

iSupport[®] 9.0

New Features Planned

estimated release: Q4 2009

iSupport 9.0 - New Name, Greater Functionality

The c.Support product line has evolved and flourished since its inception in 1992. It is currently sold in two editions: Incident Management and Service Desk.

The early years of c.Support were focused on fundamental Incident Management, but the product has grown significantly in recent years to include functionality in areas like Problem and Change Management, Purchasing and Billing, Ad Hoc Reporting, now CMDB and much more.

This same excellence in functionality continues as GWI Software rebrands the product with the release of iSupport Version 9.0, the follow-up release to c.Support Version 8.0 released on April 1, 2009.

“For a number of years we have owned the rights to the iSupport.com domain,” comments Daren Nelson, CEO of GWI Software. “We have always intended to use the iSupport name as we believe it better describes our products and their functionality. As with anything this complicated, it simply takes time to work through all of the legal and technical issues. With all of the new functionality we will be delivering in release 9.0 and the award of the trademark by the USPTO, now is the right time to rebrand the product. Over the next 12 months GWI will also rebrand the company as iSupport Software Inc. This rebranding does not signal any change in ownership, management, or operating philosophy.”



iSupport 9.0 - Configuration Management Database

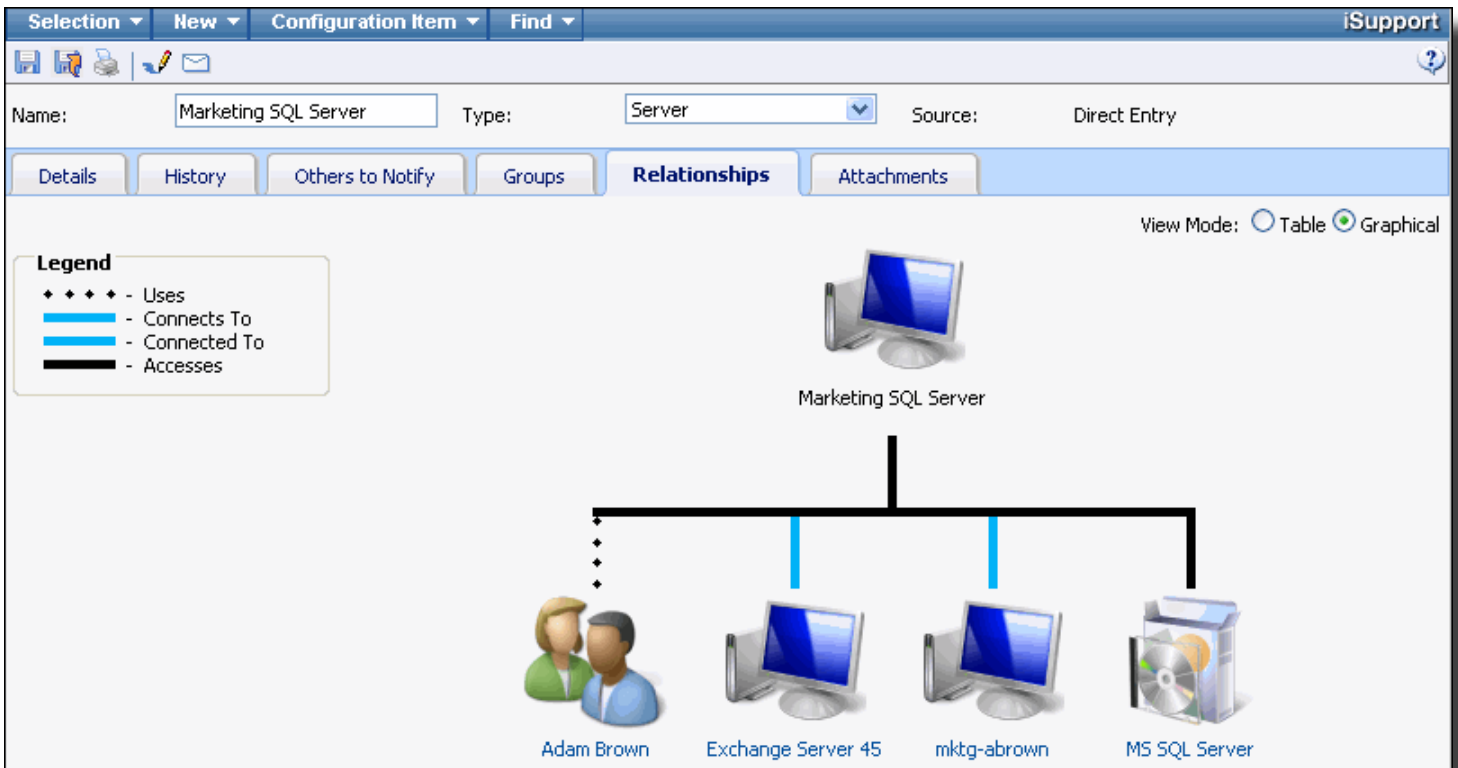
A configuration management database (CMDB) is a repository of information related to all the components of an information system. In the ITIL context, a CMDB represents the authorized configuration of the significant components in an IT environment.

iSupport's CMDB is used to track the assets, services, and other resources that are crucial to your organization's operation. The key goal of iSupport's CMDB is to help your company understand the relationships between these components and track their configuration.

These items and their relationships are graphically displayed so you can immediately answer questions about events - planned or unplanned - that may impact aspects of your company's IT operations.

Some of these questions might be:

- Is this item currently operating?
- What other items are dependent on this item?
- What is this item's critical hours/schedule of operation?
- Is there a backup and/or reroute plan for taking this item down?
- Who is the approver or primary person to notify regarding the item status (or proposed status)?
- What other users will be affected?
- Who else needs to be notified of the work to be done and its scheduled timeframe?



iSupport 9.0 - Service Catalog

iSupport 9.0 now includes Service Catalog functionality, enabling customers to request services, products, policies/procedures, etc. utilizing Change and Purchase templates.

Users can create a service catalog using a multi-level list of entries; each entry will include a name, configuration item, Purchase Request or Change template, and header, footer, and image for the page presented to the customer.

A Purchase Request or Change record can be created after a service catalog request is submitted by a

customer, and the configuration item specified for the service catalog entry will be associated with it.

Trigger approvals by associating an approval cycle with the Purchase Request or Change template on a service catalog entry, and initiate ad hoc approvals on a Purchase Request or Change record created from a service catalog entry.

Users can also restrict access to service catalog entries using Group Access functionality.

Configuration > Service Catalog Management > Service Catalogs

Service Catalog Name:

Group Access

Root Service Catalog Entry:

New Root Service | Expand All | Collapse All
Add | Edit | Delete

- Hardware Requests
 - Add Laptop
 - Macintosh
 - Dell
 - Add Extras
 - Add Mouse
 - Add Keyboard
 - Add Memory


Name:

Template Type: Change Purchase

Template:

Required: Yes No

Is Radio Button: Yes No

Image:  Add | Remove

Configuration Item:

Associated Cost:

Group Access

Description:

Save Delete

Please allow up to two weeks for shipping.

Select Service Catalog Entry:

Expand All Collapse All

- Hardware Requests (Total Cost: \$500.00) ✓ ⓘ
- Add Laptop ✓
 - Macintosh
 - Dell (\$500.00) ✓ ⓘ
- Add Extras ✓
 - Add Mouse ✓
 - Add Keyboard
 - Add Memory

Current market prices will apply.

Preview Submit

iSupport 9.0 - Cross-Browser Compatibility

It's been a long time coming, but the next release of iSupport will be fully operational with a variety of Internet browsers. Initially we'll provide support for Microsoft Internet Explorer 7 and 8, Mozilla Firefox, Google Chrome and Safari.

Industry research shows that Microsoft's dominance in the browser market is waning. Our customers have confirmed this with numerous requests to support Firefox and Safari.

iSupport has been around for a long time and was originally designed to rely extensively on IE-specific

features. With more than 1 million lines of code, re-writing iSupport to support multiple browsers was a major undertaking.

Here's a glimpse into our approach: We started by implementing a cross-browser javascript framework. We tested all of the pages for javascript errors, found the bugs and fixed them. Then, we updated every page to be XHTML compliant and validated CSS compliance. While we're in there, we're replacing some dated UI such as modal dialogs, updating some user controls and making all of our pages appear as consistent as possible.



iSupport 9.0 - Custom Ticket Numbers

To ensure uniqueness for every ticket created, iSupport has always generated a unique identification number (a 10-digit alphanumeric code). While useful in eliminating ticket duplication, this identifier may not follow the naming protocol of other systems used by your customers or your organization.

iSupport v9.0 now allows custom ticket numbers which can be entered manually or automatically. Automatic numbers can consist of a prefix, suffix, and sequence that you configure. This enhancement enables your company to use any identification methodology specific to your needs.

The screenshot shows the iSupport 9.0 incident management interface. The top navigation bar includes 'Selection', 'New', 'Incident', and 'Find'. The main area is divided into a left sidebar for customer information and a central form for incident details. The customer information on the left includes the name 'Christina Apple', company 'LBLSoft, Inc.', and email 'ca@qa.gwi.com'. The incident details form includes fields for 'Alt Number' (highlighted with a red box and containing '8675309'), 'Number' (97DC6724A2), 'Status' (Open), 'Impact' (Individual user), 'Urgency' (Minor), 'Assignee' (Barry White), 'Opened' (7/13/2009 11:56:13 AM), and 'Followup Date' (7/16/2009). A 'Customer History' table is also visible, showing counts for Open, Closed, Suspended, and Reopened tickets.

Customer History	
Open:	5
Closed:	1
Suspended:	1
Reopened:	0

The screenshot shows the 'Configuration > Incident Management > Basics' screen, specifically the 'Custom Number' configuration tab. The 'Custom Number Label' is set to 'Alt Number' (14 characters maximum). The 'Method' is set to 'Automatically Generated'. A note states 'Custom number length cannot exceed 15 characters.' A summary box shows 'Current Character Count: 11 out of 15' with a breakdown: Prefix: 3, Suffix: 5, Sequence Number: 3, and Custom Number Example: LBL1-2009. The 'Use Prefix' and 'Use Suffix' checkboxes are checked. Under 'Prefix Options', 'Prefix Type' is 'Static' and the 'Prefix' is 'LBL'. Under 'Sequence Details', 'Start Sequence At' is '1', 'Restart Sequence Yearly' is set to 'No', and 'Restart Sequence After' is '999'. Under 'Suffix Options', 'Suffix Type' is 'Dynamic' and the 'Suffix' is 'yyyy (2009)'. The 'Suffix Separator' is set to '-'. A note at the bottom states 'If not specified, sequence will restart at maximum allowed (99999999)'.

iSupport 9.0 - Service Contracts

iSupport 9.0 now enables you to create and manage service contracts for your customers. You can track and restrict incidents and changes for customers, companies, and/or assets.

Set up contracts based on work item count (a specified number of incidents and/or changes), hourly count (a specified number of hours), duration (timeframe in days), or both (limiting the number of incidents and/or changes within a specified daily timeframe).

You can benefit from these features by:

- * Setting up unique levels of service for different customers.
- * Establishing customer expectations.
- * Optimizing planned work levels.
- * Increasing accuracy in customer billing.
- * Saving time with service contract templates.

Alt Number: LBL-1 **Duration Count:** 10 **Notification Event:** Initial Save

Number: 9B4B325678 **Duration Count Type:** Hours Work Items

Name: LBL Contract Incidents Changes

Contract ID: 8675309 **Duration Start:** 11/4/2009 Customer or Company's Primary Contact

Status: Active **Duration End:** 11/4/2010 Internal Contacts

Type: Both **Send Expiration Reminder:** External Contacts

Modified: 11/4/2009 11:01:53 AM **Threshold Value:** 8 Incidents, Changes

Used: 0 / 10 Incidents, Changes **Days Before:** 2

Details | Hours of Operation | Blocked Dates | History | Contacts | Custom | Attachments

Comments: Contract covers all applications and hardware.

Customers: Add Remove				Companies: Add Remove				Assets: Add Remove						
<input type="checkbox"/>	Name ▲	Email	Phone	Company	<input type="checkbox"/>	Name ▲	Phone	Primary Contact	Primary Email	<input type="checkbox"/>	Name ▲	Serial Number	Tag Number	Type
<input type="checkbox"/>	Steve Johnson	sj@lblsoft.com	360-397-1004	LBLSoft, Inc.	<input type="checkbox"/>	LBLSoft, Inc.	360-397-1000	Steve Johnson	sj@lblsoft.com	<input type="checkbox"/>	Accounting Server	213412-23412-2412341	15346	Server

iSupport 9.0 - Graphic & Ad Hoc Approvals

Previous versions of iSupport incorporated a powerful approval management engine, but in iSupport 9.0 an Approvals tab has been added to the Incident, Purchase, and Change screens to graphically display the approvers and status of each approval in the approval process.

You can associate pictures with support representatives in the Support Representative Profile screen, and associate pictures with customers in the Customer Profile

screen. If a support representative is involved in an approval cycle, the associated picture will appear when you click an icon on the Approvals tab.

Colored outlines appear around the approver's picture to indicate if the approver is next in the process or has given an Approved/Declined verdict to the request.

iSupport 9.0 also now allows users to initiate an ad hoc approval cycle and modify approvers.

The screenshot displays the iSupport 9.0 interface. At the top, the 'Approvals' tab is active, showing a 'History' section with a flow diagram. The flow starts with 'Barry White 7/30/2009' and 'Initialized', leading to a 'Check' step (indicated by a green checkmark icon), which then leads to a 'Final Approval' step (indicated by a thumbs-up icon). Below this, a profile card for 'Dwayne March' is visible, featuring a photo and a green border. In the foreground, an 'Initiate Ad Hoc Approval - Windows Int...' dialog box is open. The dialog has a title bar and a list of approval types: 'Create New Login Accounts', 'Maintenance Approvals', and 'PO Approvals'. The 'Change Approvers' option is checked and highlighted with a red box. Below the list are 'Initiate' and 'Cancel' buttons. A warning message states: 'Unsaved changes on the incident will be discarded.' At the bottom, a note reads: '* Associated with category, customer and/or company'. The background shows the main incident details for customer Steve Johnson (8675309), assigned to Barry White, with a status of 'Cannot connect to printer'.

iSupport 9.0 - SNMP Asset Scanning

Previous versions of iSupport have enabled organizations to effectively manage their assets and automate the entry of new assets via WMI-based scanning.

While this method is great and provides the level of asset management many of our customers find satisfactory, some customers have asked for the ability to automated the inclusion of other non-WMI assets.

iSupport 9.0 now enables users to automate the inclusion of non-WMI assets through the SNMP asset scanning method. With iSupport 9.0 users can include various network pieces like printers and routers, and include that information in their asset management activities.



iSupport 9.0 - Other Features Planned

Associate Approval Cycles with Purchase Request Templates: You can now associate an approval cycle with a purchase request template. This will override any other approval cycle (customer, category) associated with a purchase request.

Scheduling Change Requests: Similar to this feature that currently exists for Incident Requests, you can now schedule change requests to occur on either a single or recurring basis.

Priority on Incident and Change Records Submitted from the EUD: An Allow End User to Select Priority field has been added to the Incident Submit and Change Submit tabs in the End User Desktop Basics Configuration screen. This value will take precedence over the configured default priority, but a support representative can select a different priority in the applicable entry (Incident or Change) screen.

Multiple Email Accounts: You can now create multiple email accounts for configuring outbound notifications generated by c.Support and processing inbound email into email-submitted incidents.

Section 508 Compliance: The entire c.Support application is now Section 508 compliant.

Support for Category Custom Fields in Incident, Problem, and Change Data Sources: You can now include category custom fields when creating views based on a data source of Incidents, Problems, or Changes.

Associate Multiple Customers or Companies with an Approval Cycle: An Associate Approval cycle icon has been added to customer and company views for associating an approval cycle with multiple customers or companies.

Headers/Footers and Attachments for Templates and Hierarchy Templates: A Format tab has been added to the Incident, Change, and Purchase Request Template screens for adding formatted text and images to appear at the top (header) and bottom (footer) of the applicable Submit screen on the End User Desktop. You can enter up to 250 characters.

Sort Order Changed on Charts: A Sort Order field has been added to the Chart Designer screen for specifying a descending or ascending sort order for a chart.

Asset Templates for Specified IP, DNS, or AD Settings: The Auto Asset Create from Inventory Scan agent can create Asset records automatically for machines that are involved in inventory scans but not associated with an existing record. You can now enable the Auto Asset Create from Inventory Scan agent for an inventory scan definition if you wish to associate a specific asset template with a range of IP, DNS, or AD settings.

Improvement to AD/LDAP Integration: The LDAP tab in the Directory Integration screen previously included a Search Root field for specifying the complete search root URL, including the server name. A Server field has been added in order for additional information to be imported into Customer Profile records from a Microsoft AD server; you must now enter the server and the search root separately.

and much more!



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