

How HelpLINE enables ITIL and ITSM best practices

HelpLINE supports business processes that use industry best practice standards for effective customer service. It focuses on delivering improvements in customer service quality and internal efficiencies. HelpLINE software is continually developing towards higher levels of ITIL (IT Infrastructure Library) compliance.

Our client and development philosophy is to adopt and develop pragmatic best practice standards. ITIL guidelines can also be effectively used for supporting your non-IT service desks.

Many products claim ITIL compliance, although there are no formal universal means of accrediting or clarifying strict adherence. HelpLINE supports many of the ITIL initiatives to promote best practice IT Service Management through its software functionality.

BadgerNT supports many of the ITIL modules to promote best practice IT Service Management. ITIL is a process based approach to IT service management, which focuses attention on key activities and optimized service quality, within a reasonable and justifiable cost. It has world wide status, being the “defacto” Service Delivery and Service Management tool. Improving IT service perception and cost to internal customers is a key goal of best practice. ITIL aims to facilitate continuous process improvement, incorporating Service Level Agreements (SLAs) to improve customer communication and manage expectations.

The introduction of effective service management makes it necessary to focus less on functions and components and more on an approach guided by the business process. In many enterprises, this often requires a cultural change. This important point must always be taken into account when implementing service management. Only if top management leads the way by example and promotes this new culture can successful implementation be achieved.

HelpLINE functionality supports all the key best practice Service Management Disciplines in ITIL v2 (below). HelpLINE’s flexibility also enables it to support many ITIL v3 processes.

Service Desk	<ul style="list-style-type: none"> • Supports incident prioritisation, escalation, service levels and service report tracking
Incident Management	<ul style="list-style-type: none"> • Web interface for support analysts • Self service web interface • Enables fast call logging • Automatic e-mail facilities • Incident tracking • Knowledge base support • Automatic incident closure
Configuration Management	<ul style="list-style-type: none"> • Enables asset and configuration identification • Provides control of configuration items • Manages configuration status • Reports
Problem Management	<ul style="list-style-type: none"> • Connects incidents to known errors • Connects incidents to existing problems • Connects incidents to workarounds • Provides trend analysis

Change Management	<ul style="list-style-type: none">• Supports change management workflow• Supports co-ordinations and communication of changes
Release Management	<ul style="list-style-type: none">• Facilitates release policy and planning• Supports release design, build and configuration• Supports release acceptance, testing and communication
Additional Features	<ul style="list-style-type: none">• Supports process automation• Supports external data integration• Supports workflow management• Supports multiple databases• Supports customisation