



GraviDesk

IT Service Manager

Introduction

Overview

GraviDesk, the next generation global solution, brings together the best in management practices with the most advanced technology. It sets the standard for customer support excellence by combining self-service and IT workplace automation technology. No other ITSM solution gives you this breadth of functionality with the same ease of configuration.

GraviDesk -THKS' IT Service Management solution offers a complete set of ITIL® best practices modules including Incident, Problem, Change, Configuration and Release Management, along with Service Level Management, Knowledge Management and the Configuration Management Database (CMDB). With GraviDesk, continual service improvement is a reality.



Taking full advantage of the product and customer life cycles is now more important than ever before, although many businesses are missing out on revenue opportunities – unable to keep up with the demand for service or unable to identify most valuable customers and their needs. GraviDesk solution helps you coordinate all your service center processes to secure the best usage of resource and material, at the right time, for the lowest possible cost, with the greatest return, to ultimately improve customer satisfaction.

Whether you do field service or run an in-house service centre, improved service management will help you control your contractual obligations, service level agreements and outstanding warranties and benefit your organization in many ways.

GraviDesk software supports lean service organization requirements with comprehensive escalation management that enables you to manage customer service level agreements with full visibility of risks and potential compliance problems

Product Scope

This product provides the most comprehensive out-of-the box solution with a complete suite of IT Service Management modules, delivering a consolidated service desk.

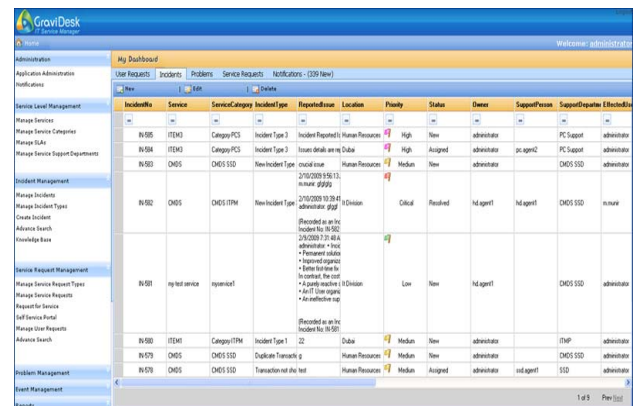
GraviDesk provides a robust set of service management features that support key IT processes outlined by the Information Technology Infrastructure Library (ITIL) version 2 and

Version 3 and ITIL compatible for:

- Incident Management
- Service Request Management
- Service Level Management
- Configuration Management
- Problem Management
- Change Management

GraviDesk is a web-based application and users throughout organization working

under different roles can access the application to report incidents, request for a service or raise a request for change. Management of the organization has access to the information that will help them in utilizing resources more efficiently and effectively.



The screenshot shows the GraviDesk web application interface. It features a sidebar with navigation links for Administration, Incident Management, Service Request Management, and Problem Management. The main area displays a 'My Dashboard' with tabs for User Requests, Incidents, Problems, Service Requests, and Notifications. Below these tabs is a table listing various incidents and service requests with columns for IncidentNo, Service, ServiceCategory, IncidentType, ReportedDate, Location, Priority, Status, Owner, SupportPerson, SupportQueue, and Escalated.

IncidentNo	Service	ServiceCategory	IncidentType	ReportedDate	Location	Priority	Status	Owner	SupportPerson	SupportQueue	Escalated
IN 505	ITEM4	Category:PCS	Incident Type 3	Incident Reported to Human Resources		High	New	administrator	PC Support	administrator	
IN 504	ITEM4	Category:PCS	Incident Type 3	Incident Details are req. Dubai		High	Assigned	administrator	PC Support	administrator	
IN 503	CHS5	CHS5:SID	New Incident Type	critical issue	Human Resources	Medium	New	administrator	CHS5:SID	administrator	
IN 502	CHS5	CHS5:ITPM	New Incident Type	27/02/2019 9:16:13, Adminstrator gggg	IT Division	Critical	Resolved	Administrator	Administrator	CHS5:SID	Incident
IN 501	my test service	my test service	my test service	Recorded as an Inc Incident No: IN 502 27/02/2019 7:21:48, administrator + Inc • Permanent solution • Reported/Reported • Entry for test by Incident, the test • A good incident in IT Division • All IT Emergency • An effective way		Low	New	Administrator	CHS5:SID	administrator	
IN 500	ITEM4	Category:ITPM	Incident Type 1	Recorded as an Inc Incident No: IN 501		Medium	New	administrator	ITPM	administrator	
IN 479	CHS5	CHS5:SID	Duplicate Ticketing		Human Resources	Medium	New	administrator	CHS5:SID	administrator	
IN 478	CHS5	CHS5:SID	Transaction not this test		Human Resources	Medium	Assigned	administrator	Administrator	CHS5:SID	administrator

Product Features

Incident and Problem Management

This product is integral for any company in the documentation and resolution of daily incidents and recurring complex problems which may compromise on the performance and the stability of your infrastructure.

Incident Management

GraviDesk provides a complete platform to detect and handle incidents. It provides full integration with problem management, change management and CMDB. For enhanced communication distinct web portals are provided for the users and technicians. Constant monitoring is ensured by maintaining a history of incidents associated with a user or a piece of software (CI). The users are also provided with the facility of email notifications of important events and/or follow up.

This product takes efficiency to the next level by providing beneficial incident templates and quick calls. For better categorization, the incidents and service requests are broken down into “sub requests” and a detailed log of resolution activities is maintained.

IncidentID	Status	Incident Object	Incident Type	Location	Priority	Status	Agent	Incident/Problem/CI/Category
26-105	OPEN	Category P15	Incident Type 1: Incident Report: Human Resource	Subur	High	New	administrator	PC Support
26-104	OPEN	Category P15	Incident Type 1: Issue Details in Subur	Subur	High	Assigned	administrator	PC Support
26-103	OPEN	CMDB 100	New Incident 10: email issue	Human Resource	Medium	New	administrator	CMDB 100
26-102	OPEN	CMDB 100	New Incident 11: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-101	OPEN	CMDB 100	New Incident 12: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-100	OPEN	CMDB 100	New Incident 13: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-099	OPEN	CMDB 100	New Incident 14: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-098	OPEN	CMDB 100	New Incident 15: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-097	OPEN	CMDB 100	New Incident 16: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-096	OPEN	CMDB 100	New Incident 17: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-095	OPEN	CMDB 100	New Incident 18: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-094	OPEN	CMDB 100	New Incident 19: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-093	OPEN	CMDB 100	New Incident 20: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-092	OPEN	CMDB 100	New Incident 21: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-091	OPEN	CMDB 100	New Incident 22: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-090	OPEN	CMDB 100	New Incident 23: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-089	OPEN	CMDB 100	New Incident 24: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-088	OPEN	CMDB 100	New Incident 25: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-087	OPEN	CMDB 100	New Incident 26: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-086	OPEN	CMDB 100	New Incident 27: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-085	OPEN	CMDB 100	New Incident 28: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-084	OPEN	CMDB 100	New Incident 29: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-083	OPEN	CMDB 100	New Incident 30: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-082	OPEN	CMDB 100	New Incident 31: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-081	OPEN	CMDB 100	New Incident 32: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-080	OPEN	CMDB 100	New Incident 33: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-079	OPEN	CMDB 100	New Incident 34: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-078	OPEN	CMDB 100	New Incident 35: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-077	OPEN	CMDB 100	New Incident 36: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-076	OPEN	CMDB 100	New Incident 37: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-075	OPEN	CMDB 100	New Incident 38: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-074	OPEN	CMDB 100	New Incident 39: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-073	OPEN	CMDB 100	New Incident 40: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-072	OPEN	CMDB 100	New Incident 41: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-071	OPEN	CMDB 100	New Incident 42: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-070	OPEN	CMDB 100	New Incident 43: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-069	OPEN	CMDB 100	New Incident 44: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-068	OPEN	CMDB 100	New Incident 45: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-067	OPEN	CMDB 100	New Incident 46: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-066	OPEN	CMDB 100	New Incident 47: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-065	OPEN	CMDB 100	New Incident 48: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-064	OPEN	CMDB 100	New Incident 49: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-063	OPEN	CMDB 100	New Incident 50: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-062	OPEN	CMDB 100	New Incident 51: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-061	OPEN	CMDB 100	New Incident 52: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-060	OPEN	CMDB 100	New Incident 53: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-059	OPEN	CMDB 100	New Incident 54: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-058	OPEN	CMDB 100	New Incident 55: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-057	OPEN	CMDB 100	New Incident 56: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-056	OPEN	CMDB 100	New Incident 57: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-055	OPEN	CMDB 100	New Incident 58: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-054	OPEN	CMDB 100	New Incident 59: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-053	OPEN	CMDB 100	New Incident 60: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-052	OPEN	CMDB 100	New Incident 61: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-051	OPEN	CMDB 100	New Incident 62: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-050	OPEN	CMDB 100	New Incident 63: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-049	OPEN	CMDB 100	New Incident 64: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-048	OPEN	CMDB 100	New Incident 65: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-047	OPEN	CMDB 100	New Incident 66: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-046	OPEN	CMDB 100	New Incident 67: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-045	OPEN	CMDB 100	New Incident 68: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-044	OPEN	CMDB 100	New Incident 69: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-043	OPEN	CMDB 100	New Incident 70: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-042	OPEN	CMDB 100	New Incident 71: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-041	OPEN	CMDB 100	New Incident 72: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-040	OPEN	CMDB 100	New Incident 73: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-039	OPEN	CMDB 100	New Incident 74: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-038	OPEN	CMDB 100	New Incident 75: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-037	OPEN	CMDB 100	New Incident 76: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-036	OPEN	CMDB 100	New Incident 77: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-035	OPEN	CMDB 100	New Incident 78: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-034	OPEN	CMDB 100	New Incident 79: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-033	OPEN	CMDB 100	New Incident 80: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-032	OPEN	CMDB 100	New Incident 81: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-031	OPEN	CMDB 100	New Incident 82: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-030	OPEN	CMDB 100	New Incident 83: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-029	OPEN	CMDB 100	New Incident 84: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-028	OPEN	CMDB 100	New Incident 85: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-027	OPEN	CMDB 100	New Incident 86: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-026	OPEN	CMDB 100	New Incident 87: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-025	OPEN	CMDB 100	New Incident 88: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-024	OPEN	CMDB 100	New Incident 89: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-023	OPEN	CMDB 100	New Incident 90: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-022	OPEN	CMDB 100	New Incident 91: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-021	OPEN	CMDB 100	New Incident 92: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-020	OPEN	CMDB 100	New Incident 93: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-019	OPEN	CMDB 100	New Incident 94: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-018	OPEN	CMDB 100	New Incident 95: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-017	OPEN	CMDB 100	New Incident 96: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-016	OPEN	CMDB 100	New Incident 97: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-015	OPEN	CMDB 100	New Incident 98: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-014	OPEN	CMDB 100	New Incident 99: administrator	Human Resource	Medium	New	administrator	CMDB 100
26-013	OPEN	CMDB 100	New Incident 100: administrator	Human Resource	Medium	New	administrator	CMDB 100

For comprehensive incident assessment, this feature provides a complete solution that includes statistical reports, dashboard, vivid graphs, helpful performance indicators and data extraction in MS Excel. These invaluable evaluation evidences can help in making crucial organizational decisions.

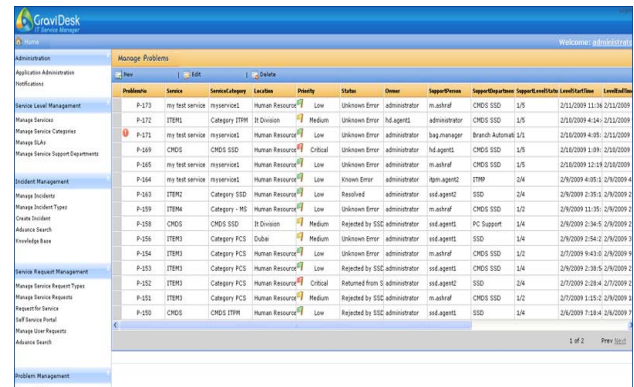
Problem Management

GraviDesk provides a platform for complete problem management. Its infrastructure provides high performance permanent and workaround solutions. This product greatly eliminates redundancy by sharing errors and its corresponding workarounds. Immense time is saved by associating problems to its causing incidents and the CI.

To maintain consistency in the system, GraviDesk provides the facility of automatic closure of the related incidents when a problem is closed. This product also provides a complete problem tracking feature that maintains a detailed activities log. Identifying the correlation of

Incidents to problems is extremely crucial in problem management and GraviDesk provides just the answer.

Foretelling of potential problems plays a vital role in problem management. This reduces the impact of its severity. This



The screenshot shows the GraviDesk 'Manage Problems' interface. It features a sidebar with navigation options like 'Incidents', 'Problems', 'Knowledge Base', and 'Reports'. The main area displays a table of problem records with columns for ID, Service, Category, Severity, Status, Owner, and Resolution. The table lists several problems, including those related to 'my test service' and 'my test service' with various statuses like 'Unknown Error', 'Resolved', and 'Reopened'.

ID	Service	Category	Severity	Status	Owner	Resolution	Impact/Status	Created/Updated
P-173	my test service	Category 0700	Low	Unknown Error	administrator	m.ashraf	CHDS SSD	2/12/2009 11:36:21/2/12/2009
P-172	my test service	Category 0700	Medium	Unknown Error	administrator	m.ashraf	CHDS SSD	2/12/2009 11:36:21/2/12/2009
P-171	my test service	Category 0700	Low	Unknown Error	administrator	bag manager	Branch Automatic	2/12/2009 11:36:21/2/12/2009
P-169	CHDS	CHDS SSD	Critical	Unknown Error	administrator	m.ashraf	CHDS SSD	2/12/2009 11:36:21/2/12/2009
P-168	my test service	Category 0700	Low	Unknown Error	administrator	m.ashraf	CHDS SSD	2/12/2009 11:36:21/2/12/2009
P-164	my test service	Category 0700	Low	Unknown Error	administrator	m.ashraf	CHDS SSD	2/12/2009 11:36:21/2/12/2009
P-163	my test service	Category 0700	Low	Unknown Error	administrator	m.ashraf	CHDS SSD	2/12/2009 11:36:21/2/12/2009
P-159	CHDS	CHDS SSD	Medium	Reopened by SSO	administrator	m.ashraf	CHDS SSD	2/12/2009 11:36:21/2/12/2009
P-158	CHDS	CHDS SSD	Medium	Reopened by SSO	administrator	m.ashraf	CHDS SSD	2/12/2009 11:36:21/2/12/2009
P-155	CHDS	CHDS SSD	Medium	Reopened by SSO	administrator	m.ashraf	CHDS SSD	2/12/2009 11:36:21/2/12/2009
P-154	CHDS	CHDS SSD	Medium	Reopened by SSO	administrator	m.ashraf	CHDS SSD	2/12/2009 11:36:21/2/12/2009
P-153	CHDS	CHDS SSD	Medium	Reopened by SSO	administrator	m.ashraf	CHDS SSD	2/12/2009 11:36:21/2/12/2009
P-152	CHDS	CHDS SSD	Medium	Reopened by SSO	administrator	m.ashraf	CHDS SSD	2/12/2009 11:36:21/2/12/2009
P-151	CHDS	CHDS SSD	Medium	Reopened by SSO	administrator	m.ashraf	CHDS SSD	2/12/2009 11:36:21/2/12/2009
P-150	CHDS	CHDS SSD	Medium	Reopened by SSO	administrator	m.ashraf	CHDS SSD	2/12/2009 11:36:21/2/12/2009

product provides a tool which provides such platform. All known errors are circulated through timely email notifications.

GraviDesk Incident Management and Problem Management equip the service management team with a proactive response and resolution system that is designed to:

Increase Response and First-time Fix Rates

Quickly diagnose problems, determine workarounds and restore service with:

- Best practices workflow, escalations and notifications to automate routine tasks
- Easily accessible knowledge base
- Drill through analytics
- Intelligent ticketing and quick actions
- ITIL Best Practices workflow
- SLA traffic lights and sophisticated escalation workflow to ensure actual response stays in synch with established response goals.

Reduce Service Desk Call Volume

Enable proactive problem management to easily pinpoint problem areas with:

- Dashboards, analytics and trend reports
- Broadcasts when a large scale outage has occurred or Known Errors are identified

Reduce Business Impact from Disruptions

Ensure the right resources are engaged at the right time by:

- Linking Incidents, Problems and Known Errors to critical business services through the prioritization of resources around critical business services

- Proactive Group broadcast to all employees impacted by an incident related to a down server

Increase Overall Service Quality

A centralized communication platform provides;

- Attachments, alerts, assignments and dashboards for enhanced communication
- Auto closure of all linked tickets
- Auto generation of customer communication emails.

Change, Release and Configuration Management

The introduction of Change, Release and Configuration Management introduces the need of taking a lifecycle approach to manage the IT Infrastructure. This product provides a central CMDB and standardized procedures that play a significant role in improving IT assets management, infrastructural changes, better control and awareness and most importantly the mitigation of poorly implemented changes.

Automated quality control is introduced into the distribution and installation of changes to IT systems. The Service Catalog feature provides a backbone for the automation of standardized services.

The outcome of this feature provides numerous benefits. A few are elaborated below;

Increases Compliance and Governance

- Change templates and workflow ensures separation of duties, oversight and resource efficiency
- Multi-level approval assignment and automated Change Advisory Board (CAB) approvals streamline the change authorization process and provide detailed audit trails
- Standard and custom reports, including drill through exception reports support compliance reporting guidelines

Reduces Business Impact from Unplanned Change

Mitigation of failures caused by unplanned changes provides;

- Control of variations in IT asset configurations with sophisticated drift reconciliation and enforcement tools
- Improved deployment time and quality through a single interface for planning, authorization and deployment.
- Linking of related requests for change (RFC) and package related releases together to streamline the implementation schedule

Increase Visibility of Changes

IT and business alignment enhances transparency which results in;

- Complete visibility to the service desk by correlating ITSM transaction records to the related IT asset.
- View of actual CI status at any time and perform an analysis of changes
- Correlation to the service model reveals the relationship to business services and impact and risk to the business

Increase Overall Service Quality

Armed with awareness and control of the IT infrastructure, GraviDesk greatly enhances the overall service quality. This eventually results in greater customer satisfaction and attainment of organizational goals.

Knowledge Management

Knowledge is defined as the expertise and skills acquired by experience and/or education. Its value is priceless and must be managed by an organization for its growth. Knowledge management provides a company with a confident understanding of a particular subject with the ability to use it for a specific purpose.

Knowledge Management is intertwined with achieving organizational objectives such as improved performance, competitive advantage, innovation, development process and the most important “lessons learnt transfer”. GraviDesk provides a consolidated platform for knowledge management within an organization.

The functionalities provided by GraviDesk shall enable your organization to manage and share its knowledge. The core features are;

- ***Knowledge base with attachments and full-text search***
- ***Incident history search***
- ***Problem history search***
- ***Solution search function integrated to incident management***

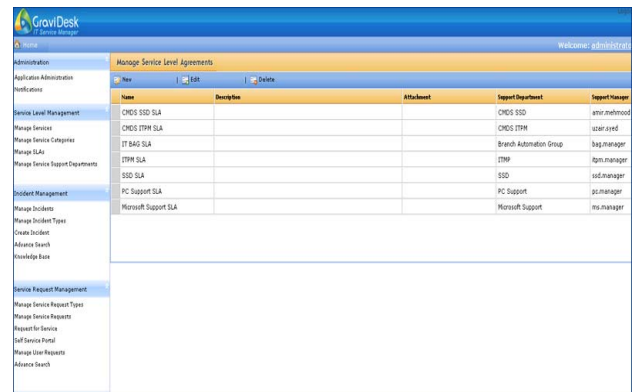
The service desk can dramatically increase front line resolution and reduce call escalations. Knowledge workers can continuously refine published IT knowledge articles and solutions to ensure accurate, up-to-date information. Together with a powerful search engine, 24x7 agent on-line help tools are critical to achieve proactive service management.

Service Level and Availability Management

By combining Service Level Management with Availability Management, a centralized view that maps the customer's service delivery expectations with actual infrastructure performance is achieved. Proactive SLA management tools help plan, define, continuously refine and monitor the service delivery and agreements—providing a cornerstone for business-IT alignment and continuous optimization. Successful service delivery is confirmed with availability metrics, providing a 360-degree view of the performance of each critical IT component over time.

With these two GraviDesk modules, realistic customer expectations are established and monitored—positioning IT as a true business partner, aligned around common achievement goals.

PRODUCT PROFILE



GraviDesk Manage Service Level Agreements				
Welcome! admin@thk.com				
New Edit Delete				
Name	Description	Attachment	Support Department	Support Manager
CHES SSD SLA			CHES SSD	ssr.melmoor
CHES TPM SLA			CHES TPM	ssr.syed
IT BAG SLA			Branch Automation Group	bag.manager
TPM SLA			TPM	tpm.manager
SSD SLA			SSD	ssd.manager
PC Support SLA			PC Support	pc.manager
Microsoft Support SLA			Microsoft Support	ms.manager

The outcome of this feature provides numerous benefits. A few are elaborated below;

Increase Compliance and Governance

Automated systems improve resource utilization through;

- Management of service agreements throughout their lifecycle of agreement initiation and monitoring, taking action when services fall short of compliance
- Preplanning and designing standardized processing helps build efficiency and governance across the support network

Reduce Down Time

The early warning system enables proactive responses through;

- Established SLA, OLA and underpinned contract service baselines that creates a foundation to monitor availability and proactively respond to SLA breach alerts
- Availability of reports that provide information on mean time between failures (MTBF) and mean time to repair (MTTR), giving the service desk the information they need to address specific points of failure

Increase Overall Service Quality

Improvement of IT service quality through a new focus on customer experience and service excellence provides;

- Management of service catalogs representing the unique portfolio of services
- The Availability Dashboard provides key metrics to measure, monitor and review SLAs, OLAs and contracts against actual performance



- SLA monitoring auto-generates alerts and escalations to ensure fast action to eradicate service issues

- SLAs provide a strong communication mechanism between IT and the business it serves

Microsoft Integration

GraviDesk has several developer and business user friendly features that allow it to be integrated with other applications with ease. Application's architecture exposed by XML and Web Services enables business enterprises to profit from their current investments in Microsoft .NET Servers.

Microsoft System Center Configuration Manager 2007

- Provide seamless integration between Microsoft SCCM and the service desk
- Ensure your service representatives have access to complete and recent information of IT infrastructure
- Enable your service desk to utilize the right information for accurate problem management

Microsoft Office SharePoint Server 2007 (MOSS 2007)

GraviDesk supports integration with Microsoft Office SharePoint Server 2007, thereby extends advanced workflow functionality to SharePoint Server (SPS) and Microsoft Windows SharePoint Services (WSS). GraviDesk integration for MOSS 2007 enables organizations to:

- Publish and Manage Service Catalogs
- Publish Service Level Agreements

- Manage documents that are part of your IT infrastructure e.g. CRFs, Release Notes, Installation Guides, User Manuals etc.

Microsoft Project Server 2007

GraviDesk integration with MS Project Server 2007 provides the ability for MS Project Server 2007 users to receive and manage service requests, change requests and requests for incident resolutions.

Microsoft Active Directory

GraviDesk may be configured to use Microsoft Active Directory as a source for client and customer account data. To optimize performance, the THK's IT Service Desk downloads client data from the MS AD to the GraviDesk database. Scheduling the GraviDesk Active Directory synchronization to the interval of your choice ensures that any changes to AD data will be reflected in GraviDesk.

Microsoft Exchange Server 2007

- Public calendar sharing
- Availability checking
- Schedule appointments
- Sharing contact information

Microsoft Outlook 2007

GraviDesk has complete synchronization with Outlook contacts, calendar (appointments), and tasks, in addition to enhanced e-mail integration. THK's IT Service Desk provides the ability to receive

PRODUCT PROFILE

Incident, Problem, or Change request as a task in MS Outlook 2007.

Microsoft Office PerformancePoint Server

GraviDesk can also be integrated with Microsoft Office PerformancePoint Server 2007 to help improve operational performance across all departments and all levels of an organization. With Office PerformancePoint Server 2007 integrated with GraviDesk, you can monitor progress, analyze what is driving variances, and create management reports. You can have metrics, key performance indicators (KPIs), and reports delivered to every desktop.

Architecture

GraviDesk is a web-based multi-tier application which comprises over multiple modules where each module is independently deployable and configurable.



Environment

Please note that requirements may vary by implementation. Contact your THKS representative for more information.

- Each server should be configured as a Dual CPU or Dual-Core 1.8GHz+, 4GB RAM
- The client requirements are Intel® Pentium® IV or equivalent: 1GB RAM (2GB RAM for Windows Vista®)
- The minimum hard disk size to install the application server for GraviDesk must be 10 GB
- Supported browsers are Microsoft® Internet Explorer® 7.1, Firefox® 2.0 on Windows®, Firefox® 2.0 on Mac® OS 10.
- The Web Server requirement is Microsoft® IIS 6.0 SP1
- The framework required is Microsoft .net 3.5 framework
- Compatible Operating System and Windows® Client/Server are
 - Microsoft® Windows Server® 2003 (server)
 - Microsoft® Windows® XP Professional SP2
 - Microsoft® Windows Vista® Business Edition
- Database Server
 - Demo Database: 200MB
 - Average per record (incident, problem, change, configuration): ~200KB
 - Average per record (inventory): ~500KB
- Database Management Systems
 - Microsoft® SQL Server® 2005 SP2
 - Oracle® 10g R2
 - IBM® DB2 9.1