

Incident Management
Mandatory criteria (need 100%)

1. Does the tool facilitate the creation, modification and closure of Incident records?

Comments: Yes

The Incident Management Screens facilitate the creation, modification and closure of Incident records.

ITG's CENTRE Incident Screen

VIEW SERVICE RECORD

Workflow Status [Not Initiated]

Service Record #: 212420 Contract #: 5999-000 Service Record Category: Incident Catalog Service: Computer Warranty Service & Maintenance - 1 to 49 Units - Terminated

Status: Closed Priority: 1 - Low QA Complete: NO Classification: None Time Zone: 0 Days: 12

Reference Incident #:	Reference Request #:	Reference Event #:	Customer Reference #:	Sub Reference #:	Customer Order #:

POC: Roberto Udasco POC Phone: 703-485-0766 POC Extension: POC @: Roberto.Udasco@itgonline.com

Alternate POC: Alternate POC Phone: Alternate POC Extension: Caller: Caller Phone: Caller Extension: Agency: ITG Headquarters Address 1: 2745 Hartland Road Address 2: City: Falls Church State: VA Zip: 22045 Country: United States

Manufacturer: None Model: None Serial #: None Description: Outlook New Serial #: Assn Tag #: Item Type: Software Maintenance Subcomponent: None

Customer contacted after service record closed Site User contacted

The Service Record was opened as: Local

Problem/Known Error: 0 Change Requests: 0

Lookup Engineer: Select Engineer: Opened By: Udasco, Roberto C. Lookup TAM: Select TAM: Yoon, Sung W. Lookup SME: Select SME: BDM: Harris, George Sub: None Sub Rating: 0 Billable: AR: Tasks: 0 SLA Code: SLA Exceptions: Exception Open: Exception Count: 1 Parts Not Shipped: 0

Opened:	Contacted:	Dispatched:	Confirmed:	On-site:	Next ETA:	Resolution:	Closed:
11 07 2013 14 31	11 07 2013 14 33			11 07 2013 14 45		11 07 2013 14 50	11 19 2013 15 45

Part Orders: 0 Last RMA: Shipped Date: Urgency: 1 - Low Impact: 1 - Low Service Record Type: Support Service Record Closure Type: Support Pending Action: Select

SLA Type	Calculated	SLA	SLA Met ?
Response	0.05	24	<input checked="" type="checkbox"/>
On-site	0.25	0	
Repair	0.34	48	<input checked="" type="checkbox"/>

Missed SLA Explanations

Description: Not receiving emails in my outlook on my desktop. I am receiving them on outlook on my phone.

Resolution: Entered on: 11/19/2013 3:45:01 PM by: Yum, Thomas Disabled local caching of files Recreated the user's Outlook profile. Tested.

Comments: User's Outlook profile could be corrupted. I recreated new user's Outlook profile, than it started to getting email to the Outlook. I will close this SR on Monday.

Payment by: Select Account IPO: View Account IPO: Amount: Sub Labor Hours: Sub Labor Cost: FE Labor Hours: Estimated Labor Cost: Estimated Travel Cost: CC Type: Select Invoice Date: Expiration Date: Invoice #: Invoice Received: Cost of Parts: SLA Penalty Cost: Shipping Cost: Log Entry:

2. Does the tool support the input of free text for the recording of Incident descriptions and resolution activities?

Comments: Yes. The Incident Screen has four (4) free text entry fields.

The screenshot shows a form with four text entry fields: 'Description', 'Resolution', 'Comments', and 'Log Entry'. Arrows point from the text above to each of these fields. The 'Description' field contains the text: 'Not receiving emails in my outlook on my desktop. I am receiving them on outlook on my phone.' The 'Resolution' field contains: 'Entered on: 11/19/2013 3:45:01 PM by:Yum, Thomas Disabled local caching of files Recreated the user's Outlook profile. Tested.' The 'Comments' field contains: 'User's Outlook profile could be corrupted. I recreated new user's Outlook profile, than it started to getting email to the Outlook. I will close this SR on Monday.'

3. During Incident registration, are time, date and Incident number fields mandatory?

Comments: Yes. The call number and 'Opened Date/Time' are automatically generated and applied to the incident.

The screenshot shows a 'VIEW SERVICE RECORD' form. The 'Service Record #' field is circled in blue and contains the value '212420'. The 'Opened' date and time field is also circled in blue and contains the value '11 07 2013 14 31'. Other fields include 'Contract #', 'Service Record Category', 'Catalog Service', 'Status', 'Priority', 'QA Complete', 'Classification', 'Time Zone', 'Days', 'Reference Incident #', 'Reference Request #', 'Reference Event #', 'Customer Reference #', 'Sub Reference #', 'Customer Order #', 'POC', 'POC Phone', 'POC Extension', 'POC @', 'Alternate POC', 'Alternate POC Phone', 'Lookup Engineer', 'Engineer', 'Opened By', 'Lookup TAM', 'Engineer', 'Confirmed', and 'On-Site'.

4. Does the tool restrict the ability to open, modify and close Incident records to authorized staff only?

Comments: Yes.

*From:
'ITG CENTRE Introduction'
Document Control # 180-v2*

1. *System Administrator attributes. The System Administrator attributes allow control to be exercised over the Users of "ITG CENTRE" by assigning permissions, passwords, and controlling the Users' ability to see and manipulate data within the system.*

5. Does the tool automate the rapid classification and recording of Incidents?

Comments: Yes. CENTRE has many classifications built into the service call record. Urgency and Impact values are automatically populated to the incident if an asset is matched to the incident. These values may be modified on the incident or entered to the incident if no asset is matched. The Priority value is automatically calculated from Urgency and Impact values.

VIEW SERVICE RECORD

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Status: Closed Priority: 1 - Low QA Complete: NO Classification: None Time Zone: Days: 12

Reference Incident #: Reference Request #: Reference Event #: Customer Reference #: Sub Reference #: Customer Order #:

POC: Roberto Udasco Lookup Engineer: Select Opened: 11 07 2013 14 31
 POC Phone: 703-485-0766 POC Extension: Engine: Contacted: 11 07 2013 14 33
 POC @: Roberto.Udasco@itgonline.com Opened By: Udasco, Roberto C. Dispatched: Confirmed: On-Site: 11 07 2013 14 45
 Alternate POC: Lookup TAM: Select Next ETA: Resolution: 11 07 2013 14 50
 Alternate POC Phone: TAM: Yoon, Sung W. Closed: 11 19 2013 15 45
 Caller: Lookup SME: Select Shipped Date: Part Orders: 0 Last RMA: Urgency: 1 - Low Impact: 1 - Low
 Caller Phone: SME: Service Record Type: Support
 Caller Extension: BDM: Harris, George
 Agency: ITG Headquarters Sub: None
 Address 1: 2745 Hartland Road Sub Rating: 0 Billable: AR: Tasks: 0
 Address 2: City: Falls Church State: VA Zip: 22045
 Country: United States
 Manufacturer: None Model: None

6. Does the tool facilitate customizable thresholds for automated escalation?

Comments: Yes. There are customizable automatic escalation thresholds:

1- The SLA (Service Level Agreement) threshold. The Contract screen which is associated to the Incident via the Contract number has an automatic default threshold for SLA events. This is the default SLA threshold if no Item type or CI threshold exists.

New | Search | Projects | Services | CI Management | CI Relationships | Assign TAMS | Custom SLA | Item Type SLA | Sites | Risk Management | Help

VIEW CONTRACT

Contract #: 5999-000 PPM Rate: 0 Start Date: 11 - 01 - 2006 CI Import Designated Contract: None
 CO: George Hadjikyriakou OPMM Rate: 0 Expiration Date: 12 - 31 - 2015 Update Acceptance Date
 CO Phone: 703-698-8282 Extension: 231 Sunday Rate: 0 Close Out Date: 12 - 31 - 2020 External Data
 Customer Name: ITG DEFAULT Minimum: 0 Days Extended: Use PPM Hours for SLA
 Cotr: Billable: No PPM Hours: 14 Include Saturday in SLA
 Cotr Phone: Travel: No Days of Service: 365 Include Sunday in SLA
 Cotr Email: Taxable: No PPM Hours Start: 08 00 Include Holiday in SLA
 BDM: Harris, George Non-Revenue: No PPM Hours End: 19 00 Send email notifications on if SLA values are not met by the % Time Lapsed specified below

Response SLA Hours: 24	Email TAM @ 75 % Time Lapse	Email BDM @ 85 % Time Lapse
On-Site SLA Hours: 0	Email TAM @ 0 % Time Lapse	Email BDM @ 0 % Time Lapse
Repair SLA Hours: 48	Email TAM @ 75 % Time Lapse	Email BDM @ 85 % Time Lapse

→ If overriding SLA's are required for specific Item types within the contract, they are applied via the contract 'Item Type SLA'. This SLA overrides the contract default.

EDIT CONFIGURATION ITEM TYPE SLA

The mandatory editing fields are indicated with an asterisk *

Contract #: 5999-000

*Item Type: Networking Devices Use PPM Hours for SLA
 *Response SLA Hours: 1 Include Saturday in SLA
 *On-Site SLA Hours: 3 Include Sunday in SLA
 *Repair SLA Hours: 36 Include Holiday in SLA

Last Modified: 3/10/2009
 Last Modified By: Hadjikyriakou, George

→ The CI SLA has the highest priority and overrides the Item type and Contract SLA's.

VIEW CONFIGURATION ITEM [291431]

Contract #: 5999-000 POC Phone: 703-698-8282 Extension:
 POC: Sung Yoon Alternate POC Phone: Extension:
 Alternate POC: Tom Yum Price:
 CI Number: 53PDTL1 Price Type:
 CI Number Log CI Number Summary Warranty Start:
 Old CI Number: Warranty End:
 Item Type: Server Agency: ITG HQ
 Subcomponent: None Site/Location: Server Room
 Model: PowerEdge R200 Address 2: 2745 Hartland Road
 Description: ITG-AntiVirus City: Falls Church
 Manufacturer: DELL State: VA Zip: 22043
 Quantity: 1 Country: United States
 CLIN: Lifecycle Status: Installed
 Asset Tag: 600019 Response SLA Hours: 0
 Urgency: 2 - Med/L On-Site SLA Hours: 0
 Impact: 3 - Mediu Repair SLA Hours: 0
 Priority: 3 - Mediu Sales Order #:

7. Does the tool enable priority, impact, and urgency indicators to be allocated to Incident records?

Comments: Yes. The CI's Priority, Urgency and Impact values are automatically applied to the Incident and are modifiable. If no CI exists, the Urgency and Impact values may be manually entered. In either case, the Priority field is the weighted values of the Urgency and Impact.

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 Status: Closed Priority: 1 - Low QA Complete: NO Classification: None Time Zone: Days: 12
 Reference Incident #: Reference Request #: Reference Event #: Customer Reference #: Sub Reference #: Customer Order #

POC: Roberto Udasco Lookup Engineer: Select Engineered: 11 07 2013 14 31
 POC Phone: 703-485-0766 POC Extension: Engineered By: Udasco, Roberto C. Opened: 11 07 2013 14 33
 POC @: Roberto.Udasco@itgonline.com Alternate POC: Yoon, Sung W. Dispatched:
 Alternate POC Phone: Alternate POC Extension: Lookup TAM: Select Confirmed:
 Caller: Yoon, Sung W. On-Site: 11 07 2013 14 45
 Caller Phone: Caller Extension: Lookup SME: Select Next ETA:
 Agency: ITG Headquarters BDM: Harris, George Resolution: 11 07 2013 14 50
 Address 1: 2745 Hartland Road Sub: None Closed: 11 19 2013 14 45
 Address 2: City: Falls Church State: VA Zip: 22045 Shipped Date:
 Country: United States Sub Rating: 0 Part Orders: 0 Last RMA:
 Manufacturer: None Model: None AR: Billable:
 Task: Urgency: 1 - Low
 Impact: 1 - Low

8. Does the tool facilitate the monitoring and tracking of Incidents?

Comments: Yes. The Incident search screen facilitates various methods to monitor and search all Incident records. The user selects all desired fields (singularly or combined) to filter the data to their needs.

SEARCH FOR SERVICE RECORD

Service Record #:	Contract #:	Item Type: Select	Urgency: Select All
Sub Reference #:	Catalog Service: None	Subcomponent: None	Impact: Select All
Customer Reference #:	Customer Order #:	Classification: Select All	Priority: Select All
POC:	Part Orders: None	Service Record Category: Select All	
POC @:	Manufacturer:	Service Record Type: Select All	
POC Phone:	Model #:	Service Record Closure Type: Select All	
Agency:	Serial #:	Pending Action: Select	
Address 1:	Asset Tag #:	Opened By: None	
Address 2:	Lookup Engineer: None	TAM: None	
City:	Engineer:	Opened Date Start:	
State:	SME: Select	Opened Date End:	
Zip:	BDM: Select	Closed Date Start:	
Country: Select	Status: Select All	Closed Date End:	
Other: None		Billable: Select	
Sub: Select All		Temporary Serial Used: Select	
Customer contacted after Service Record closed: Select	All Service Records NOT Closed: Select	No Log Entry on this date:	
Site User contacted: Select		SLA Code:	
QA Complete: Select All		Invoice received: Select	
Reference Incident #:		Serial Number verified: Select	
Reference Request #:			
Reference Event #:			
Service Record Description:			
Service Record Resolution:			
Missed SLA Type: Select			
Missed SLA Reason: Select			
Missed SLA Explanation:			

Additionally, there are several Incident monitoring reports available on the Measurement and Analysis Reports Screen.

MEASUREMENT & ANALYSIS

Reports marked with a (Y) will only retrieve data from year 2013 and beyond. You may change this to access data prior to the current year.

<p>Parts</p> <ul style="list-style-type: none"> <input type="radio"/> Parts Owed by Field Engineers > 7 Days - (Y) <input type="radio"/> All Parts Owed > 7 Days - (Y) <p>Activity Reports</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Activity Reports Owed by Subcontractors > 7 Days - (Y) <p>Service Records</p> <ul style="list-style-type: none"> <input type="radio"/> Find Service Record Percentage (Performance Measurements) <input type="radio"/> Item Type Service Record Summary By Contract and Item Type (Project Performance Measurements) <input type="radio"/> TAM Open Service Records Not Dispatched <input type="radio"/> TAM Open Service Records Dispatched w/Parts Shipped <input type="radio"/> Service Records and Service Record Complaints By Region <input type="radio"/> Service Record Performance By Serial Number <input type="radio"/> Service Record Type by Contract 	<ul style="list-style-type: none"> <input type="radio"/> Parts Owed by Subcontractors > 7 Days - (Y) <input type="radio"/> Find Service Record Percentage By Hour (Performance Measurements) <input type="radio"/> Open Service Records By Contract <input type="radio"/> TAM Open Service Records Dispatched <input type="radio"/> Company Score Card (Project Performance Measurements) <input type="radio"/> Item Types in Service Records Vs Contract Item List <input type="radio"/> SLA Performance For Each Contract <input type="radio"/> Average Costs per Item Type For Each Contract <input type="radio"/> Project Financials
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9. Does the tool support the automated routing (alerting) of Incidents to selected support staff or groups? For example the Service Desk, Network Operations, etc.

Comments: Yes. Automated alerts are created and tailored for predetermined actions and are sent to individuals (singularly or as many as desired) via the Alert Assignment Screens.

Alert Screen-1

Alert Screen-2

Can send Alerts to ‘Assigned Individuals’ if Alert Sources is opened or modified.

Send Alerts to ‘Assigned Individuals’ if an Incident is opened or modified with these ‘Status’ codes.

Equipment Type Alert

ALERT SOURCE ITEMS			
Alert Source: <input type="text" value="EquipmentType"/>			
Select	EquipmentType	EquipTypeLevel	
<input type="radio"/>	Server	1	Assign Recipients
<input type="radio"/>	Monitor	1	Assign Recipients
<input type="radio"/>	Printer	1	Assign Recipients
<input type="radio"/>	Cluster	1	Assign Recipients
<input type="radio"/>	Fax Machine	1	Assign Recipients
<input type="radio"/>	Laptop	1	Assign Recipients
<input type="radio"/>	Other Type	1	Assign Recipients

ALERT ITEM [SERVER] - RECIPIENTS IN SOURCE [EQUIPMENTTYPE]

Alert Item:

Select User Group:

Available Recipients	Assigned Recipients
<ul style="list-style-type: none"> Velasquez, Elsa Vestal, Cory VIATECH viatest Vicker, Stephen Vieira, Jeff Viens, James Vigen II, Thomas E. Villarreal, Patrick Vize, Cheri 	<ul style="list-style-type: none"> Vespe, Robert R.

Alert notice when Server incident is opened

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From:          CENTRE [unknown]
To:            Robert Vespe
Cc:
Subject:       Incident #101672 Item Type selected for this incident is [Server]
Attachments:

Incident# : 101672
CustRefNum :
Contract : 8032-000
Date/time : 8/9/2007 10:20
POC : JUAN VEGA
Phone : 333-888-9999
AltPOC : D
AltPhone : 3
Agency : US DISTRICT COURT
Address : 301 NORTH MIAMI AVE RM 389
City/State : MIAMI FL 31128
Mfr : hp
Serial Number : 3432222
Description : server
Problem : Test of EQ type alert
Note : Item Type selected for this incident is [Server]
    
```

10. Does the tool facilitate flexible report generation?

Comments: Yes. The Reports tab contains numerous readily available reports. Many of these reports are customizable via filtering selections once executed.

MEASUREMENT & ANALYSIS	
Reports marked with a (Y) will only retrieve data from year 2013 and beyond. You may change this to access data prior to the current year.	
Parts <ul style="list-style-type: none"> <input type="radio"/> Parts Owed by Field Engineers > 7 Days - (Y) <input type="radio"/> All Parts Owed > 7 Days - (Y) 	<ul style="list-style-type: none"> <input type="radio"/> Parts Owed by Subcontractors > 7 Days - (Y)
Activity Reports <ul style="list-style-type: none"> <input type="radio"/> Activity Reports Owed by Subcontractors > 7 Days - (Y) 	
Service Records <ul style="list-style-type: none"> <input type="radio"/> Find Service Record Percentage (Performance Measurements) <input type="radio"/> Item Type Service Record Summary By Contract and Item Type (Project Performance Measurements) <input type="radio"/> TAM Open Service Records Not Dispatched <input type="radio"/> TAM Open Service Records Dispatched w/Parts Shipped <input type="radio"/> Service Records and Service Record Complaints By Region <input type="radio"/> Service Record Performance By Serial Number <input type="radio"/> Service Record Type by Contract 	<ul style="list-style-type: none"> <input type="radio"/> Find Service Record Percentage By Hour (Performance Measurements) <input type="radio"/> Open Service Records By Contract <input type="radio"/> TAM Open Service Records Dispatched <input type="radio"/> Company Score Card (Project Performance Measurements) <input type="radio"/> Item Types in Service Records Vs Contract Item List <input type="radio"/> SLA Performance For Each Contract <input type="radio"/> Average Costs per Item Type For Each Contract <input type="radio"/> Project Financials
Subcontractors <ul style="list-style-type: none"> <input type="radio"/> Find Subcontractor Service Record Percentage 	<ul style="list-style-type: none"> <input type="radio"/> Find Subcontractor Service Record Percentage By Hour
Projects <ul style="list-style-type: none"> <input type="radio"/> Find Tasks Exceeding Planned Period of Performance 	<ul style="list-style-type: none"> <input type="radio"/> Find Project Cost Categories Exceeding Year To Date Budget <input type="radio"/> Project Financial Performance
Inventory <ul style="list-style-type: none"> <input type="radio"/> Inventory Item Details By Contract <input type="radio"/> Inventory Parts Usage By Contract 	<ul style="list-style-type: none"> <input type="radio"/> Repair Log Savings/Loss Analysis <input type="radio"/> Repair Log Contract Labor Hour Analysis <input type="radio"/> Repair Log Employee Labor Hour Analysis
QA <ul style="list-style-type: none"> <input type="radio"/> Contract QA Summary Results <input type="radio"/> Contract QA Summary Results By TAM <input type="radio"/> Contract QA Summary Results By SME <input type="radio"/> Contract QA Summary Results By Local FE <input type="radio"/> Contract QA Summary Results For a specified Score and Specified User Category 	<ul style="list-style-type: none"> <input type="radio"/> QA Summary Results For Each Contract <input type="radio"/> Contract QA Summary Results By City <input type="radio"/> Contract QA Summary Results By BDM <input type="radio"/> Contract QA Summary Results By Subcontractor <input type="radio"/> Contract QA Less than Mean and Parameter

Apart from the available reports in the CENTRE reports screen, users have access to the Ad-hoc reporting system. A user is able to select desired data tables to join, filter, sort, save, and run reports.

TABLE NAME		SELECTED TABLE
<ul style="list-style-type: none"> >> Tables Joins Columns Aggregates Filters Group By Sorting Options Run Report 	<ul style="list-style-type: none"> AccessType ActionItem ActionType ActivityReport AdhocReportLog ADMC2FreightAmount ADMC2ImportErrorLog ADMC2ImportItem ADMC2InvoiceDetail ADMC2InvoiceHeader ADMC2ItemList ADMC2QuoteDetail ADMC2QuoteHeader 	

11. Does the tool facilitate the production of management reports from historical Incident records?

Comments: Yes. All management reports (readily available and ad-hoc) are tailored to any historical periods.

MEASUREMENT & ANALYSIS

Reports marked with a (Y) will only retrieve data from year 2013 and beyond. You may change this to access data prior to the current year.

Service Records

- Find Service Record Percentage (Performance Measurements)
- Item Type Service Record Summary By Contract and Item Type (Project Performance Measurements)
- TAM Open Service Records Not Dispatched
- TAM Open Service Records Dispatched w/Parts Shipped
- Service Records and Service Record Complaints By Region
- Service Record Performance By Serial Number
- Service Record Type by Contract
- Find Service Record Percentage By Hour (Performance Measurements)
- Open Service Records By Contract
- TAM Open Service Records Dispatched
- Company Score Card (Project Performance Measurements)
- Item Types in Service Records Vs Contract Item List
- SLA Performance For Each Contract
- Average Costs per Item Type For Each Contract
- Project Financials



SERVICE RECORD PERCENTAGE BY CONTRACT

PERIOD: 11/01/2013 TO 11/22/2013

Contract #	Total Service Records	Total Service Record %
4333-000	8	1.47
5999-000	47	8.64
8044-001	2	0.37
8045-111	2	0.37
8068-000	276	50.74
8102-555	1	0.18
8103-110	20	3.68
8103-120	9	1.65
8103-130	14	2.57

12. Does the tool facilitate the analysis of Incident and call data to identify trends?

Comments: Yes. There are numerous methods to identify trends.

1- By using the 'Search for Incident' screen, any single or combination of data fields may be interrogated.

SEARCH FOR SERVICE RECORD

Service Record #: Contract #: Item Type: Urgency:

Sub Reference #: Catalog Service: Subcomponent: Impact:

Customer Reference #: Customer Order #: Classification: Priority:

POC: Part Orders: Service Record Category:

POC @: Manufacturer: Service Record Type:

POC Phone: Model #: Service Record Closure Type:

Agency: Serial #: Pending Action:

Address 1: Asset Tag #: Opened By:

Address 2: Lookup Engineer: TAM:

City: Engineer:

State: SME:

Zip: BDM:

Country: Status:

Other:

Sub:

Customer contacted after Service Record closed: All Service Records NOT Closed:

Site User contacted:

QA Complete:

Reference Incident #:

Reference Request #:

Reference Event #:

Service Record Description:

Service Record Resolution:

Missed SLA Type:

Missed SLA Reason:

Missed SLA Explanation:

Billable:

Temporary Serial Used:

No Log Entry on this date:

SLA Code:

Invoice received:

Serial Number verified:

Opened Date Start: Opened Date End:

Closed Date Start: Closed Date End:

2- To analyze Incident data, the Ad-hoc reporting system can select, filter, sort, and save reports.

>> Tables Joins Columns Aggregates Filters Group By Sorting Options Run Report

TABLE NAME	SELECTED TABLE
AccessType	
ActionItem	
ActionType	
ActivityReport	
AdhocReportLog	
ADMC2FreightAmount	
ADMC2ImportErrorLog	
ADMC2ImportItem	
ADMC2InvoiceDetail	
ADMC2InvoiceHeader	
ADMC2ItemList	
ADMC2QuoteDetail	
ADMC2QuoteHeader	

3- Using the Potential Problem Management System (PPMS), users may construct analysis queries to periodically search and report on Incident trends.

VIEW POTENTIAL PROBLEM SPECIFICATION SCAN REQUEST

Scan Request Name: HP Printer Fuser Failures
 Description: This scan is to identify high fuser failures.

Scan Request Query: HP Fuser Replacement
 Priority Level: 4
 Problem Status: Unknown Issue
 Scan Status: Inactive
 (This scan request will only be executed if Active)
 Scan Number of Days Prior to Current Date: 90
 Scan on Date Column: SrvcCall.DateOpened
 Scan Frequency Type: Days
 Scan Frequency Value: 1
 Number of Matches: 3
 Problem Assigned to User: Vespe, Robert R.
 Alert Notification Email Address: robert.vespe@itgonline.com
 Enable Email Notification: Yes

Select Query: Select SrvcCall.SrvcCallID as [ServiceRecordID],SrvcCall.DateClosed as [DateClosed],SrvcCall.MfrName as [ManufacturerName],SrvcCall.Model as [Model],SrvcCall.EquipmentTypeID as [ItemTypeID] from SrvcCall SrvcCall where SrvcCall.ContractID in (Select ContractID from GroupContracts where UserGroupID in (15)) and (SrvcCall.MfrName Like 'HP') AND (SrvcCall.SubcomponentID = 84)[@DateParam] Order By

Comments: I feel that we are having a high failure rate of HP fusers and want to monitor the calls

13. Is the tool able to generate reports on outstanding (unresolved) Incidents?

Comments: Yes. Unresolved incidents can be pending actions, missing dates, open incidents or any other non-completed status entry. Any one selection or combination of selections can be interrogated via the search for Incident screen.

SEARCH FOR SERVICE RECORD

Service Record #: Contract #: Item Type: Select Urgency: Select All
 Sub Reference #: Catalog Service: None Subcomponent: None Impact: Select All
 Customer Reference #: Customer Order #: Classification: Select All Priority: Select All

POC: Part Orders: None Service Record Category: Select All
 POC @: Manufacturer: Service Record Type: Select All
 POC Phone: Model #: Service Record Closure Type: Select All
 Agency: Serial #: Pending Action: Select
 Address 1: Asset Tag #: Opened By: None
 Address 2: Lookup Engineer: None TAT: None
 City: Engineer:
 State: SME: Select
 Zip: BDM: Select
 Country: Select Status: Select All
 Other: None
 Sub: Select All
 Customer contacted after Service Record closed: Select All Service Records NOT Closed: Select
 Site User contacted: Select
 QA Complete: Select All
 Reference Incident #:
 Reference Request #:
 Reference Event #:
 Service Record Description:
 Service Record Resolution:
 Missed SLA Type: Select
 Missed SLA Reason: Select
 Missed SLA Explanation:

Opened Date Start:
 Opened Date End:
 Closed Date Start:
 Closed Date End:
 Billable: Select
 Temporary Serial Used: Select
 No Log Entry on this date:
 SLA Code:
 Invoice received: Select
 Serial Number verified: Select

or, information may be obtained from the reports screen.

MEASUREMENT & ANALYSIS	
Reports marked with a (V) will only retrieve data from year 2013 and beyond. You may change this to access data prior to the current year.	
Service Records	
<input type="radio"/> Find Service Record Percentage (Performance Measurements)	<input type="radio"/> Find Service Record Percentage By Hour (Performance Measurements)
<input type="radio"/> Item Type Service Record Summary By Contract and Item Type (Project Performance Measurements)	<input type="radio"/> Open Service Records By Contract
<input type="radio"/> TAM Open Service Records Not Dispatched	<input type="radio"/> TAM Open Service Records Dispatched
<input type="radio"/> TAM Open Service Records Dispatched w/Parts Shipped	<input type="radio"/> Company Score Card (Project Performance Measurements)
<input type="radio"/> Service Records and Service Record Complaints By Region	<input type="radio"/> Item Types in Service Records Vs Contract Item List
<input type="radio"/> Service Record Performance By Serial Number	<input type="radio"/> SLA Performance For Each Contract
<input type="radio"/> Service Record Type by Contract	<input type="radio"/> Average Costs per Item Type For Each Contract
	<input type="radio"/> Project Financials

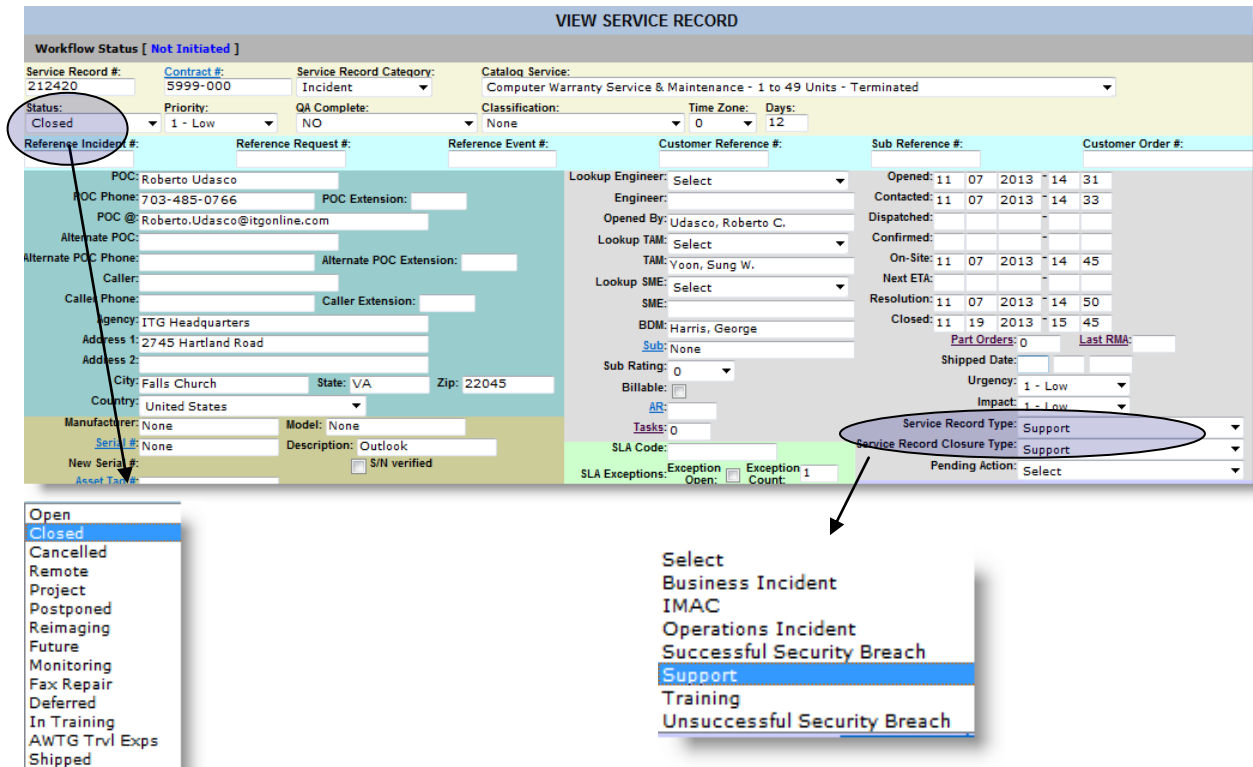
14. Does the tool provide a secure historical audit log of all Incident updates and resolution activities?

Comments: Yes. Incident historical information is captured in the Incident log and is un-modifiable.

SERVICE RECORD DETAIL			
Contract #: 5999-000	Classification: None	Status: Closed	
Service Record #: 212420	Billable: No	Engineer:	
Reference #:	TAM: Yoon, Sung W.	Sub: None	
Customer #:			
Manufacturer: None	POC: Roberto Udasco - 703-485-0766		
Model: None	ITG Headquarters		
Serial #: None	2745 Hartland Road		
New Serial #:	Falls Church, VA . 22045		
Description: Outlook	United States		
Alt POC: -			
Problem: Not receiving emails in my outlook on my desktop. I am receiving them on outlook on my phone.			
Fix:			
Entered on: 11/19/2013 3:45:01 PM by:Yum, Thomas			
Disabled local caching of files			
Recreated the user's Outlook profile. Tested.			
Opened: 11/7/2013 - 14:31	Next ETA: -		
Dispatch: -	Last Status: 11/19/2013 3:45:40 PM	Orders:	
Response: 11/7/2013 - 14:45	Closed: 11/19/2013 - 15:45	Shipped:	
Comments: User's Outlook profile could be corrupted. I recreated new user's Outlook profile, than it started to getting email to the Outlook.			
I will close this SR on Monday.			
Entered on: 11/7/2013 3:17:44 PM by:Yoon, Sung W.			
Entered on: 11/7/2013 2:33:47 PM by:Udasco, Roberto C.			
Sunq is aware of the issue and will come down to repair.			
DATE	USER	LOG ENTRY	INVOICE
11/19/2013 3:45:43 PM	System	To: sung.yoon@itgonline.com From: CENTRE Sent: 11/19/2013 3:45:43 PM Subject: Other User - Service Record # 212420 Service Record closed by other than Yoon, Sung W.. Service Record closed by Yum, Thomas Message:	.

15. Does the tool facilitate Incident closures by utilizing customizable Incident closure codes?

Comments: Yes. Customizable closure codes are available within the ‘Status’ and ‘Incident Closure Type’ field entries.



16. Does the tool provide search capabilities for closed Incidents?

Comments: Yes. By searching for closed dates, closed status, or Service Record Closure Type (singularly or combined), one can tailor a report on closed incidents using any combination of these or other selectable fields.

**Problem Management
Integration Criteria (need 100%)**

1. Does the tool facilitate Incident matching? For example, listing all possible Problem matches keyed on the categorization tree.

Comments: Yes. A report facilitating categorization Incident matching can be achieved via the search Incident screen. The search can be conducted singularly or in any combination of search fields. For example, a search may be conducted on the Item or Service Record Type,

The screenshot displays the 'VIEW SERVICE RECORD' interface. Key fields include:

- Service Record #:** 212420
- Contract #:** 5999-000
- Service Record Category:** Incident
- Catalog Service:** Computer Warranty Service & Maintenance - 1 to 49 Units - Terminated
- Status:** Closed
- Priority:** 1 - Low
- QA Complete:** NO
- Classification:** None
- Time Zone:** 0
- Days:** 12

 The 'Item Type' dropdown is highlighted with a blue oval and shows 'Software Maintenance'. The 'Service Record Type' dropdown is also highlighted with a blue oval and shows 'Support'. Other visible fields include POC information (Roberto Udasco), Agency (ITG Headquarters), Address (2745 Hartland Road, Falls Church, VA 22045), and SLA details (Response: 0.05, On-Site: 0.25, Repair: 0.34).

Additional incident matching may be performed using the Ad-hoc reporting system.

The screenshot shows the Ad-hoc reporting system interface. At the top, there are tabs for '>> Tables', 'Joins', 'Columns', 'Aggregates', 'Filters', 'Group By', 'Sorting', 'Options', and 'Run Report'. Below this is a table with two columns: 'TABLE NAME' and 'SELECTED TABLE'. The 'TABLE NAME' column contains a list of tables:

- AccessType
- ActionItem
- ActionType
- ActivityReport
- AdhocReportLog
- ADMC2FreightAmount
- ADMC2ImportErrorLog
- ADMC2ImportItem
- ADMC2InvoiceDetail
- ADMC2InvoiceHeader
- ADMC2ItemList
- ADMC2QuoteDetail
- ADMC2QuoteHeader

 The 'SELECTED TABLE' column is currently empty. Navigation arrows are visible between the columns.

Another means to retrieve incident matches is via the Potential Problem Management System (PPMS). Using this system, one can identify possible trends by pulling data on specific categorizations within the incident records.

Using this system to match incidents, a pre-written ad-hoc report is executed on user designed categories (such as server power supplies, equipment model, Incident Closure type, or any other incident fields), and is automatically executed as a background process. The PPMS system is designed to automatically send a report to the user or group of users when an established threshold of incidents which match your criteria has been breached.

VIEW POTENTIAL PROBLEM SPECIFICATION SCAN REQUEST

Scan Request Name: HP Printer Fuser Failures

Description: This scan is to identify high fuser failures.

Scan Request Query: HP Fuser Replacement

Priority Level: 4

Problem Status: Unknown Issue

Scan Status: Inactive
(This scan request will only be executed if Active)

Scan Number of Days Prior to Current Date: 90

Scan on Date Column: SrvcCall.DateOpened
(Select the Date Column upon which to apply the Number of Days query)

Scan Frequency Type: Days
(Select Hours or Days)

Scan Frequency Value: 1

Number of Matches: 3

Problem Assigned to User: Vespe, Robert R.

Alert Notification Email Address: robert.vespe@itgonline.com

Enable Email Notification: Yes

Select Query: Select SrvcCall.SrvcCallID as [ServiceRecordID],SrvcCall.DateClosed as [DateClosed],SrvcCall.MfrName as [ManufacturerName],SrvcCall.Model as [Model],SrvcCall.EquipmentTypeID as [ItemTypeID] from SrvcCall SrvcCall where SrvcCall.ContractID in (Select ContractID from GroupContracts where UserGroupID in (15)) and (SrvcCall.MfrName Like 'HP') AND (SrvcCall.SubcomponentID = 84)[@DateParam] Order By

Comments: I feel that we are having a high failure rate of HP fusers and want to monitor the calls

2. Does the tool enable and maintain the relationships between Incident, Known Error, and Problem records?

Comments: Yes. The Incident record may be linked to a Problem record(s). In this example, this incident is linked to one Problem Record. Problem records may be noted as a Problem, Known Problem, or, it may be Closed.

VIEW SERVICE RECORD

Workflow Status [Not Initiated]

Service Record #: 209576 Contract #: 5999-000 Service Record Category: Request Catalog Service: General Support (Service Call Management)

Status: Closed Priority: 1 - Low On Complete: NO Classification: None Time Zone: 0

Reference Incident #: Reference Request #: Reference Event #: Customer Reference:

POC: Rachael Beupre POC Phone: 703-698-8282 POC Extension: 251 POC @: Rachael.Beupre@itgonline.com

Alternate POC: Alternate POC Phone: Alternate POC Extension:

Caller: POC Caller Phone: 703-698-8282 Caller Extension: 251

Agency: ITG Address 1: 2745 Hartland Road, 2nd floor Address 2: City: Falls Church State: VA Zip: 22043 Country: United States

Manufacturer: OTHER Model: 2013 Serial #: ITG209576 Description: OTHER S/N verified

New Serial #: Asset Tag #: Item Type: Other Type Subcomponent: None

Customer contacted after Service Record closed Site User contacted

The Service Record was opened as: Local

Problem/Known Error: 1

Clicking on the Problem/Known Error hyperlink will display linked Problem record(s) list.

SELECT PROBLEM

Problem #	Item Type	Manufacturer	Model	Manager	City	State	Zip	Country	Priority	In
57	Phone Systems	MICROSOFT	Lync 2013	Yum, Thomas				United States	2 - Med/Low	2 - Me

Clicking on the Problem Record list hyperlink will display the Problem record

VIEW PROBLEM

Workflow Status [Not Initiated]

Problem #: 57 Impact: 2 - Med/Low-Somewhat S Priority: 2 - Med/Low-Somewhat S

Urgency: 2 - Med/Low-Somewhat S Item Type: Phone Systems Status: Problem (No Solution Available)

City: Subcomponent: Select Subcomponent Manager: Yum, Thomas

State: Manufacturer: MICROSOFT Creation Date: 08 15 2013

Zip: Model #: Lync 2013 Closed Date:

Country: United States

Problem Description: Since migrating to the 2013 Edge Server, users have been experiencing random call drops and quality issues

Problem Fix:

Related Incidents:

209576
209753
209865
209876

All related incidents to this Problem record are listed here and may be selected and viewed

3. Does the tool facilitate the closure of all Incidents when the associated Problem or Known Error is resolved?

Comments: Yes. All associated incidents to Problem Records are identified. Also, when the Problem status changes from 'Problem' to 'Known Error', or 'Closed', an email notification is sent to the TAM's assigned to the associated Incidents (only Incidents are not closed).

The screenshot shows the 'VIEW PROBLEM' interface. At the top, it says 'Workflow Status [Not Initiated]'. Below this, there are several fields: Problem #: 57, Impact: 2 - Med/Low-Somewhat S, Priority: 2 - Med/Low-Somewhat S, Urgency: 2 - Med/Low-Somewhat S, Item Type: Phone Systems, Status: Problem (No Solution Available) (circled in red), City: [empty], Subcomponent: Select Subcomponent, Manager: Yum, Thomas, State: [empty], Manufacturer: MICROSOFT, Creation Date: 08 15 2013, Zip: [empty], Model #: Lync 2013, Closed Date: [empty], and Country: United States. Below these fields are three sections: Problem Description (containing the text 'Since migrating to the 2013 Edge Server, users have been experiencing random call drops and quality issues'), Problem Fix: [empty], and Related Incidents (containing a list of incident IDs: 209576, 209753, 209865, 209876). A red oval highlights the 'Status' dropdown menu, and a red arrow points from it to a separate box below the screenshot.

Problem (No Solution Available)
Known Problem (Workaround Available)
Closed (Permanent Fix Available)

4. Does the tool facilitate the production of reports from Incident data that can be used by Problem Management to identify any degradation to Service(s) or unavailability?

Comments: Yes. A Problem Management report may be created in the PPMS system. The report is keyed from selection criteria and matched with its associated ad-hoc extraction program. The Ad-hoc program can be tailored to identify availability and disruption time periods. For example; an ad-hoc report can be created to determine if an incident has passed a number of days or exceeded the SLA.

VIEW POTENTIAL PROBLEM SPECIFICATION SCAN REQUEST

Scan Request Name: HP Server Power Supplies
 Description: List HP Server Power Supply Failures

Scan Request Query: HP Server Power Supplies
 Priority Level: 6
 Problem Status: Unknown Issue
 Scan Status: Inactive
 (This scan request will only be executed if Active)
 Scan Number of Days Prior to Current Date: 200

Select the Date Column upon which to apply the Number of Days query:
 Scan Frequency Type: Days
 Scan Frequency Value: 5
 Number of Matches: 1

Problem Assigned to User: Vespe, Robert R.
 Alert Notification Email Address: robert.vespe@itgonline.com
 Enable Email Notification: Yes

Select Query: Select SrvcCall.SrvcCallID as [ServiceRecordID],SrvcCall.MfrName as [ManufacturerName],SrvcCall.Description as [Description],SrvcCall.EquipmentTypeID as [ItemTypeID],SrvcCall.SubcomponentID as [SubcomponentID],SrvcCall.SerialNumber as [SerialNumber],ContractEquipment.ContractEquipmentID as [ContractItemID],ContractEquipment.Comments as [Comments] from SrvcCall

Comments: List HP Server Power Supply Failures

PPMS report

Potential Problem Records fetched for Scan Request [HP Power Supply Failure]

PPRecordID	PPGroupID	DateTimeCreated	ServiceCallNumber	ManufacturerName	Description	EquipmentTypeID	SubcomponentID
3179	19	1/20/2007 9:11:41 PM	89957	HP	SERVER	6	128
3180	19	1/20/2007 9:11:41 PM	90340	HP	SERVER	6	128
3181	19	1/20/2007 9:11:41 PM	90377	HP	Server	6	128
3182	19	1/20/2007 9:11:41 PM	92310	HP	SERVER	6	128
3183	19	1/20/2007 9:11:41 PM	92981	HP	Server	6	128

Additionally, Problem management may produce reports from the Incident search screen or data may be extracted from the ad-hoc reporting system.

SEARCH FOR SERVICE RECORD

Service Record #: _____ Contract #: _____ Item Type: Select Urgency: Select All

Sub Reference #: _____ Catalog Service: None Subcomponent: None Impact: Select All

Customer Reference #: _____ Customer Order #: _____ Classification: Select All Priority: Select All

POC: _____ Part Orders: None Service Record Category: Select All

POC @: _____ Manufacturer: _____ Service Record Type: Select All

POC Phone: _____ Model #: _____ Service Record Closure Type: Select All

Agency: _____ Serial #: _____ Pending Action: Select

Address 1: _____ Asset Tag #: _____ Opened By: None

Address 2: _____ Lookup Engineer: None TAM: None

City: _____ Engineer: _____

State: _____ SME: Select

Zip: _____ BDM: Select

Country: Select Status: Select All

Other: None

Sub: Select All

Customer contacted after Service Record closed: Select All Service Records NOT Closed: Select

Site User contacted: Select

QA Complete: Select All

Reference Incident #: _____

Reference Request #: _____

Reference Event #: _____

Service Record Description: _____

Service Record Resolution: _____

Missed SLA Type: Select

Missed SLA Reason: Select

Missed SLA Explanation: _____

Temporary Serial Used: Select

No Log Entry on this date: _____

SLA Code: _____

Invoice received: Select

Serial Number verified: Select

Opened Date Start: _____

Opened Date End: _____

Closed Date Start: _____

Closed Date End: _____

Configuration Management

1. Does the tool facilitate secure and controlled access to the Configuration Management Database to navigate, modify and extract Incident related information?

Comments: Yes. Access is secured by user ID and password at various levels.

From:
'ITG CENTRE Introduction'
Document Control # 180-v2

2. ***System Administrator attributes. The System Administrator attributes allow control to be exercised over the Users of "ITG CENTRE" by assigning permissions, passwords, and controlling the Users' ability to see and manipulate data within the system.***

2. Does the tool provide linkage to user details?

Comments: Yes. When viewing an incident record, clicking on the Serial number hyperlink provides a link to the contract equipment (CI) record which leads through logs and summaries.

The screenshots illustrate the following workflow:

- VIEW SERVICE RECORD:** Shows an incident record for Service Record # 106545, Contract # 8068-000, and Serial # 4153H21. A link for the serial number is highlighted.
- VIEW CONFIGURATION ITEM [160662]:** Accessed via the serial number link, showing details for the Dell M5200 printer, including manufacturer, model, and site location.
- VIEW CI NUMBER LOG [4153H21]:** A table showing the history of service calls for this configuration item.
- CI NUMBER [4153H21] SUMMARY:** A summary table providing key metrics for the configuration item.
- SELECT SERVICE RECORD:** A table listing all service records associated with the contract, with the first record (106545) highlighted.

Log Entry	Time Stamp	Transaction By User	Contract	CENTRE Part	Service Record	Purchase Order	Purchase Order Receive	Part Order	Sales Order	Ship To Vendor
SERVICE CALL ISSUED.	8/18/2007 12:08:44 PM	Reed, Steven W.	8068-000	-	106545	-	-	-	-	-
SERVICE CALL ISSUED.	2/7/2008 1:02:15 PM	Reed, Steven W.	8068-000	-	123021	-	-	-	-	-
SERVICE CALL ISSUED.	2/8/2008 11:24:22 AM	Buenaventura, Bryan	8068-000	-	123238	-	-	-	-	-

First Service Record Date	Service Records	Total Parts Shipped	Total Parts Cost	Total Electronic Repair Labor Charges	Total Subcontractor Labor Charges	Last Service Record Date
8/18/2007 12:08:44 PM	10	14	1,123.46	0.00	1,187.50	4/12/2011 5:32:51 PM

Service Record #	Service Record Category	Contract #	POC Name	POC Phone	Agency	City	State	Country	Part Orders	Shipped	Sub	Days	Opened	Closed	Status
106545	Incident	8068-000	Maryann A. Creager	614-489-5737	HUD	Columbus	OH	United States	1	8/15/2007	Computing Resource Maintenance Service	5	8/15/2007 08:54	8/18/2007 11:30	Closed
123021	Incident	8068-000	Jeri L. Mahone	614-489-5787	HUD	Columbus	OH	United States	0		Computing Resource Maintenance Service	1	2/6/2008 10:00	2/7/2008 11:30	Closed
123238	Incident	8068-000	Jeri L. Mahone	614-489-5787	HUD	Columbus	OH	United States	0		Computing Resource Maintenance Service	0	2/8/2008 11:00	2/8/2008 11:00	Closed

Change Management

1. Does the tool facilitate secured and controlled access to Change Management information such as Change schedules and Change history?

Comments: Yes. Access is secured by user ID and password validation at various levels.

From:

*'ITG CENTRE Introduction'
Document Control # 180-v2*

3. System Administrator attributes. The System Administrator attributes allow control to be exercised over the Users of "ITG CENTRE" by assigning permissions, passwords, and controlling the Users' ability to see and manipulate data within the system.

- Each time the RFC record is modified:
 - o The 'Date Last Updated' and 'Last Updated By' information is captured.
 - o The Record may only be edited by the issuer or the Chairman/Deputy Chairman until the 'Status is set to 'Approved', then, ***only*** the Chairman/Deputy Chairman or the 'Assigned To' individual may edit the record.
 - o Each time a change is made to the record's main page, the details of the change are chronologically reflected in the 'Track Changes' field.

2. Does the tool support an interface with the Change Management tool to determine whether scheduled Changes provide a solution to an existing Incident?

Comments: Yes. The change management records maintain the associated incident number(s) which hypertext to the Incident.

New | Affected Departments | Affected Contracts | Change Analysis | Process Areas | DAR | Post Implementation Review | Assessments | Configuration Items | New Requirement | Help

VIEW CHANGE REQUEST [7]

Workflow Status [Not Initiated]

Change Request Name: **ITIL Requirement – Add a Severity code and SLA values to the asset data record and service call scre**
 Category: Major Change
 Change Type: Software
 Change Authority: Software Engineering MRB
 Proposed Change: 1- Add a Severity field (read-only calculated severity code (1-5) from the values indicated in the Criticality and Impact fields. Develop a method to use the criticality and impact codes to create a weighted severity code value. As an asset is entered, the weighted value will populate this field. A possible weighted value could be the combination of these two asset fields to create the severity value as the following;
 Description of current or potential non-conformance/justification: ITIL states in The Incident management/functional criteria question #4; 'Does the tool facilitate the automatic prioritization, assignment, and escalation of Incidents based on the record categorization?'

Desired Completion Date: 10/31/2006

Actions Summary:

 12/04/2006 - By George Hadjikyriakou
 Implemented software requirement 699 to satisfy this change request.

 11/09/2006 - By George Hadjikyriakou
 Generate a software requirement 699 to satisfy this change request.

CONFIGURATION ITEM SOURCE RECORDS		
Configuration Item Source Type	Configuration Item Source	Key Column Value
Change Request	Problem	33
Change Request	Requirement	699

FETCH CONFIGURATION ITEM SOURCE RECORDS
*The mandatory editing fields are indicated with an asterisk **

*SelectConfiguration Item SourceType: Change Request

*SelectConfiguration Item Source: Incidents

Identify all associated Incidents

SELECT CONFIGURATION ITEM SOURCE RECORDS													
Select	SrcvCallID	ContractNum	CustPOC	CustPOCPhone	Agency	City	State	Shipped	Subcontractor	DateOpened	TimeOpened	DateClosed	Time
<input type="checkbox"/>	75268	7319-998			NIH	Rockville	MD	0	Dave Lovelace	3/24/2006	10:41		
<input type="checkbox"/>	89829	7815-003			USDA-FSA	Farmington	ME	0	None	11/8/2006	14:48		
<input type="checkbox"/>	91349	5263-000			ITG	Falls Church	VA	0		11/9/2006	12:28		
<input type="checkbox"/>	92200	7815-003			USDA-FS	Falfurias	TX	0	None	11/30/2006	11:05		
<input type="checkbox"/>	95586	7319-999			NASA	Washington	DC	0	Dave Lovelace	1/22/2007	15:57		
<input type="checkbox"/>	96751	4550-005			ITG	FALLS CHURCH	VA	0		2/6/2007	09:05		
<input type="checkbox"/>	96816	7319-999	JUDY SUTHER	301-011-8943	Dept. of the Army, DOIM	FORT MEADE	MD	0	Dave Lovelace	2/6/2007	09:29	3/12/2007	12:45

Functional Criteria
(need 80%)

1. Does the tool facilitate the recording of categorization codes in terms of affected Service or CI type?

Comments: Yes. Both the Urgency and Impact codes are values relating to the affected service. The equipment type and subcomponent are configuration item types. The CI record maintains a Priority value (a weighted value of the urgency and impact fields), free text fields, SLA's, and configuration information. When Incidents are opened for this CI, the Urgency, Impact, and CI Priority are posted (and may be modified) to the Incident.

VIEW CONFIGURATION ITEM [160662]

Contract #: 8068-000
 POC: _____
 Alternate POC: _____
 CI Number: 4153H21
 Old CI Number: _____
 Item Type: Printer
 Subcomponent: None
 Model: M5200
 Description: Printer
 Manufacturer: DELL
 Quantity: _____
 CLIN: _____
 Ass'y Tag: 047224
 Urgency: 1 - Low
 Impact: 1 - Low
 Priority: 1 - Low

POC Phone: 614-_____
 Alternate POC Phone: _____
 Price: _____
 Warranty Start: _____
 Warranty End: _____
 Agency: HUD
 Site Location: 200 N. High Street, 7th Floor
 Address 2: _____
 City: Columbus
 State: OH Zip: 43215
 Country: United States
 Lifecycle Status: None
 Response SLA Hours: 0
 On-Site SLA Hours: 0
 Repair SLA Hours: 0
 Sales Order #: _____
 Invoice #: _____

Customer DO #: _____
 Customer DO Date: _____
 Maintenance DO #: _____
 Maintenance DO Date: _____
 DO Due Date: _____
 Ship Date: _____
 Install Date: _____
 Training Date: _____
 Billable:
 Not Active:
 Last Modified: 12/3/2010 2:24:23 PM
 Last Modified By: Humes, David J.

External Data
 Use PPM Hours for SLA
 Include Saturday in SLA
 Include Sunday in SLA
 Include Holiday in SLA

Creation Date: _____

VIEW SERVICE RECORD

Workflow Status [Not Initiated]

Service Record #: 106545
 Contract #: 8068-000
 Service Record Category: Incident
 Catalog Service: General Support (Service Call Management) - No Price Option - Confirmed

Status: Closed
 Priority: 1 - Low
 QA Complete: Attempted To Survey
 Classification: None
 Time Zone: 0
 Days: 5

Reference Incident #: _____
 Reference Request #: _____
 Reference Event #: _____
 Customer Reference #: I168639
 Sub Reference #: _____
 Customer Order: _____

POC: Maryann A. Creager
 POC Phone: 614-_____
 POC Extension: _____
 POC @: Mary/_____
 Alternate POC: _____
 Alternate POC Phone: _____
 Alternate POC Extension: _____
 Caller: SD
 Caller Phone: _____
 Caller Extension: _____
 Agency: HUD
 Address 1: 200 North High Street
 Address 2: _____
 City: Columbus State: OH Zip: 43215-2463
 Country: United States
 Manufacturer: DELL Model: M5200

Lookup Engineer: Select
 Engineer: _____
 Opened By: Guidry, Yves N. (Nino)
 Lookup TAM: Select
 TAM: Seager, Terence R.
 Lookup SME: Select
 SME: Bohner, Frederick V.
 BDM: Ceely, George B.
 Sub: Computing Resource Mainten:
 Sub Rating: 3
 Billable:
 AR: _____
 Tasks: 0

Opened: 06 13 2007 08 54
 Contacted: 06 13 2007 09 29
 Dispatched: 06 13 2007 09 33
 Confirmed: 06 13 2007 10 55
 On-Site: 06 14 2007 11 15
 Next ETA: 06 18 2007 13 30
 Resolution: 06 18 2007 11 30
 Closed: 06 18 2007 11 30

Part Orders: 1
 Last RMA: _____
 Shipped Date: 06 15 2007
 Urgency: 1 - Low
 Impact: 1 - Low
 Service Record Type: Support

2. Does the tool facilitate Incident Management to notify and assign high priority Incidents to multiple destinations?

Comments: Yes. High priority incidents may be identified on the contract default SLA, contract 'Equip Type SLA, or on the specific CI. SLA management alerts are configurable and can be assigned to multiple locations.

The screenshot shows a 'VIEW CONTRACT' page with various fields for contract information and SLA management. Key sections include:

- Contract Information:** Contract # 8068-000, CO: L'Shaun, CO Phone: 301, Customer Name: HUD HITS II, COTR: Rod, COTR Phone: 301, COTR Email: rod, BDM: Ceely, George B., TAM: David Humes, Last Modified By: Ceely, George B.
- SLA Settings:** PPM Rate: 1, Expiration Date: 07-31-2015, Close Out Date: 07-31-2015, Days Extended: 0, PPM Hours: 11, Days of Service: M-F, PPM Hours Start: 07:00, PPM Hours End: 18:00.
- Notification Options:** Checkboxes for 'Update Acceptance Date', 'External Data', 'Use PPM Hours for SLA', 'Include Saturday in SLA', 'Include Sunday in SLA', and 'Include Holiday in SLA'. There are also email notification settings for TAM and BDM with time lapse percentages.

Additionally, the system has an alerts feature which is designed to notice individuals or groups. These alerts may be by Incident Type (Support, Training, IMAC), Incident status, Incident Priority, Incident Item type, and others.

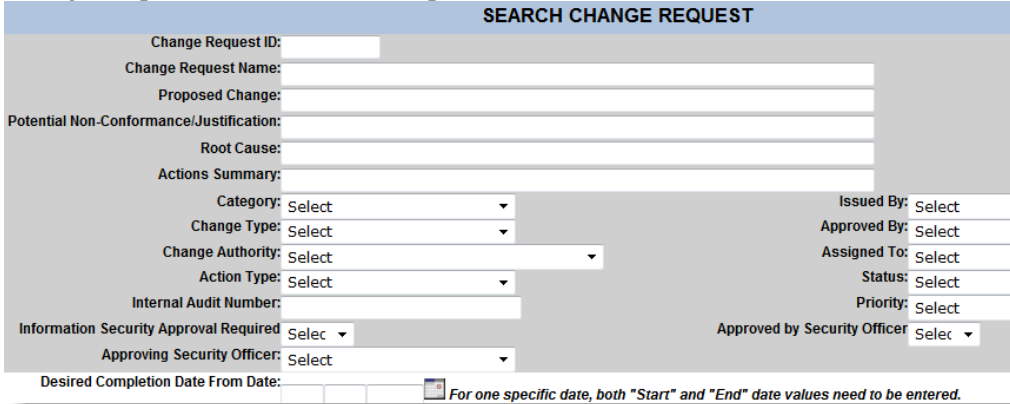
ALERT SOURCES		
<i>The mandatory editing fields are indicated with an asterisk *</i>		
SOURCE NAME	DESCRIPTION	
IncidentType	Alert Specific Users On the Type of the Incident	Alert Item
SeverityCode	Alert Specific Users On Incident Severity (Priority) Code	Alert Item
EquipmentType	Alert Specific Users On the Item Type	Alert Item
IncidentImpactUrgencyMatrix	Incident Impact Urgency Matrix	Alert Item
ImpactUrgencyPriorityMatrix	Impact Urgency Priority Matrix	Alert Item
StatusCode	Example of status alert	Alert Item
*Source Name		
Select a table		

- Select a table
- AccountingData
- ActionItem
- ActionType
- ActivityReport
- ADMC2ImportEquipment
- ADMC2ImportErrorLog
- ADMC2InvoiceDetail
- ADMC2InvoiceHeader
- ADMC2QuoteDetail
- ADMC2QuoteHeader
- ADMC2SODetail
- ADMC2SOHeader
- Agency
- AlertContracts
- AlertContractUsers
- AlertItemRecipients
- AlertProcess
- Alerts
- AlertSource
- AlertUsers
- AllSites
- AspxUserSession
- AssetLog
- AuditLog
- Author
- BackUpContractCostData
- BatchInvoice

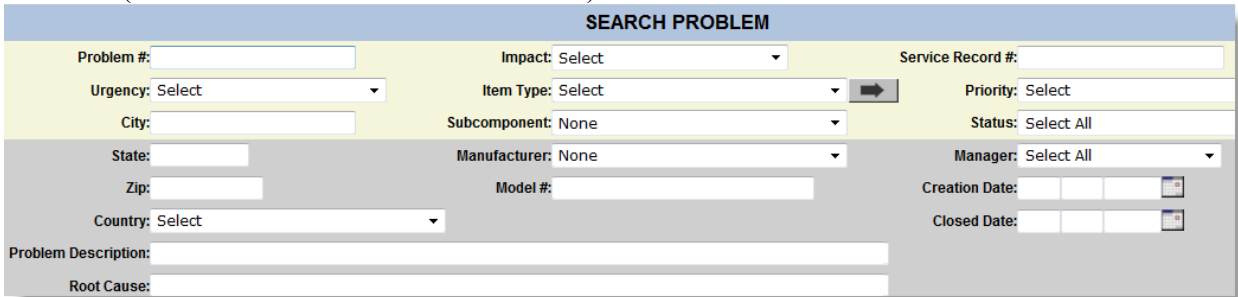
3. Does the tool facilitate the dissemination of information to the user community? For example, an interface that allows users to check the status of requests or view outage information.

Comments: Yes. Users can check on the status of Change Requests, Incidents, and Problem Records. The user may enter any search criteria singularly or combined (with wildcard entries) to tailor a report to their needs. Access is secured by user ID and password validation at various levels.

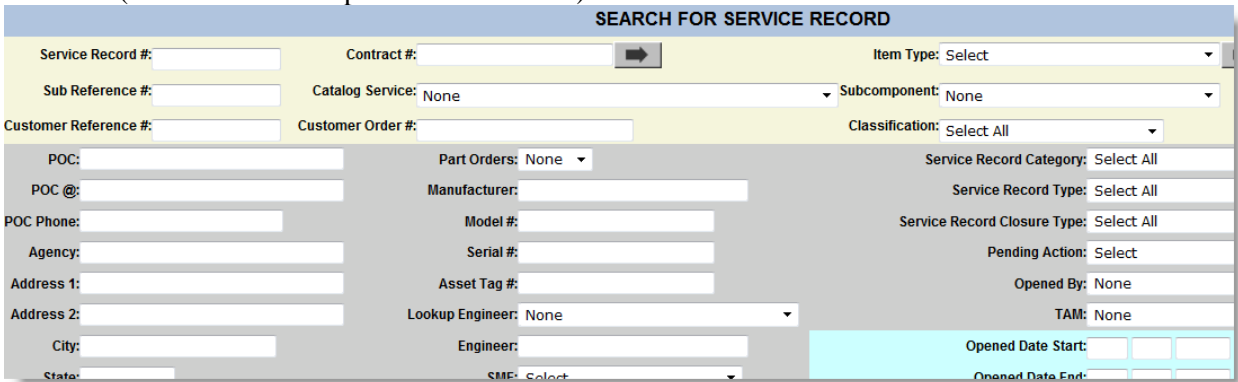
Change Request (maintains links to problems and incidents)



Problems (maintains links to RFC's and incidents)



Incidents (maintains links to problems and RFC')



4. Does the tool facilitate the automatic prioritization, assignment, and escalation of Incidents based on the record categorization?

Comments: Yes. The 'Alerts' system provides assignment for numerous categories. Priorities are automatically determined during incident registration from the CMDB and are modifiable. Additionally, SLA routing is configurable by contract, item type, and CI.

ALERT SOURCES		
SOURCE NAME	DESCRIPTION	
IncidentType	Alert Specific Users On the Type of the Incident	Alert Items -
StatusCode	Alert Specific Users On the Status field	Alert Items -
Priority		Alert Items -
SeverityCode	Alert Specific Users On Incident Severity (Priority) Code	Alert Items -
EquipmentType	Alert Specific Users On the Item Type	Alert Items -
IncidentImpactUrgencyMatrix	Incident Impact Urgency Matrix	Alert Items -
ImpactUrgencyPriorityMatrix	Impact Urgency Priority Matrix	Alert Items -
*Source Name		
Select a table		

ALERT SOURCE ITEMS			
Alert source: IncidentType			
Select	IncidentType	Description	
<input type="radio"/>	Support	Support	Assign Recipients
<input type="radio"/>	Training	Training	Assign Recipients
<input type="radio"/>	IMAC	Install/Move/Add/Change	Assign Recipients

Send Alerts to 'Assigned Individuals' if an Incident is opened or modified with these 'Status' codes.

ALERT SOURCE ITEMS			
Alert source: StatusCode			
Select	Category	StatusCode	Description
<input type="radio"/>	SrvcCall	Open	Open calls
<input type="radio"/>	SrvcCall	Closed	Closed calls
<input type="radio"/>	SrvcCall	Project	actions outside of standard break fix
<input type="radio"/>	SrvcCall	Reimaging	Reimaging/Hard Drive Installs
<input type="radio"/>	SrvcCall	Future	8039-003 Calls will be dispatched/handled in the future
<input type="radio"/>	PO	Issued	
<input type="radio"/>	Contract	Active	
<input type="radio"/>	Contract	On Hold	
<input type="radio"/>	SrvcCall	Cancelled	Cancelled calls

ALERT SOURCE ITEMS			
Alert source: SeverityCode			
Select	Category	SeverityCode	Description
<input type="radio"/>	SrvcCall	1	Minor
<input type="radio"/>	SrvcCall	2	Somewhat Significant
<input type="radio"/>	SrvcCall	3	Significant
<input type="radio"/>	SrvcCall	4	Major
<input type="radio"/>	SrvcCall	5	Urgent

ALERT SOURCE ITEMS			
Alert source: EquipmentType			
Select	EquipmentType	EquipTypeLevel	
<input type="radio"/>	CENTRE Software	1	Assign Recipients
<input type="radio"/>	Server	1	Assign Recipients
<input type="radio"/>	Monitor	1	Assign Recipients
<input type="radio"/>	LGB CENTRE Software	1	Assign Recipients
<input type="radio"/>	Printer	1	Assign Recipients
<input type="radio"/>	Cluster	1	Assign Recipients
<input type="radio"/>	Fax Machine	1	Assign Recipients

5. Does the tool facilitate the automatic escalation of Incidents based on affected users and pre-determined time intervals or milestones?

Comments: Yes. Affected users of an incident are used to determine the Priority value. The weighted value of a CI's urgency and impact are used to determine the incident priority. The 'affected users' impact value is calculated via the following table and is configurable.

The Contract, Item Type, and CI SLA criteria have configurable time lapse notification systems.

Impact Code	Derived from Affected User Counts
1	1
2	2-10
3	11-19
4	20-50
5	> 50

6. Does the tool facilitate the use of knowledge and or support scripts for Incident diagnosis and resolution?

Comments: Yes. The DCS (document control system) contains knowledge support and incident diagnosis/resolution documents and reports.

SEARCH FOR DOCUMENT

Document #: -V:

Title:

Abstract:

File Names:

Owner: Select a Owner

Obsolete: No

Classification Level: Select a Classification Level Code

Document Content:

Authors:	Departments:	Document Type:	Document Keywords
Abel Medina	Accessibility Solutions Group	Quality Forms	101
Andreas Tzourmas	Accounting	Quality Procedures	20000
Benjamin Soto	Administrative	Quality Work Instructions	2009
Bill Fowkes	Best Practices	Release Information Bulletin	201
Bill Halladay	Business Development	Risk Management	2010
Brian Langan	Electronic Repairs	Software	2011
Bridget Fellers	Executive Management	Software Design Documents	20K
Carlos Almonte	Government Programs	Statistically Managed Subprocesses	27000
Christina Martinez	Human Resources	Syllabus	27001
Chuck Swim	Inactive Documents	Templates	301
Constantinos Nicolaou	Infrastructure MRB	User Guide	401k
Daryoush Moghaddam	IT Department	verification forms	508
Dave Wilson	Labor Resources	Verification Forms	8032-000
David Lovelace	Logistics	Video Demo Script	8163-000
David Su	Marketing	Work Instructions/Descriptions	8179-003

DOCUMENT #	TITLE	AUTHOR	DCS SUBMISSION DATE	DB INFO REVISED	CLASSIFICATION LEVEL	OBSELETE	VIEW
566-V1	CMMI Process Area- Project Planning	Michael Angelakis	5/23/2005 4:34:00 PM	12/8/2011 11:11:45 AM	Public	No	View
1292-V1	Contract Specific Work Instruction 8163-000 Philips Navy Hospitality LCD TV Maintenance	Roberto Udasco	8/27/2012 1:49:59 PM	9/11/2013 2:25:16 PM	Public	No	View
1281-V1	Contract Specific Work Instruction 8179-006 US Marine Corp Air Station	Roberto Udasco	8/1/2012 3:03:01 PM	9/11/2013 2:26:08 PM	Public	No	View
1290-V1	Contract Specific Work Instruction 8201-109 NAVY TV (Navy Gateway Inns & Suites {NGIS})	Roberto Udasco	8/27/2012 1:11:21 PM	9/11/2013 2:26:43 PM	Public	No	View
1291-V1	Contract Specific Work Instruction 8201-999 AFNAF TV (US Air Force)	Roberto Udasco	8/27/2012 1:16:30 PM	9/11/2013 2:27:07 PM	Public	No	View
1282-V1	Contract Specific Work Instruction 8211-333 Atlas World Group	Roberto Udasco	8/1/2012 4:38:39 PM	9/11/2013 2:27:43 PM	Public	No	View
1283-V1	Contract Specific Work Instruction 8215-108 DCMA Asset Recovery	Roberto Udasco	8/3/2012 2:51:47 PM	9/11/2013 2:28:19 PM	Public	No	View
1293-V2	Contract Specific Work Instruction: 8179-003 IRS (Symmetry Service Group)	Roberto Udasco	8/30/2012 10:28:49 AM	9/11/2013 2:28:46 PM	Public	No	View
684-V1	DELL Employee Purchase Program - Labor Resources	Tina Hong	5/4/2006 4:45:00 PM	5/15/2012 5:07:59 PM	Public	No	View
952-V2	Dell MFP 1815dn Setup Procedure - Electronic Repairs	Yi-Chiu Lin	4/2/2008 5:37:02 PM	8/8/2012 11:00:25 AM	Public	No	View

Dell MFP 1815dn ITG Depot Setup

Turning on Beep Codes

1. Turn on the printer
2. Press the **Right cursor** twice to highlight **Menu**
3. Press the **OK (Checkmark) button** to enter **Menu**
4. Press the **Left cursor** three times to highlight **Sound/Volume**
5. Press the **OK (Checkmark) button** to enter **Sound/Volume**
6. Press the **OK (Checkmark) button** to enter **Speaker**
7. If it is not set to **On**, press the **Right cursor** until it says **On**
8. Press the **Back button**
9. Press the **Right cursor** twice to highlight **Button**
10. Press the **OK (Checkmark) button** to enter **Button**

11. If it is not set to **On**, press the **Right cursor** until it says **On**

Organization Name	Integration Technologies Group, Inc.
Brand name of Product	CENTRE (Common ENTERprise, REsource, system)
Version of Product to be Assessed	Release 4.6.3 07/24/2007
Client Contact Name and Title	Robert R. Vespe Consultant
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