk OpfraSu Change Management We make technology accessible. Overview New change Search for changes Shortcuts Changes assigned to agent Changes assigned to 0 supervisor Changes assigned to 0 manager Changes assigned to CAB 0 25 Open changes Changes awaiting approval з Changes awaiting 1 acceptance

Figure 84 Change Management



User Guide HelpDesk OpfraSu Creating a Normal Change Click on the "New change" menu



Then select "Normal Change" in the form below:



Figure 85 Creation of Change Management

And click "Apply" to display the Normal Change creation form:

<	select one 👫 🔻	+ Q	🕺 C-147283								
*	Welcome		Creation of a r	new Normal Ch	nange				CANCEL	REATE VALIDATE	REJECT
9	Asset Management		Properties CIs	Contacts	Work orders	Related requests	Related incidents	Related problems	Child changes	Attachments	
۲	IP Management	General Infor	mation		Resolution			Dates			
*	DNS Management	Ref			Impact ?	A department	•	Creation date			
~	DHCP Management	Organization	Please specify a value	+ # •	Urgency ?	Low	•	Last update			
P	Request Management	Status	New		Priority ?	Low					
!	Incident Management	Change Type ?	Hardware	•	Risk ?	Low	-				
?	Problem Management	Title			Relations						
8	Knowledge Management	Description	Please specify a value		Parent change		+ •				
t	Change Management	×		¥							
s	Service Management										
	Data Administration										
×	Administration										
\$	Configuration	Please specify a v	value	-							
>_	System										
		Contacts									
		Caller	Please specify a value	+ •							

Figure 86 Creation of New Change

User Guide HelpDesk OpfraSu Normal Change Life Cycle





11.3.1 Routine Change

An ITIL routine (standard) change quite simply refers to pre-approved changes. Preapproved changes can be defined for a variety of tasks, but they will typically be low risk, low effort changes that have a low or known cost.

Creating a Routine Change



Figure 88 Creation of Routine Change

And click "Apply" to display the Routine Change creation form



							(11
select one 🔥 🔻	+ Q	C-147283 > K C-147305					
Welcome		Creation of a new Routine Cl	hange				CANCEL CREATE ASSIGN
Asset Management		Properties CIs Contacts	Work orders	Related requests Related incidents	Related problems	Child changes	Attachments
IP Management	General Info	a mar a blia a	Desclution		-		
		ormation	Resolution		Dates		
DNS Management	Ref	Jimation	Impact ?	A department •	Creation date		
DNS Management DHCP Management	Ref Organization	Please specify a value	Impact ? Urgency ?	A department	Creation date		
DNS Management DHCP Management Request Management	Ref Organization Status	Please specify a value	Impact ? Urgency ? Priority ?	A department	Dates Creation date Last update		
DNS Management DHCP Management Request Management Incident Management	Ref Organization Status Title	+ # • Please specify a value New	Impact ? Urgency ? Priority ? Risk ?	A department Low Low Low	Dates Creation date Last update		
DNS Management DHCP Management Request Management Incident Management Problem Management	Ref Organization Status Title Description	+ A • Please specify a value New Please specify a value	Impact ? Urgency ? Priority ? Risk ?	A department • Low • Low • Low •	Dates Creation date Last update		
DNS Management DHCP Management Request Management Incident Management Problem Management Knowledge Management	Ref Organization Status Title Description	Please specify a value Please specify a value	Resolution Impact ? Urgency ? Priority ? Risk ? Relations Parent change	A department Low Low Low +	Creation date		
DNS Management DHCP Management Request Management Incident Management Problem Management Knowledge Management Change Management	Ref Organization Status Title Description	Please specify a value Please specify a value	Resolution Impact ? Urgency ? Priority ? Risk ? Relations Parent change	A department Low Low Low	Dates Creation date Last update		
DNS Management DHCP Management Request Management Incident Management Problem Management Knowledge Management Change Management Service Management	Ref Organization Status Title Description R	+ * · Please specify a value New Please specify a value	Resolution Impact ? Urgency ? Priority ? Risk ? Relations Parent change	A department Low Low Low	Dates Creation date Last update		
DNS Management DHCP Management Request Management Incident Management Problem Management Knowledge Management Change Management Service Management Data Administration	Ref Organization Status Title Description	+ m · Please specify a value New Please specify a value	Resolution Impact ? Urgency ? Priority ? Risk ? Relations Parent change	A department Low Low Low + •	Dates Creation date Last update		
DNS Management DHCP Management Request Management Incident Management Problem Management Knowledge Management Change Management Service Management Data Administration Administration	Ref Organization Status Title Description	+ # v Please specify a value New Please specify a value	Resolution Impact ? Urgency ? Priority ? Risk ? Relations Parent change	A department Low Low Low	Dates Creation date Last update		
DNS Management DHCP Management Request Management Incident Management Problem Management Knowledge Management Change Management Service Management Data Administration Administration Configuration	Ref Organization Status Title Description	Image: specify a value New Please specify a value Please specify a value	Resolution Impact ? Urgency ? Priority ? Risk ? Relations Parent change	A department Low Low Low Low + •	Dates Creation date Last update		
DNS Management DHCP Management Request Management Incident Management Problem Management Knowledge Management Change Management Data Administration Administration Configuration System	Ref Organization Status Title Description Rese specify a Contacts	Image: specify a value New Please specify a value Please specify a value •	Resolution Impact ? Urgency ? Priority ? Risk ? Relations Parent change	A department Low Low Low	Dates Creation date Last update		
DNS Management DHCP Management Request Management Incident Management Problem Management Knowledge Management Change Management Service Management Data Administration Administration Configuration System	Ref Organization Status Title Description Rease specify a Contacts Caller		Resolution Impact * Urgency * Priority * Risk * Relations Parent change	A department • Low • Low •	Dates Creation date Last update		

Routine Change Life Cycle

Routine Change objects have the following life cycle:





Figure 90 Life Cycle of Routine Change

Emergency Changes

An ITIL emergency change is the highest priority change that can be defined in an organization. Emergency changes are defined as changes that need to be evaluated, assessed and either rejected or approved in a short timeframe. Simply defining a change as an emergency does not automatically entail the change should be implemented. The Emergency Change Advisory Board (ECAB) will assess the change and provide advice to the delegated person responsible for approving or rejecting emergency changes.

11.3.2 Creating an Emergency Change



Figure 91 Creation of Emergency Change

And click "Apply" to display the Emergency Change creation form:



									~
ľ	select one 🔥 🔻	+ Q	成 C-147283 > 戌 C-147305 > 戌 C-147306 >	Q Emergency Change					(TA
	Welcome		Creation of a new Emergence	v Change				CANCEL CREATE	ASSIGN
	Asset Management	-(🗾)	Properties CIs Contacts	Work orders	Related requests Related incidents	Related problems	Child changes	Attachments	
	IP Management	General Infor	mation	Resolution		Dates			
•	DNS Management	Ref		Impact ?	A department 👻	Creation date			
		Organization	+ 🛧 🔹	Urgency ?	Low	Last update			
	DHCP Management		trease speenty a terms						
	DHCP Management Request Management	Status	New	Priority ?	Low				
	DHCP Management Request Management Incident Management	Status Change Type ?	New Hardware	Priority ? Risk ?	Low •				
)	DHCP Management Request Management Incident Management Problem Management	Status Change Type ? Title	New Hardware	Priority ? Risk ? Relations	Low •				
	DHCP Management Request Management Incident Management Problem Management Knowledge Management	Status Change Type ? Title Description	New Hardware Hardware Please specify a value	Priority ? Risk ? Relations Parent change	Low •				
	DHCP Management Request Management Incident Management Problem Management Knowledge Management Change Management	Status Change Type ? Title Description	New Hardware Please specify a value	Priority ? Risk ? Relations Parent change	Low •				
:	DHCP Management Request Management Incident Management Problem Management Knowledge Management Change Management Service Management	Status Change Type ? Title Description	New Hardware Please specify a value	Priority ? Risk ? <u>Relations</u> Parent change	Low •				
	DHCP Management Request Management Incident Management Problem Management Knowledge Management Change Management Service Management Data Administration	Status Change Type ? Title Description	New Hardware Please specify a value	Priority ? Risk ? Relations Parent change	Low •				
	DHCP Management Request Management Incident Management Problem Management Knowledge Management Change Management Service Management Data Administration Administration	Status Change Type ? Title Description 🗵	New Hardware Please specify a value	Priority ? Risk ? Relations Parent change	Low •				
	DHCP Management Request Management Incident Management Problem Management Knowledge Management Change Management Service Management Data Administration Administration Configuration	Status Change Type ? Title Description	New Hardware Please specify a value value	Priority ? Risk ? Relations Parent change	Low •				
	DHCP Management Request Management Incident Management Problem Management Knowledge Management Change Management Service Management Data Administration Administration Configuration System	Status Change Type ? Title Description	New Hardware Hardware Hardware Hardware Hardware New Yalue	Priority ? Risk ? Relations Parent change	Low •				
	DHCP Management Request Management Incident Management Problem Management Knowledge Management Change Management Service Management Data Administration Administration Configuration System	Status Change Type ? Title Description	New Hardware Please specify a value value	Priority ? Risk ? Relations Parent change	Low •				

Figure 92 Creation of Emergency Change(2)

Emergency Change Life Cycle





Figure 93 Life Cycle of Emergency Change

12. Service Management

IT Service Management (ITSM) is a process-based practice intended to align the delivery of IT services with needs of the enterprise. Part of this, is the management of the service catalog that defines *services*, *SLA* and *contracts* with the end users (or customers).

This module allows a service manager to define all the pieces of the service catalog:

- Customer contracts
- Provider contracts
- Service Families
- Services
- Service subcategories
- SLA & SLT

- Delivery model
- Coverage window
- Holiday calendar
- Holiday

The service management is integrated with the ticket management system:

- When creating a ticket for a given customer, the agent can select the service amongst the list of services defined for this customer.
- Ticket deadlines are computed depending on the SLA signed with the customer.

There is two alternatives to manage the service catalog in helpdesk

- Service Management (services, SLAs, contracts)
- Service Management (services, SLAs, contracts) for Service providers

The first one is used to manage service within a single company, whereas the second is desgined for service providers. Both modules provides the same elements to be managed, the differences are the relationships between those elements. In the sec- tions below we describe those differences.

User Guide HelpDesk OpfraSu Service Management chnology accessib Overview Customer contracts 1 0 Provider contracts Service families 1 Services 1 Service subcategories 1 SLAs 1 Coverage Windows 1 SLTs 16 Holiday Calendars 1 Delivery models 1 Holidays 3 Communications 0 Precanned replies 0 0 • Precanned replies categories Figure 94 Service Management

12.1 Overview

Click on overview in service management module.

12.2 Contract Type

There are two type of contracts in service management.

- 1. Customer contract.
- 2. Provider contract.

12.2.1 Contract Type Properties

Name	Туре	Mandatory
Name	Alphanumeric String	yes

12.3 Customer Contract

A customer contract allows you to define which services have been purchased (requested) by a

User Guide

HelpDesk OpfraSu

customer and what are the SLA corresponding to those services. By default, no coverage window is defined in helpdesk.



It is possible to document several contracts for a given customer. For each customer contracts you can link documents, and contacts related to it.

Name	Туре	Mandatory	
Name	Alphanumeric string	Yes	
Customer	Foreign key to a(n) customer	Yes	
Description	Multicharacter string	No	
Start date	Date(year-month-day)	No	
End date	Date(year-month-day)	No	
Cost	Alphanumeric string	No	
Cost currency	Dollars, Euros	No	
Billing frequency	Alphanumeric String	No	
Cost unit	Alphanumeric string	No	(TM
Provider	Foreign key to a(n) organization	Yes	0
Status	Implementation, obsolete, production	No	
Contract type	Foreign key to a(n) Contract type	No	

12.3.1 Customer Contract Properties

/Ve make technology accessible!

12.3.2 Creating a Customer Contract

The menu "Customer contract" provides a list of already defined customer contracts. Just click on the button "New" to create a new one.

Service Management • Overview • Customer contracts • Provider contracts • Service families • Services • Services • SLAs • Coverage Windows • SLTs • Holiday Calendars • Delivery models • Holidays • Communications	1		We	make technolog	y accessible!
 Overview Customer contracts Provider contracts Service families Services Service subcategories SLAs Coverage Windows SLTs Holiday Calendars Delivery models Holidays Communications 	1				
 Customer contracts Provider contracts Service families Services Service subcategories SLAs Coverage Windows SLTs Holiday Calendars Delivery models Holidays Communications 	1				
 Provider contracts Service families Services Service subcategories SLAs Coverage Windows SLTs Holiday Calendars Delivery models Holidays Communications 	0				
 Service families Services Service subcategories SLAs Coverage Windows SLTs Holiday Calendars Delivery models Holidays Communications 					
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 Service subcategories SLAs Coverage Windows SLTs Holiday Calendars Delivery models Holidays Communications 	1				
 SLAs Coverage Windows SLTs Holiday Calendars Delivery models Holidays Communications 	1				
 Coverage Windows SLTs Holiday Calendars Delivery models Holidays Communications 	1				
 SLTs Holiday Calendars Delivery models Holidays Communications 	1				
Holiday CalendarsDelivery modelsHolidaysCommunications	16				
Delivery modelsHolidaysCommunications	1				
HolidaysCommunications	1				
Communications	3				
	0				
 Precanned replies 	0				
Precanned replies catego	vries •				~
	Fig	gure 95 Custome	er Contracts		
Search for Customer Contract Objects					2
Name: Any 🔹 🗙 Customer: Any 🔹 🗙 Provider: Any 🔹	× Status: Any • × T	T+ C			
Customer contracts Total: 1 objects.					/ <mark>+</mark> c i
Customer Contract	Status	Customer	Description	Start date Start date Generation	e t Provider t
Customer Contract	production	CERT-IN			CERT-IN



12.3.3 Tabs

Tab	Description
Contacts	All the contacts for this customer con- tract
Documents	All the documents for this customer contract
Services	All the services purchased for this contract

User Guide HelpDesk OpfraSu **12.3.3.1 Provider Contract**



A provider contract allows you to document all the contracts you have with your providers (Support, maintenance, hardware contracts, etc.) This helps you to retrieve quickly such information and better manage the contract renewal process.

You can also link configuration items that are covered by a provider contract. For each customer contracts, you can link documents, and contacts related to it.

12.3.3.2 Provider Contract Properties

Name	Туре	Manda- tory?	
Name	Alphanumeric string	Yes	
Customer	Foreign key to a(n) Organization	Yes	
Description	Multiline character string	No	
Start date	Date (year-month-day)	No	
E <mark>nd date</mark>	Date (year-month-day)	No	
Contract type	Foreign key to a(n) Contract Type	No	
Cost	Alphanumeric string	No	
Cost Currency	Possible values: Dollars, Euros	No	
Billing fre- quency	Alphanumeric string	No	
Cost unit	Alphanumeric string	No	
Provider	Foreign key to a(n) Organization	Yes	
SLA	Alphanumeric string	No	
Service hours	Alphanumeric string	No	
Status	Possible values: implementation, obsolete production	, No	

12.3.3.3 Creating a Provider Contract

The menu "Provider contract" provides a list of already defined provider contracts. Just click on the button "New" to create a new one.

12.4 SLA (Service Level Agreement)

A *service level agreement* (SLA) is a group of SLT. It defines the agreement between a provider and a customer for a given set of services.

Each IT department can define its own list of SLAs.

SLA enables you to define the level of service for a given service. They are linked to SLT that are responsible for defining target to measure the quality of service.



Name	Туре	Manda- tory?
Name	Alphanumeric string	Yes
Provider	Foreign key to a(n) Organization	Yes
description	Multiline character string	No

Click on new to create a new SLA.

The following form will display. Enter your details as per your requirement.

User Guide
HelpDesk OpfraSu



	Creation of a	new SI A		CANCEL
	Properties SL	LTS C	tomer contracts	
Name			Please specify a value	
Provider			Please specify a value	+ # •
description				

Figure 98 Creation of New SLA

12.4.1 Tabs

Tab	Description
SLTs	All the service level targets for this SLA
Customer contracts	All the customer contracts using this SLA

12.4.2 SLT (Service Level Target)

A service level target (SLT) allows you to define metrics for agreements that have to be

User Guide

HelpDesk OpfraSu respected. By default, AOMS is proposed with two types of metrics:



- *Time to own* (TTO): This is time between the creation of a ticket and the time to take it into account (assign it to an agent)
- *Time to resolve* (TTR): This is the time between the creation of a ticket and the time to resolve it

SLT Properties

Name	Туре	Manda- tory
Name	Alphanumeric string	Yes
Priority	Possible values: critical, high, medium, low	No
Request type	Possible values: incident, service re- quest	No
Metric	Possible values: TTO, TTR	No
Value	Numeric value (could be negative)	No
Unit	Possible values: hours, minutes	No

C	Numeric value	(Could be negative) no			
	Possible value	s: hours, minutes No			
					(LM)
				l l l l l l l l l l l l l l l l l l l	
		Service Management			
		Overview		essible!	
		Customer contracts	1		
		Provider contracts	0		
		Service families	1		
		• Services	1		
		Service subcategories	1		
		• SLAs	1		
		Coverage Windows	1		
		• SLTs	16		
		Holiday Calendars	1		
		Delivery models	1		
		• Holidays	3		
		Communications	0		00
		Precanned replies	0		98
		Precanned replies categories	0		



12.4.3 Creating a SLT

The menu "SLT" provides a list of already defined *service level targets*. Just click on the button "New" to create a new one.

Click on new to create a new SLT.

<	select one 👫 💌	+ Q :≡ Document > (© Document Manage. > :≡	Known Cases > := FAO Category > := FAO	Q > i≣ Customer Contract > i≣	sla > \equiv slt			
*	Welcome	Search for SLT Objects						8
0))	Asset Management	Name: Any • X Priority: Any • X Request type: Any • X	Metric: Any • × 🔭					
۲	IP Management	Service Level Targets						
*	DNS Management	Total: 8 objects.					+ 3	
ì	DHCP Management	SLT	Priority	Request type	Metric	Value	≎ Unit	49
-	Request Management	TTO_SLT_Critical	critical	incident	ττο	30	minutes	_
!	Incident Management	TTO_SLT_High	high	incident	тто	30	minutes	
?	Problem Management	TTO_SLT_Low	low	incident	тто	60	minutes	
	Knowledge Management	TTO_SLT_Maintenance	maintenance	incident	тто	43230	minutes	
		TTR_SLT_Critical	critical	incident	TTR	120	minutes	
11	Change Management	TTR_SLT_High	high	incident	TTR	120	minutes	
5	Service Management	TTR_SLT_Low	low	incident	TTR	240	minutes	
	Data Administration	TTR_SLT_Maintenance	maintenance	incident	TTR	63480	minutes	
*	Administration							
\$	Configuration							
>_	System							

Figure 100 SLT Objects

The following form will display. Enter your details as per your requirement.



\frown	2 201400	
Creation o	f a new SLT	CANCEL
Properties	SLAs	
Name	Į	
	Please specify a value	
Priority	select one	
Priority Request type	select one	
Priority Request type	select one	۱ ۰
Priority Request type Metric	select one select one select one	• •
Priority Request type Metric Value	select one select one select one	•
Priority Request type Metric Value	select one select one select one	۱. ۲. ۲.
Priority Request type Metric Value Unit	select one select one select one O bours	• •
Priority Request type Metric Value Unit	select one select one select one select one o hours	• •
Priority Request type Metric Value Unit	select one select one select one select one hours O minutes	۱۰ ۱۰ ۱۰
Priority Request type Metric Value Unit	select one select one select one bours o minutes	
Priority Request type Metric Value Unit	select one select one select one select one hours minutes	•

User Guide HelpDesk OpfraSu **12.5 Delivery Model**



A *delivery model* defines which teams are providing support and services to a set of organizations (customers). It can be used also to document key people with their role:

* Service Manager * Chief technology officer * Helpdesk manager

Several customers can share the same delivery model. Nevertheless, it may be useful to define several delivery models, especially if you want to limit the number of teams to which you can assign a ticket

The *delivery model* of a given customer is used to identify to which team you can assign a ticket for this one.

NOTE: If no delivery model is defined for a given customer, then you will not be able to <mark>create tickets</mark> for that customer.

Creating a Delivery Model

Click on Delivery Model in Service Management. Click on

new to create a Delivery Model.

Enter the details in the form as per your requirement.



Figure 102 Delivery Management in SLT

User Guide
HelpDesk OpfraSu



Creation of	a new Delivery Model	CANCEL
Properties	Contacts Customers	
Name	Diago specify a value	
Organization		+ # .
Description	Please specify a value	

Figure 103 Creation of New Delivery Model

12.5.1 Tabs

Tab	Description
Contacts	All the contacts (Teams and Person) for this delivery model
Customers	All the customers having this delivering model

Coverage window

The menu "Coverage windows" in the module "Service management" displays all coverage windows defined in AOMS. If none are define click on "Create a new coverage window", else click on "Create" to create a new one.



- select one 🎄 🔻	+ Q 🗄 FAO Category	> IE FAQ > IE Customer Con	tract \rightarrow \equiv SLA \rightarrow \equiv SLT	> i≣ Delivery Model > i≣ C	overage Window > 🕒 Coverag	e Window 2_	
elcome	Covera Coverage V	ge Window 24x7					/ + C Q
sset Management	Properties						
Management							
NS Management	Name	0	overage Window 24x7				
	Description x			Open Hours			
TCP Management	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
quest Management	1:00		-	-			
ident Management	2:00				-	-	
blem Management	3:00					-	
wledge Management	4:00						
nge Management	5:00						
ice Management	6:00						
	7:00						
Administration	8:00					-	
nistration	9:00						
guration	10:00						ere: Pri
m	11:00				-		
	12:00						
	13:00						
	14:00						
	15:00					-	
	16:00						
	17:00		-			-	
	18:00						
	19:00						
	20:00						
	21:00		-				
	22:00						
	23:00						

User Guide HelpDesk OpfraSu Figure 104 Coverage Window



13. Data Administration

Data Administration contains the following category:

- CSV Import
- Audit
- Organization
- Typology Configuration

