



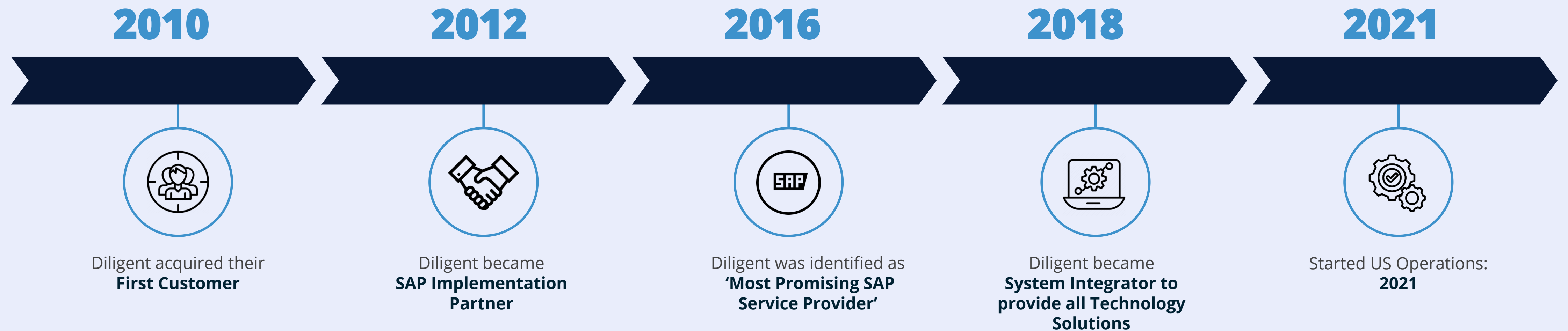
# MANAGING ITSM OPERATIONS

A Modern Solution from Diligent Global

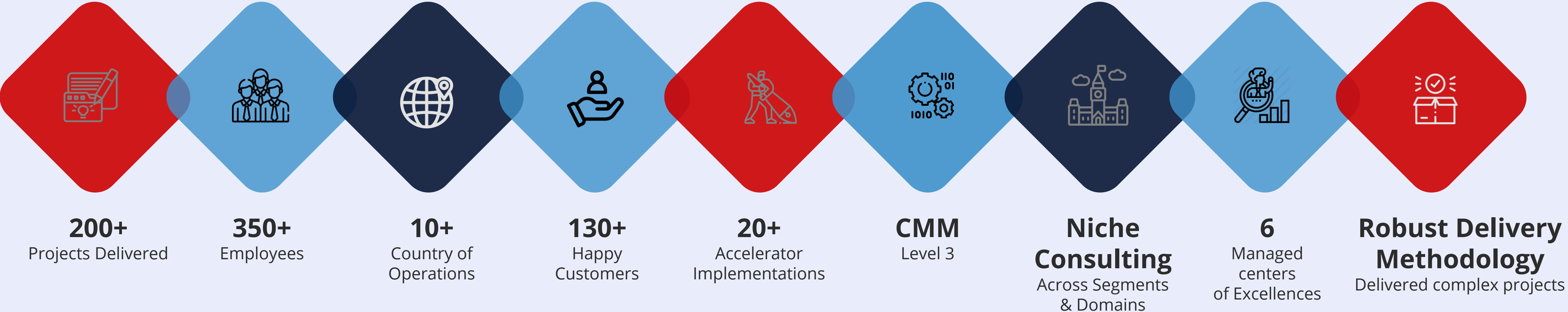
**Simplifying IT Complexity, Empowering Every User.**

# Our Journey

Founded in August 2010 with a focus on Management Accounting and Oil & Gas Accounting, Diligent Global has expanded its expertise across multiple sectors in both public and private domains. Over a decade, we've successfully navigated complex projects and diverse industry challenges, all while staying true to our core values of empathy and a laser focus on our clients' business goals. Our journey reflects growth, adaptation, and a commitment to forging lasting partnerships and achieving impactful results for our clients.



# Our Achievements





# Our Services

Transformation	Digital Services	Technology Solutions	Cloud Services	Products
<ul style="list-style-type: none"><li>• Finance Transformation</li><li>• Supply Chain Transformation</li><li>• Business and Technology Transformation</li><li>• HR Transformation</li></ul>	<ul style="list-style-type: none"><li>• Digital Strategy and Transformation</li><li>• Insights and Data</li><li>• Digital Customer Experience</li><li>• Product Development</li></ul>	<ul style="list-style-type: none"><li>• Infrastructure Services</li><li>• Application Development</li><li>• Application Managed Services</li><li>• Testing Services</li></ul>	<ul style="list-style-type: none"><li>• Cloud Strategy</li><li>• O365 Migration Services</li><li>• SAP Migrations to Cloud</li><li>• Implementing Software as-a-Service (SaaS)</li></ul>	<ul style="list-style-type: none"><li>• DiliGenie, DiliVision, Donated Goods Retail (DGR)</li></ul>

## Industries

 Airlines	 Consumer Goods	 Engineering & Construction	 Healthcare	 Manufacturing	 Oil & Gas	 Pharma	 Professional Services	 Retail
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# Key Features of **Our ITSM Solution**



## Incident Management

- Multi Channel
- IVR
- Email Template
- Self Service



## Request Management

- Service Catalog
- Configurable Catalog items & forms



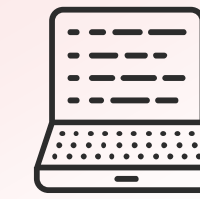
## Change Management

- Change Calendar
- Change Dependency



## Problem Management

- End to End Visibility- Incident to Problem to Change



## Knowledge Base/ KEDB

- Integrated with Incident Management



## Project Management

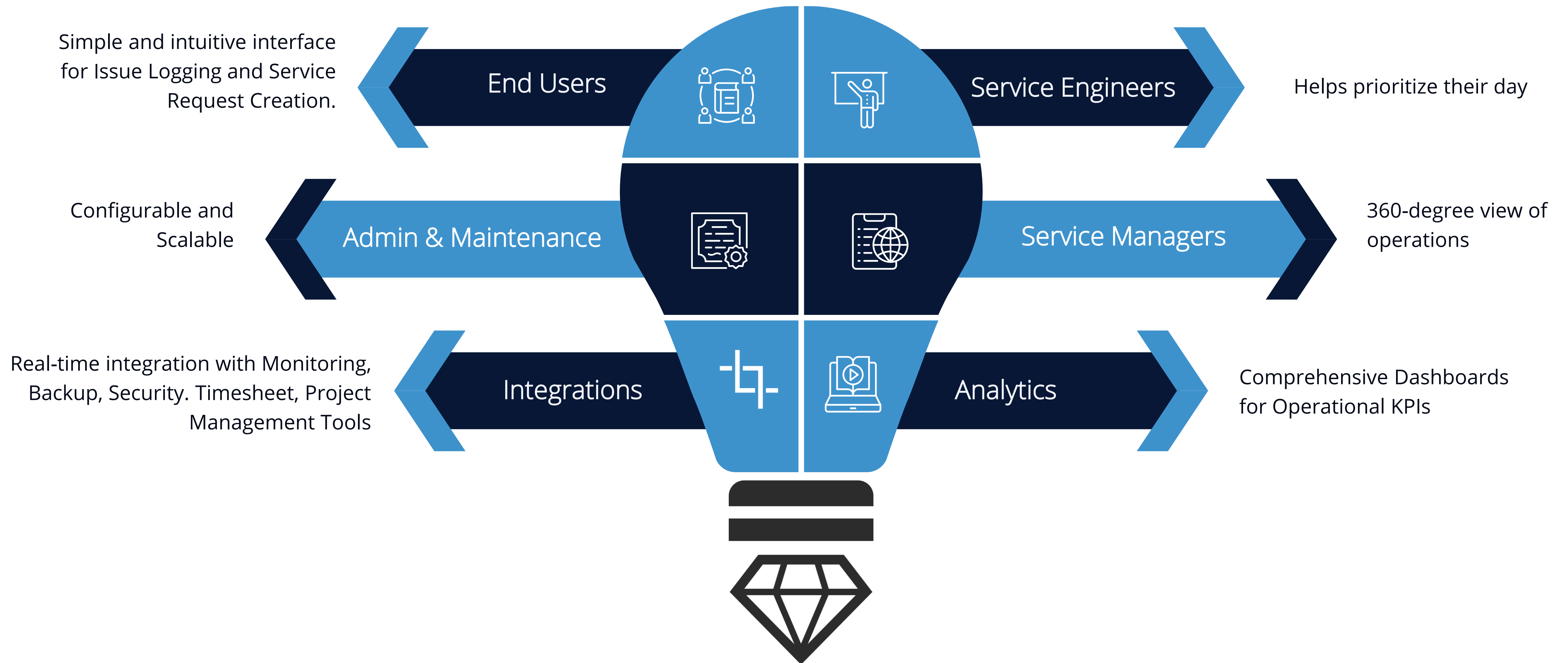
- Maintain Projects, Tasks, Allocations



## Configuration Management

- Configuration Dependency
- Configuration Lifecycle – EOL, EOS

# Value Proposition



# Integrations

ManageEngine  
OpManager

hp Data Protector

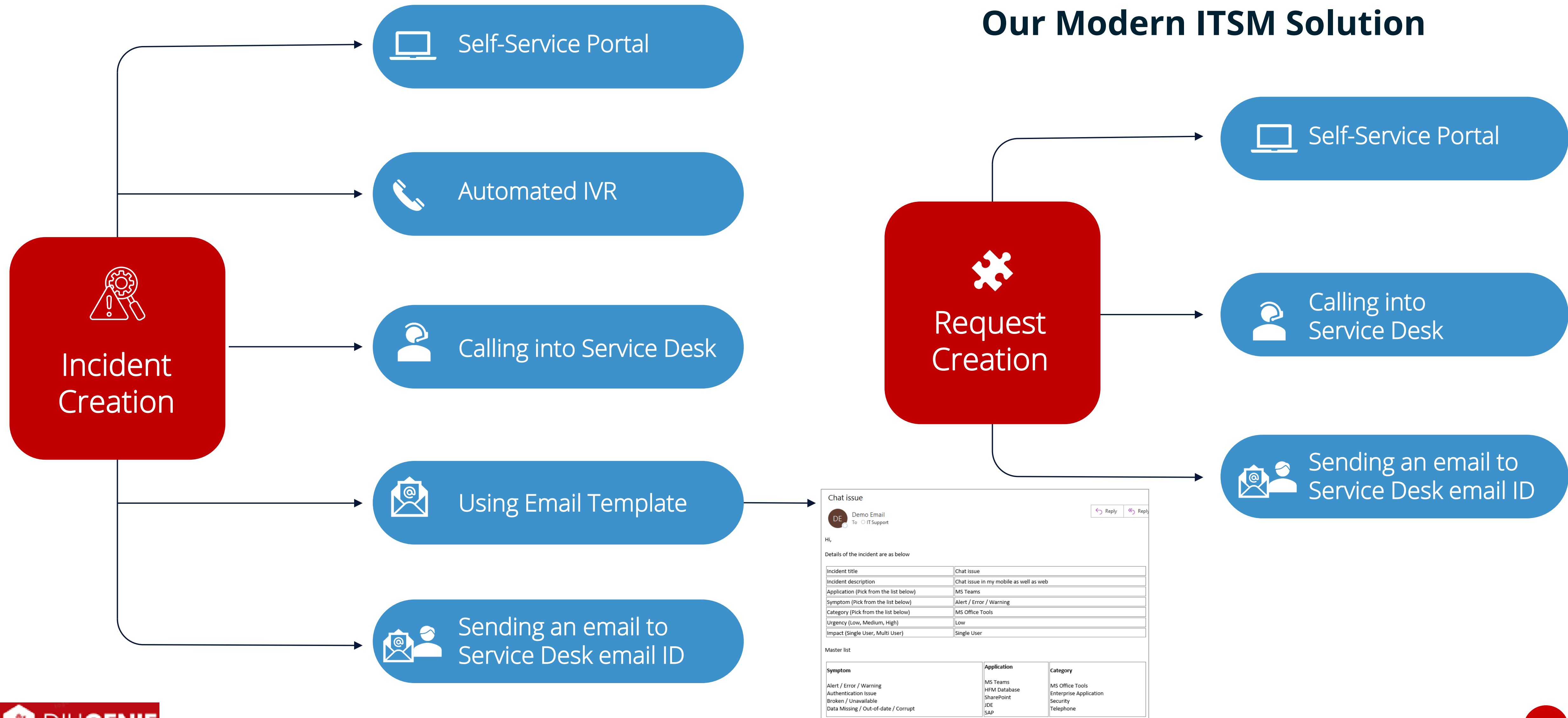
QRadar

Project Online

clockify

Power BI

# The Incident / Request Creation Methods





# End User Functionality

## End User Dashboard

The dashboard features two main sections: 'My Incidents' and 'My Requests'. Each section includes a table with columns for Ticket #, Title, Assigned To, Status, Pending Reason, and Created. Below the tables are filters for 'Create a problem' and 'Request something'. A 'Service Desk' section on the right provides contact information for support channels like 'Managed Service Desk' and 'Request something'. An 'Announcements' section at the bottom contains important system updates.

## Incident Creation

The 'NEW INCIDENT' form is divided into several sections for data entry:
 

- Short description:** A text area for the initial report.
- Reporting Method:** Options like 'Self Service Portal' or 'Phone Call'.
- Affected User:** A dropdown menu to select the user impacted.
- Input:** Fields for 'Select input', 'Category', 'Priority', and 'Business Service'.
- Assignment:** Fields for 'Assignment Group', 'Location', and 'Page'.
- Additional Information:** Fields for 'Status', 'Device', and 'Device Description'.

## Service Request Catalog

The 'REQUEST CATALOG' interface allows users to search for and request various services. It features a grid of service categories such as 'Access Management', 'Enhancement Request', 'On-boarding Request', 'Off-boarding Request', 'Outlook', 'Procurement Request', 'Routine Request - Others', and 'SAP Request'. Below this, a 'ROUTINE REQUEST - OTHERS' section lists specific services like 'General Requests', 'Mailbox O365 Migration', 'Desk Phone Configuration', and 'Laptop Configuration'.

## Ticket Flow

The 'Ticket Flow' view shows the lifecycle of an incident. At the top, it displays key metrics: 'Assigned To', 'Priority', 'Service Levels - OLA', 'Service Levels - SLA', and 'Ticket Age'. A central timeline shows the progression through stages: NEW, ASSIGNED TO GROUP, ASSIGNED TO RESOLVER, IN PROGRESS, RESOLVED, and CLOSED. Below the timeline, a 'Short Description' and 'Requesting Method' are visible, along with a detailed 'Input' section containing fields for 'Category', 'Requester', 'Application', 'Request Reason', and 'Device'.

## Timeline & User Notes, Work Notes

The 'Timeline & User Notes, Work Notes' section provides a detailed history of the incident. The 'Timeline' view shows a sequence of events with timestamps, such as '07:43 PM - Assigned Kumar Durga' and '02:18 PM - Assigned Kumar Durga'. The 'Work Notes' section allows users to add detailed notes, such as 'Assigned Kumar Durga' and 'Completed Ticket, understand the issue. Changed the tickets to new. Check and working on the bug. Ticket confirmed that ticket can be closed.'

## OLA/SLA Track

Assignment group	Type	Start time	Deadline	Stopped on	Allowed duration	Consumed duration	Breached?
GBL MS&S Support	OLA	21-Sep-2021 07:12:31 AM	22-Sep-2021 02:00 PM	21-Sep-2021 03:18 PM	600 mins	139 mins	No
GBL MS&S Support	SLA	21-Sep-2021 07:12:31 AM	28-Sep-2021 07:00 PM	22-Sep-2021 07:45 PM	3600 mins	946 mins	No
GBL MS&S Support	SLA	21-Sep-2021 07:12:31 AM	29-Sep-2021 07:00 PM	22-Sep-2021 07:45 PM	3600 mins	946 mins	No

## CSAT

The CSAT survey form includes a progress bar with stages: NEW, AWAITING APPROVAL, and ASSIGNED TO GROUP. Below the progress bar, it asks several questions:
 

- C-Sat score: 4** (indicated by 4 stars)
- How do you rate the quality of the solution provided?
- How do you rate the Engineer's understanding of your request?
- Was the urgency and importance of the request understood by the Engineer?
- Did the Engineer provide continuous & detailed updates during the time, the ticket was open?
- How do you rate the overall support experience (Engineer Interactions, Solution Provided, DllGenie)?
- Do you have any comments / suggestions for handling future interactions?

## All Tickets View

Ticket #	Title	Assignment Group	Assigned To	Priority	Status	OLA	SLA
INC10218	Enable MS&S Web-UI (15/11/17/20) to not supported.	GBL Network Services Support	Arvind Kumar Sharma	High	Completed	15/11/17/20	15/11/17/20
INC10219	F20 have profile center issue	GBL ERP Logistics Support	Arvind Kumar Sharma	High	Completed	15/11/17/20	15/11/17/20
INC10214	42-400000000 - FPO 500000000 - FPO 500120700 New...	GBL ERP Logistics Support	Arvind Kumar Sharma	High	Completed	15/11/17/20	15/11/17/20

# End User Dashboard

## DASHBOARD

### My Incidents

INC # ↑↓	Title ↑↓	Assigned To ↑↓	Status ↑↓	Pending Reason ↑↓	Created ↑↓
<input type="text" value="Ticket #"/>	<input type="text" value="Title"/>	<input type="text" value="Select user"/>	<input type="text" value="All"/>	<input type="text" value="All"/>	
<a href="#">INC101693</a>	(Test) Basis Incident	Madhuri Reddy	CANCELLED		27-May-2021
<a href="#">INC100959</a>	(Test) DiliGenie	Karthick Sethunaryanan	CANCELLED		14-May-2021
<a href="#">INC100903</a>	(Test) From DiliGenie	Karthick Sethunaryanan	CANCELLED		13-May-2021

### My Requests

REQ # ↑↓	Title ↑↓	Assigned To ↑↓	Status ↑↓	Pending Reason ↑↓	Created ↑↓
<input type="text" value="Request #"/>	<input type="text" value="Title"/>	<input type="text" value="Select user"/>	<input type="text" value="All"/>	<input type="text" value="All"/>	
<a href="#">REQ101626</a>	Create DL SABRERPSupport@lycra.c...	Karthick Sethunaryanan	CLOSED		26-May-2021
<a href="#">REQ100858</a>	Add a User into DL AAT Maydown	Karthick Sethunaryanan	CLOSED		12-May-2021
<a href="#">REQ100844</a>	New O365 OneDrive Capability	Rajesh Nadisetty	PENDING	Pending User Information	11-May-2021

### Service Desk

**Manned Service Desk**  
+1 (302) 200-3342 | ITServiceDesk@lycra.com

**Automated Service Desk**  
+1 (302) 496-2357 | ITServiceDeskBot@lycra.com

### Announcements

**P2 incidents can now be created by Users.**  
P2 incidents can now be created by Users in DiliGenie. This change has been made to facilitate Users raising critical incidents directly in the tool. Only for P1, Users need to call the Service Desk direct.

**Lucky Search Feature**  
Tip: In the right side top search box, search tickets by using both the new DiliGenie reference number and also the Legacy Remedy tool reference numbers.

### Quick Actions

- I have a problem
- Request Something
- O365 Tips
- Security Guidelines
- Provide Feedback
- Useful Links

### Search

Search Tickets  
Eg. Incidents, Requests, etc.

Search Catalogs  
Eg. Password Reset, VM Creation, etc.

# Incident Creation

**NEW INCIDENT**  
Dashboard > Incidents

Short description \*

Reporting Mode: Self Service Portal  
Opened on: 16-Jun-2021 11:31 AM  
Opened By: Admin Admin

Alternate Contact Number  
Affected User: Admin Admin

Impact: Select impact  
Urgency: Low  
Priority: Select priority

Category: Select Category  
Business Service: Select  
Service offering: Select

Application: Select Application  
Assignment Group: Select Assignment Group  
Assigned to: Select user

Symptom: Select Symptom  
Location: Select Location  
Region:

Division: Select Division

Detailed Description









Cancel Save



# Service Request Catalog

**REQUEST CATALOG**  
Pick a catalog from one of the below or search for your request type






Search Catalogs

 <b>Access Management</b> Access Management	 <b>Enhancement Request</b> Enhancement Request	 <b>On-boarding Request</b> On-boarding Request	 <b>Off-boarding Request</b> Off-boarding Request
 <b>Outlook</b> Outlook	 <b>Procurement Request</b> Procurement Request	 <b>Routine Request - Others</b> Routine Request - Others	 <b>SAP Routine Requests</b> SAP Routine Requests

**ROUTINE REQUEST - OTHERS**  
Routine Request - Others

[Dashboard](#) > [Service Request Catalog](#) > [Routine Request - Others](#)

Pick from one of the categories below

 <b>General Requests</b> General Requests	 <b>Mailbox O365 Migration</b> Mailbox O365 Migration	 <b>Desk Phone Configuration</b> Desk Phone Configuration	 <b>Laptop Configuration</b> Laptop Configuration
 <b>Update Telephone Numbers</b> Update Telephone Numbers			



# Ticket Flow

## INC102815: FSDS HAVE PROFIT CENTER ISSUE

[Dashboard](#) > [Incidents](#) > INC102815

Assign To Myself

**Assigned To**

GBL ERP Logistics Support

**Priority**

P3

Medium

**Service Levels - OLA**

**In 10 Hours**  
16-Jun-2021 09:30 PM

**Service Levels - SLA**

**In 12 Days**  
28-Jun-2021 09:30 PM

**Ticket Age**

Age **2h 16m**  
Created **16-Jun-2021 09:15 AM**

**Affected User**

**DAN LI GU**  
+862163302011  
livia.gu@lycra.com

1

NEW

2

ASSIGNED TO GROUP

3

ASSIGNED TO RESOLVER

4

IN PROGRESS

5

RESOLVED

6

CLOSED

Details
Timeline & User Notes
Work Notes
OLA / SLA
Attachments
Related Records
Vendor Information
Metrics
Resolution Notes
Escalation
Strikes

Update

**Short Description**  
FSDs have profit center issue

<p><b>Reporting Mode</b> Self Service Portal</p> <p><b>Alternate Contact Number</b></p>	<p><b>Original Reporting Mode</b> Self Service Portal</p> <p><b>Affected User</b>  DAN LI GU</p>	<p><b>Opened on</b> 16-Jun-2021 09:15 AM</p> <p><b>Created By</b>  DAN LI GU</p>
<p><b>Impact</b> Moderate/Limited</p> <p><b>Category</b> Repair-Other</p> <p><b>Application</b> SAP TM</p> <p><b>Symptom</b> Report Issue</p> <p><b>Division</b> Finance</p>	<p><b>Urgency</b> Medium</p> <p><b>Business Service</b> ERP</p> <p><b>Assignment Group</b> GBL ERP Logistics Support</p> <p><b>Location</b> Shanghai (CN) OFC</p>	<p><b>Priority</b> P3</p> <p><b>Service offering</b> Logistics Support (ERP)</p> <p><b>Assigned to</b></p> <p><b>Region</b> Asia</p>

**Detailed Description**

# Timeline & User Notes, Work Notes

The screenshot displays a vertical timeline of events. At the top, a horizontal progress bar shows three stages: 1. NEW, 2. ASSIGNED TO GROUP, and 3. ASSIGNED TO RESOLVER. Below this, a navigation bar includes tabs for Details, Timeline & User Notes (selected), Work Notes, OLA / SLA, Attachments, Related Records, Vendor Information, Metrics, and Resolution Notes. A dropdown menu shows 'All events'. The timeline is organized by date:

- Tuesday, 28-Sep-2021**
  - 04:00 AM: Admin Admin (star icon) - Status changed from RESOLVED to CLOSED
- Wednesday, 22-Sep-2021**
  - 07:45 PM: Aravind Kumar Durga (star icon) - Status changed from IN PROGRESS to RESOLVED. Issue: MICROSOFT 2FA ISSUE. Analysis: User mobile is broke and want to update the new one. Resolution: Updated the new number and everything works fine.
- Tuesday, 21-Sep-2021**
  - 03:18 PM: Aravind Kumar Durga (pencil icon) - Ticket edited. \* Ticket has been assigned to Aravind Kumar Durga
  - 03:18 PM: Aravind Kumar Durga (star icon) - Status changed from ASSIGNED TO RESOLVER to IN PROGRESS. [Show more](#)
  - 03:18 PM: Aravind Kumar Durga (star icon) - Status changed from ASSIGNED TO GROUP to ASSIGNED TO RESOLVER. [Show more](#)
  - 01:24 AM: Venkatesh Nelli (pencil icon) - Attachment has been added - Microsoft 2FA Issue.msg
  - 01:23 AM: Venkatesh Nelli (pencil icon) - Ticket added

The screenshot displays the 'Work Notes' section. At the top, a horizontal progress bar shows two stages: 1. NEW and 2. ASSIGNED TO GROUP. Below this, a navigation bar includes tabs for Details, Timeline & User Notes, Work Notes (selected), OLA / SLA, Attachments, Related Records, and Vendor Information. The 'Work Notes' section contains two entries:

- 15 days ago**  
22-Sep-2021 07:44 PM  
Aravind Kumar Durga  
Contacted Nicholas, understood the issue  
Changed his mobile to new  
Tested and everything work fine  
Nicholas confirmed that ticket can be closed
- 15 days ago**  
22-Sep-2021 05:41 PM  
Aravind Kumar Durga  
Connected with Nicholas and checking his availability to work after 1hr.

# OLA/SLA Track

1 NEW — 2 ASSIGNED TO GROUP — 3 ASSIGNED TO RESOLVER — 4 IN PROGRESS — 5 RESOLVED — 6 CLOSED

Details | Timeline & User Notes | Work Notes | **OLA / SLA** | Attachments | Related Records | Vendor Information | Metrics | Resolution Notes | Escalation | Strikes | Customer Satisfaction Survey

Assignment group	Type	Start time	Deadline	Stopped on	Allowed duration	Consumed duration	Breached?
GBL M365 Support	OLA	21-Sep-2021 01:23 AM	22-Sep-2021 02:00 PM	21-Sep-2021 03:18 PM	600 mins	139 mins	No
GBL M365 Support	SLA	21-Sep-2021 01:23 AM	29-Sep-2021 07:00 PM	22-Sep-2021 07:45 PM	3600 mins	946 mins	No

Assignment group	Type	Start time	Deadline	Stopped on	Allowed duration	Consumed duration
GBL M365 Support	SLA	21-Sep-2021 01:23 AM	29-Sep-2021 07:00 PM	22-Sep-2021 07:45 PM	3600 mins	946 mins

# CSAT

1 NEW — 2 AWAITING APPROVAL — 3 ASSIGNED TO GROUP — AS

Details | Timeline & User Notes | Work Notes | OLA / SLA | Approval | Related Records | Metrics | Attachments | Customer Satisfaction Survey

## C-Sat score: 4

How do you rate the quality of the solution provided?  
★ ★ ★ ★ ☆

How do you rate the Engineer's understanding of your request?  
★ ★ ★ ★ ☆

Was the urgency and importance of the request understood by the Engineer?  
★ ★ ★ ★ ☆

Did the Engineer provide continuous & detailed updates during the time, the ticket was open?  
★ ★ ★ ★ ☆

How do you rate the overall support experience (Engineer interactions, Solution Provided, DiliGenie)  
★ ★ ★ ★ ☆

Do you have any comments / suggestions for handling future interactions?  
NA



# All Tickets View

**INCIDENTS** Dashboard > Incidents + Create

All incidents Total Incidents: 24392

Ticket # ↑↓	Title ↑↓	Assignment Group ↑↓	Assigned To ↑↓	Priority ↑↓	Status ↑↓	OLA ↑↓	SLA ↑↓	
<input type="text" value="Ticket #"/>	<input type="text" value="Title"/>	All	Select user	All	All	All	All	
INC102816	Switch INVSIN-PBX-X1 (153.117.137.201) is not respondi...	GBL Network Services Support	Arvind Kumar Dhiman	P4	PENDING	✓ COMPLETED	PAUSED	
INC102815	FSDs have profit center issue	GBL ERP Logistics Support		P3	ASSIGNED TO RESOLVER	16-Jun-2021 09:30 PM	28-Jun-2021 09:30 PM	
INC102814	FO 4000530590 / FSD 5000536186 / PO 5501121796 has ...	GBL ERP Logistics Support		P3	ASSIGNED TO GROUP	16-Jun-2021 09:30 PM	28-Jun-2021 09:30 PM	
INC102812	JavaScript enable error	GBL Service Desk	Rakesh Reddy Kattula	P4	PENDING	✓ COMPLETED	PAUSED	
INC102810	Cannot update property in a new pdt doc created in PQM...	Americas Shop Floor Support		P4	ASSIGNED TO GROUP	16-Jun-2021 05:21 PM	18-Jun-2021 07:23 PM	
INC102804	Microphone is not working inside Citrix	GBL Workstation Support	Gopi Chandar Biary	P4	PENDING	✓ COMPLETED	PAUSED	
INC102802	AEU Scan interface issue	GBL Quality & Labs Support		P4	ASSIGNED TO GROUP	17-Jun-2021 02:39 AM	24-Jun-2021 10:39 PM	
INC102800	Acceso a PC de operador Pablo Cesar Castillo bloqueado ...	Americas Infra Support	VIP Pablo Flores	P4	RESOLVED	✓ COMPLETED	✓ COMPLETED	
INC102798	Habilitar sistema COMon a los operadores de control Jai...	Americas Infra Support	Gustavo Hernandez	P3	ASSIGNED TO RESOLVER	16-Jun-2021 04:59 AM	17-Jun-2021 07:01 AM	
INC102797	CO Duplicity - after merge exchange - SM5	Americas Shop Floor Support	Rogelio Oliveria	P4	RESOLVED	✓ COMPLETED	✓ COMPLETED	

« < 1 2 3 4 5 > »

# Engineer / Manager Dashboard

INC: OLA - About to breach
INC: SLA - About to breach
REQ: OLA - About to breach
REQ: SLA - About to breach

Ticket #	Title	Asg. Group	Assigned To	Status	OLA	SLA
<input type="text" value="Ticket #"/>	<input type="text" value="Title"/>	<input type="text" value="All"/>	<input type="text" value="Select user"/>	<input type="text" value="All"/>		
INC102067	Bluescreen error	GBL SCCM Support		ASSIGNED TO GROUP	16-Jun-2021 01:30 AM	PAUSED
INC100415	Not able to Open Citrix	GBL Citrix Support		ASSIGNED TO GROUP	16-Jun-2021 02:24 AM	PAUSED
INC102789	Install HPQC on Citrix Servers	GBL Citrix Support		ASSIGNED TO GROUP	17-Jun-2021 12:11 AM	24-Jun-2021 08:11 PM

<< < 1 > >>


### My Work

MTD

2	2	0	1	0	0	2	0	2	0	2	0	2
Closed Incidents	Closed Requests	Deployed Changes	Completed Prb Records	OLA Breaches (INC)	SLA Breaches (INC)	OLA Breaches (REQ)	SLA Breaches (REQ)					


### Team Performance

GBL BI Support




**Anil**  
Engineer

Open Incidents: 1  
Open Requests: 0




**Rajesh**  
Engineer

Open Incidents: 0  
Open Requests: 0



**Raviteja**  
Engineer

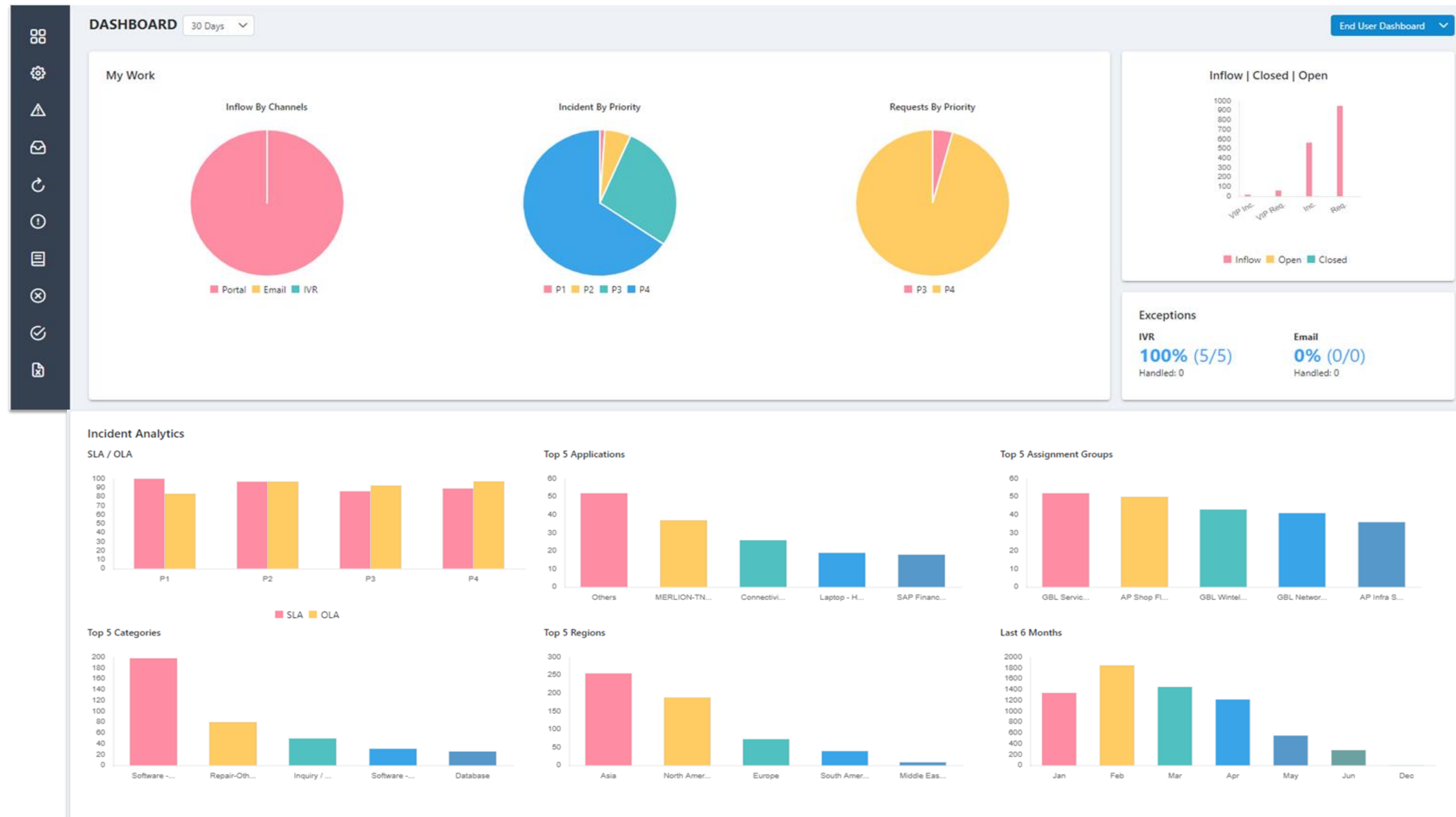
Open Incidents: 0  
Open Requests: 0



**Karthick**  
Manager

Open Incidents: 0  
Open Requests: 0

# Service Desk / Admin Dashboard



### Incident Analytics

#### SLA / OLA

Legend: SLA (red), OLA (yellow)

#### Top 5 Applications

#### Top 5 Assignment Groups

#### Top 5 Categories

#### Top 5 Regions

#### Last 6 Months



# Approvals

**APPROVALS BY ASSIGNMENT GROUP**  
[Dashboard](#) > [Approvals](#)

Ticket # ↑↓	Title ↑↓	Assignment Group ↑↓	Assigned To ↑↓	Priority ↑↓	Created Date ↑↓	Status ↑↓
<input type="text" value="Ticket #"/>	<input type="text" value="Title"/>					<input type="text" value="All"/>
CHG100375	CG Tool Offboarding Activity	GBL Wintel Support	Shashank Athalye	P1	04-May-2021	Approved
CHG100541	GPO - Configuring Default MP4 p...	GBL Wintel Support	Shashank Athalye	P1	06-May-2021	Approved
CHG100392	(Test) Change from DiliGenie in Te...	GBL M365 Support	Karthick Sethunayanan	P4	05-May-2021	Approved
CHG100543	Windows Server Weekly Maintena...	GBL Wintel Support	Shashank Athalye	P3	06-May-2021	Approved
CHG100308	Restore Backup Applications and ...	GBL DBA Support	Narsinglal Patel	P3	03-May-2021	Approved
CHG100518	Test Databases creation on server ...	GBL DBA Support	Ramesh Reddy V	P4	06-May-2021	Approved
CHG100536	Database refresh on server WBR57	GBL DBA Support	Nagendra Akkaladevi	P1	06-May-2021	Approved
CHG100413	HUB traffic failover from ElkGrove ...	GBL Network Services Support	Mohammed Patel	P1	05-May-2021	Approved
CHG100798	NETWORK HUB MIGRATION AT EL...	GBL Network Services Support	Mohammed Patel	P1	11-May-2021	Approved
CHG100799	HYPERCARE WINDOW CHANGE P...	GBL Network Services Support	Mohammed Patel	P1	11-May-2021	Approved

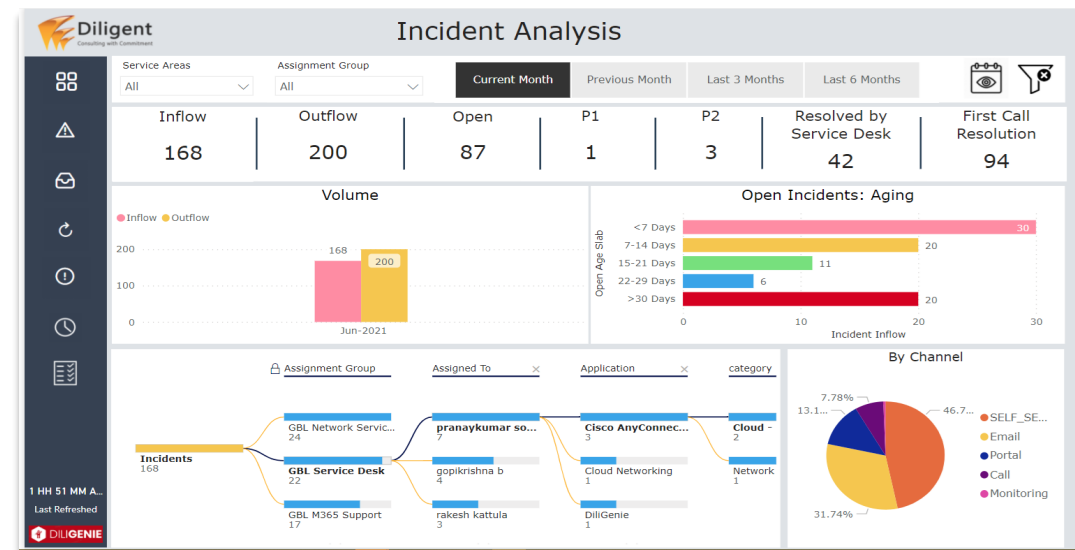
**APPROVALS BY USERS**  
[Dashboard](#) > [Approvals](#)

Ticket # ↑↓	Title ↑↓	Assignment Group ↑↓	Assigned To ↑↓	Priority ↑↓	Created Date ↑↓	Status ↑↓
<input type="text" value="Ticket #"/>	<input type="text" value="Title"/>					<input type="text" value="All"/>
CHG100285	(Test) Change from DiliGenie	GBL M365 Support	Karthick Sethunayanan	P3	03-May-2021	Rejected
CHG100308	Restore Backup Applications and ...	GBL DBA Support	Narsinglal Patel	P3	03-May-2021	Approved
CHG100375	CG Tool Offboarding Activity	GBL Wintel Support	Shashank Athalye	P1	04-May-2021	Approved
CHG100133	NETWORK HUB MIGRATION at M...	GBL Network Services Support	Mohammed Patel	P4	29-Apr-2021	Approved
CHG100136	HYPERCARE Window change Post...	GBL Network Services Support	Mohammed Patel	P4	30-Apr-2021	Approved
CHG100322	Limit of account 1530500 be chan...	SA BR ERP Support	Ruy Pinto	P3	04-May-2021	Approved
CHG100223	Pilot Deployment of Email templat...	GBL SCCM Support	Vijaysekhar Naidu	P1	30-Apr-2021	Pending <input type="button" value="✓"/> <input type="button" value="✗"/>
CHG101956	Manage Engine Asset Explorer - D...	GBL Monitoring Tools Support	Shashank Athalye	P3	01-Jun-2021	Approved

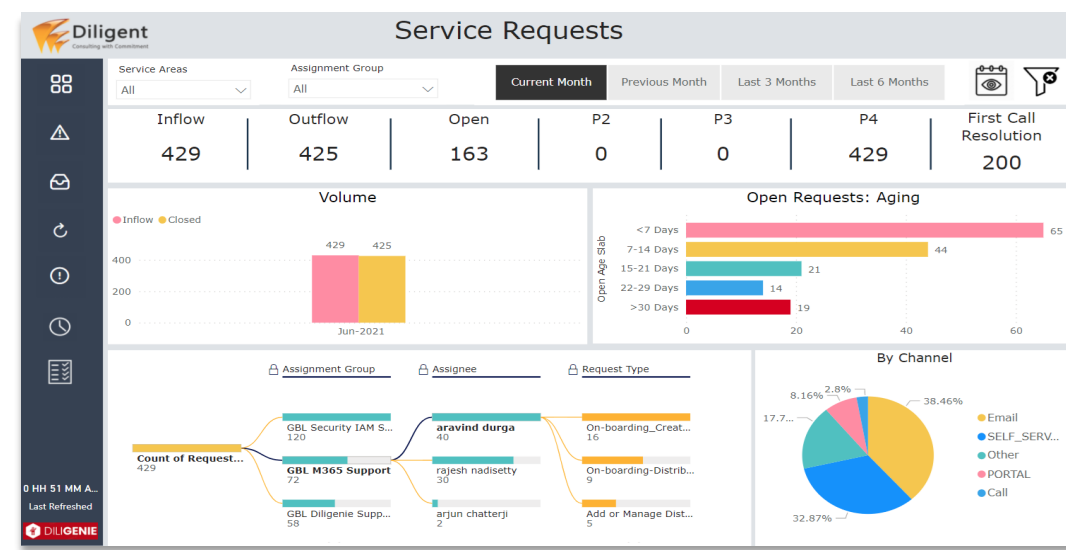


# Analytics

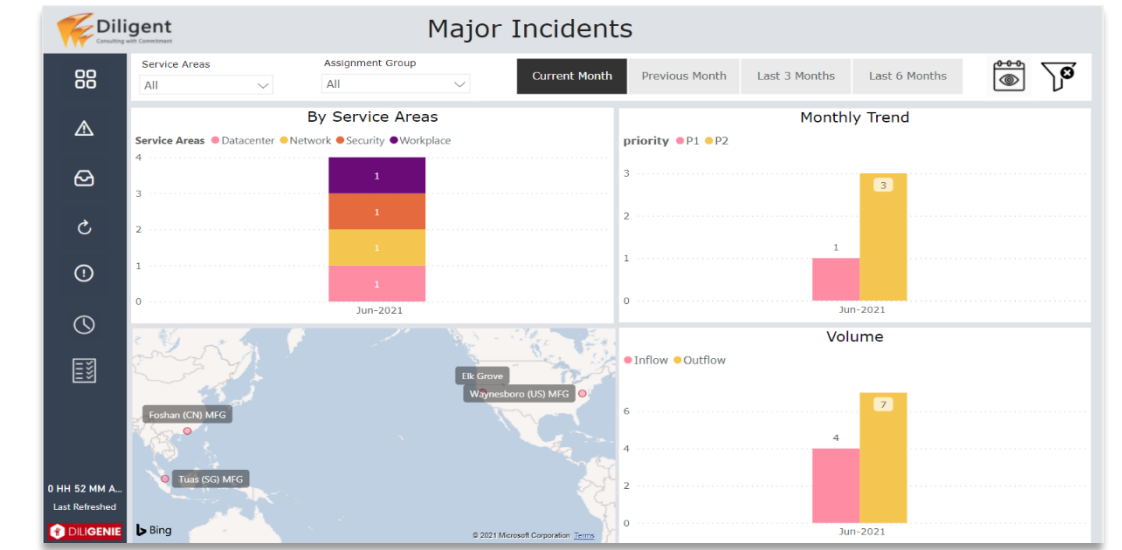
## Incident Analysis



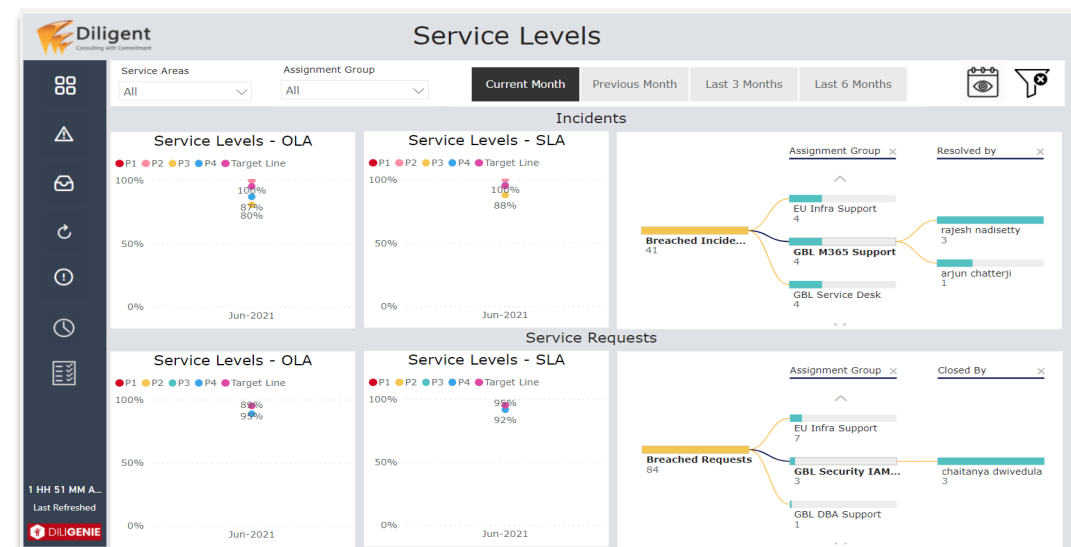
## Service Request Analysis



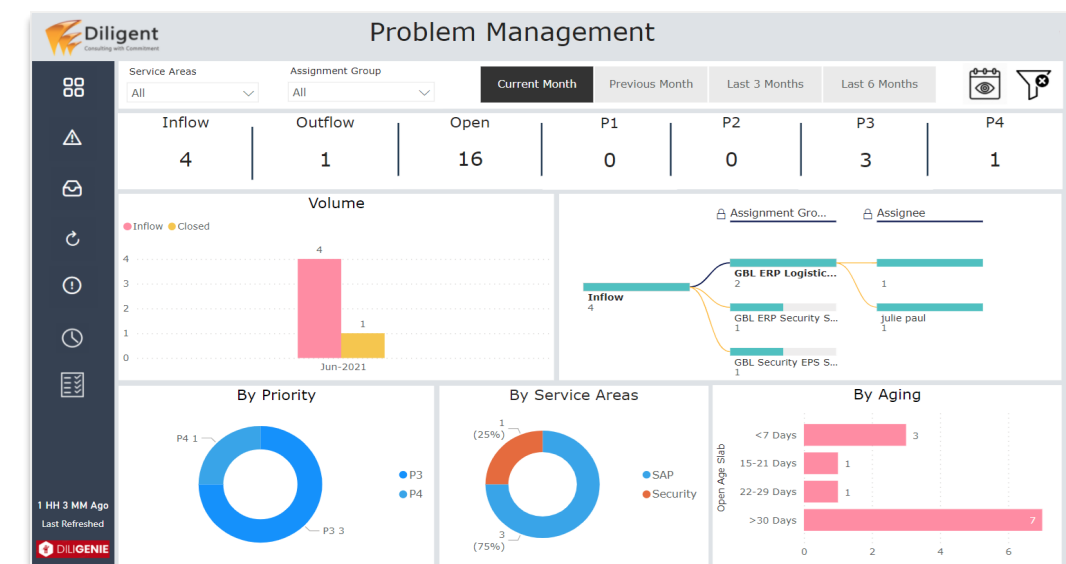
## Major Incidents



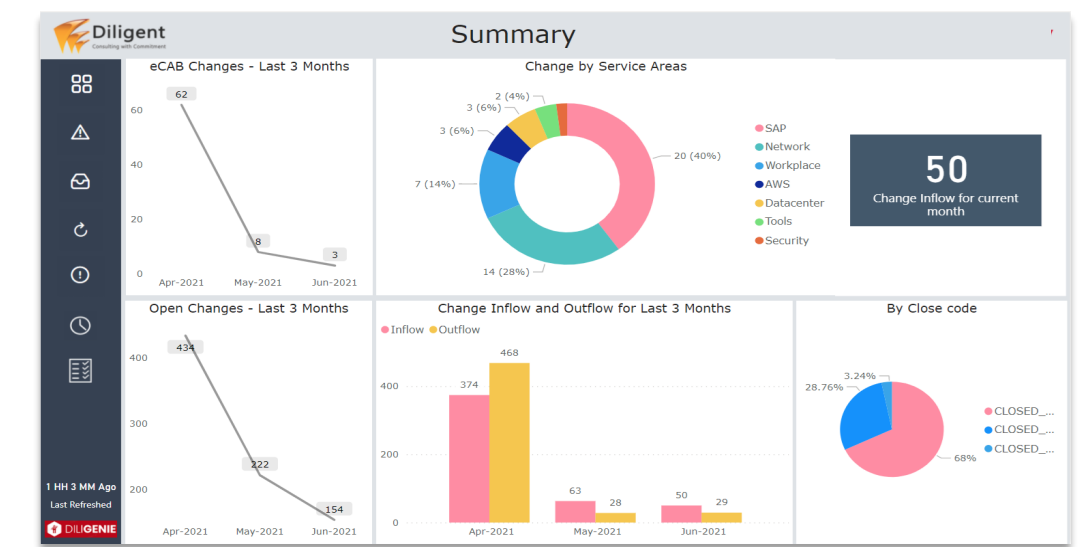
## Service Levels



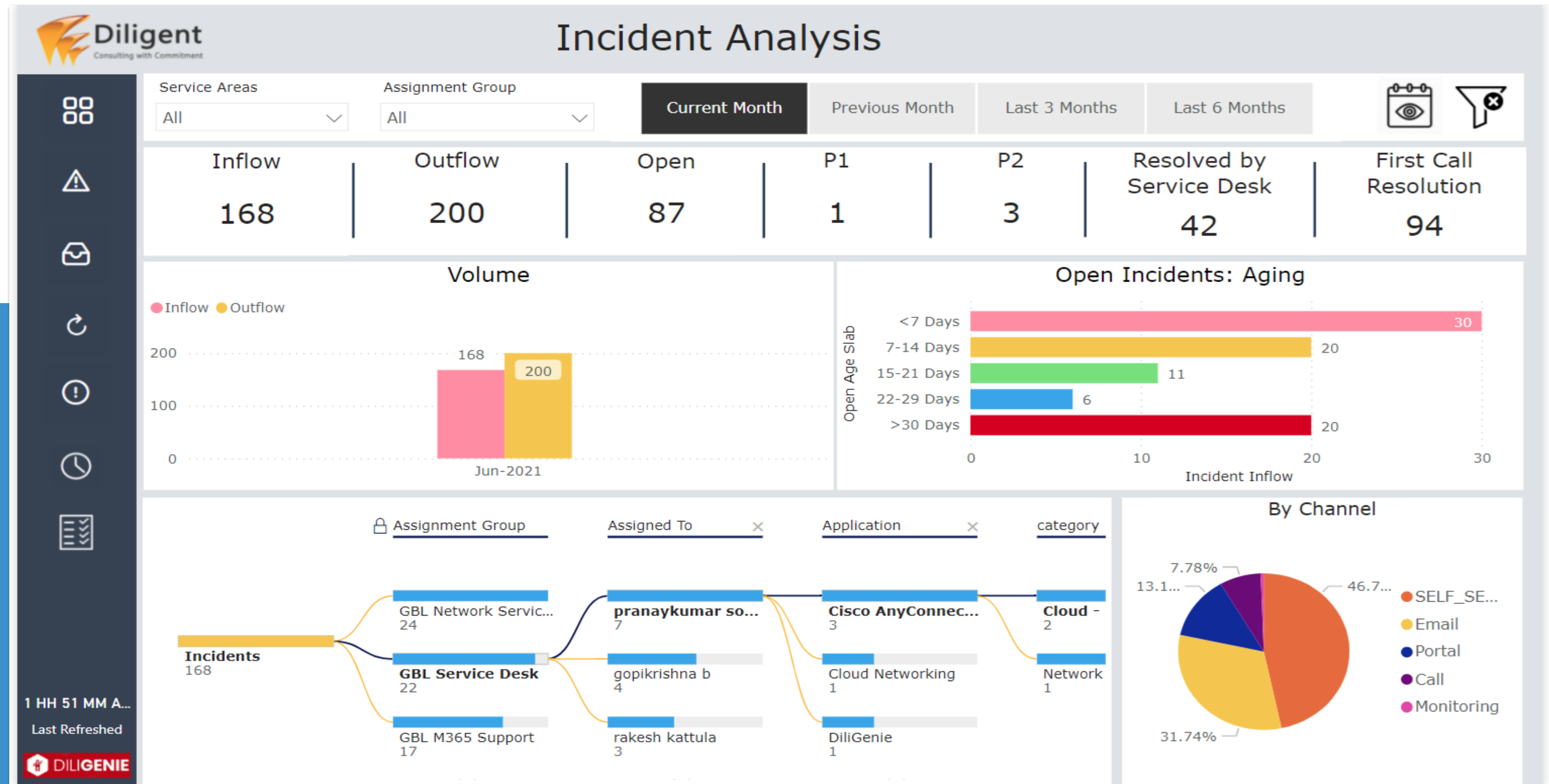
## Problem Management



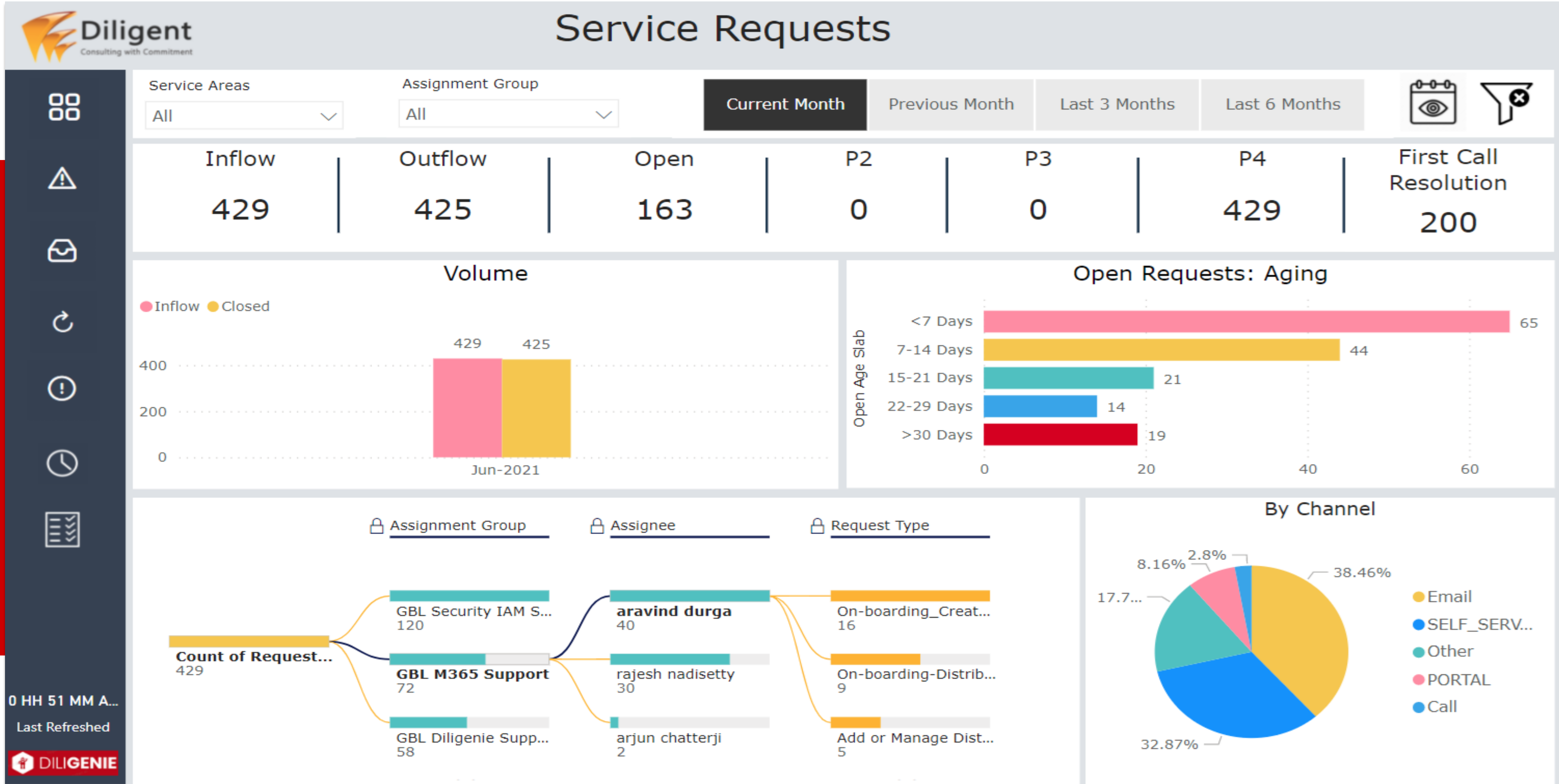
## Change Management



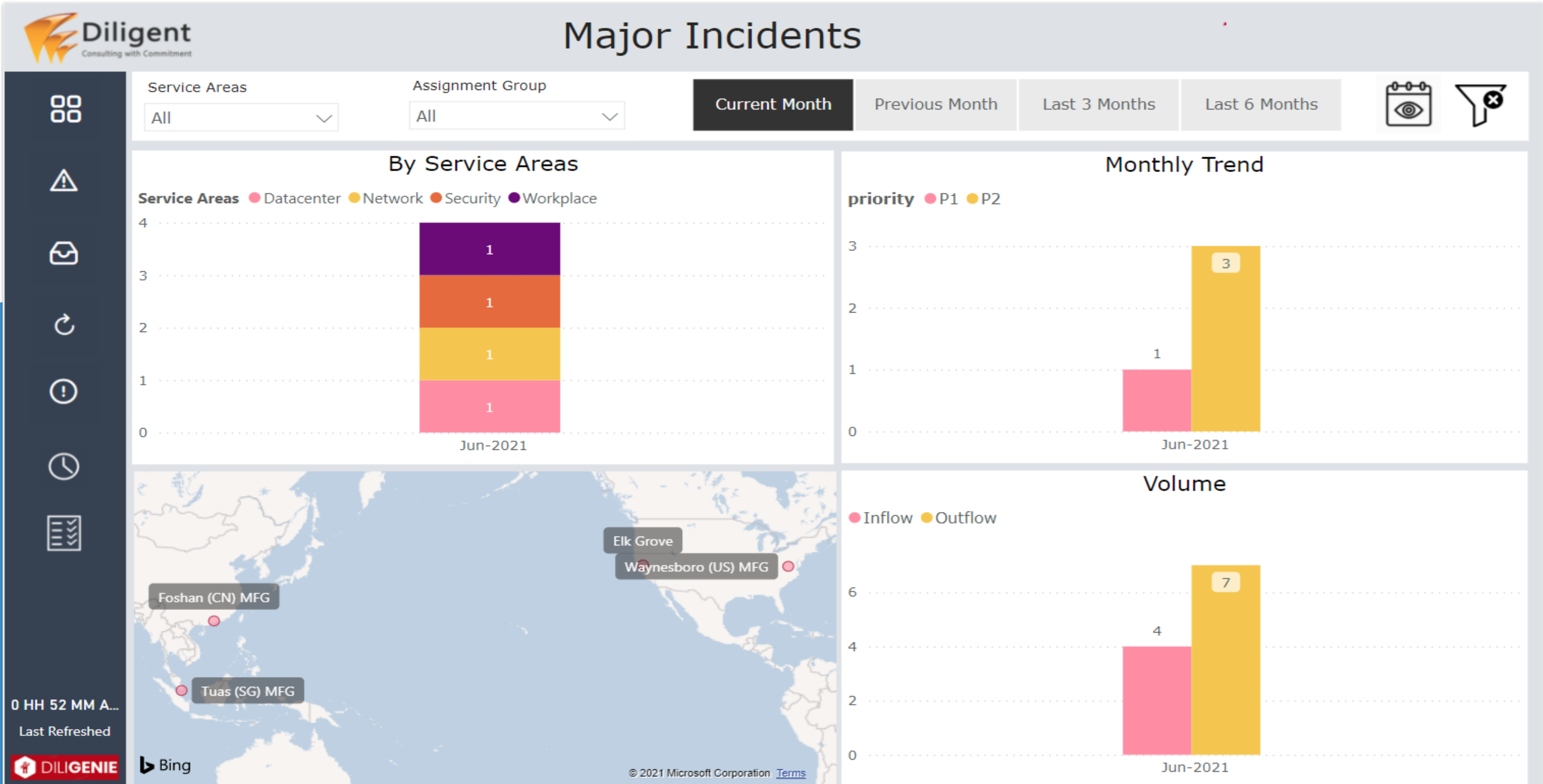
# Incident Analysis



# Service Request Analysis

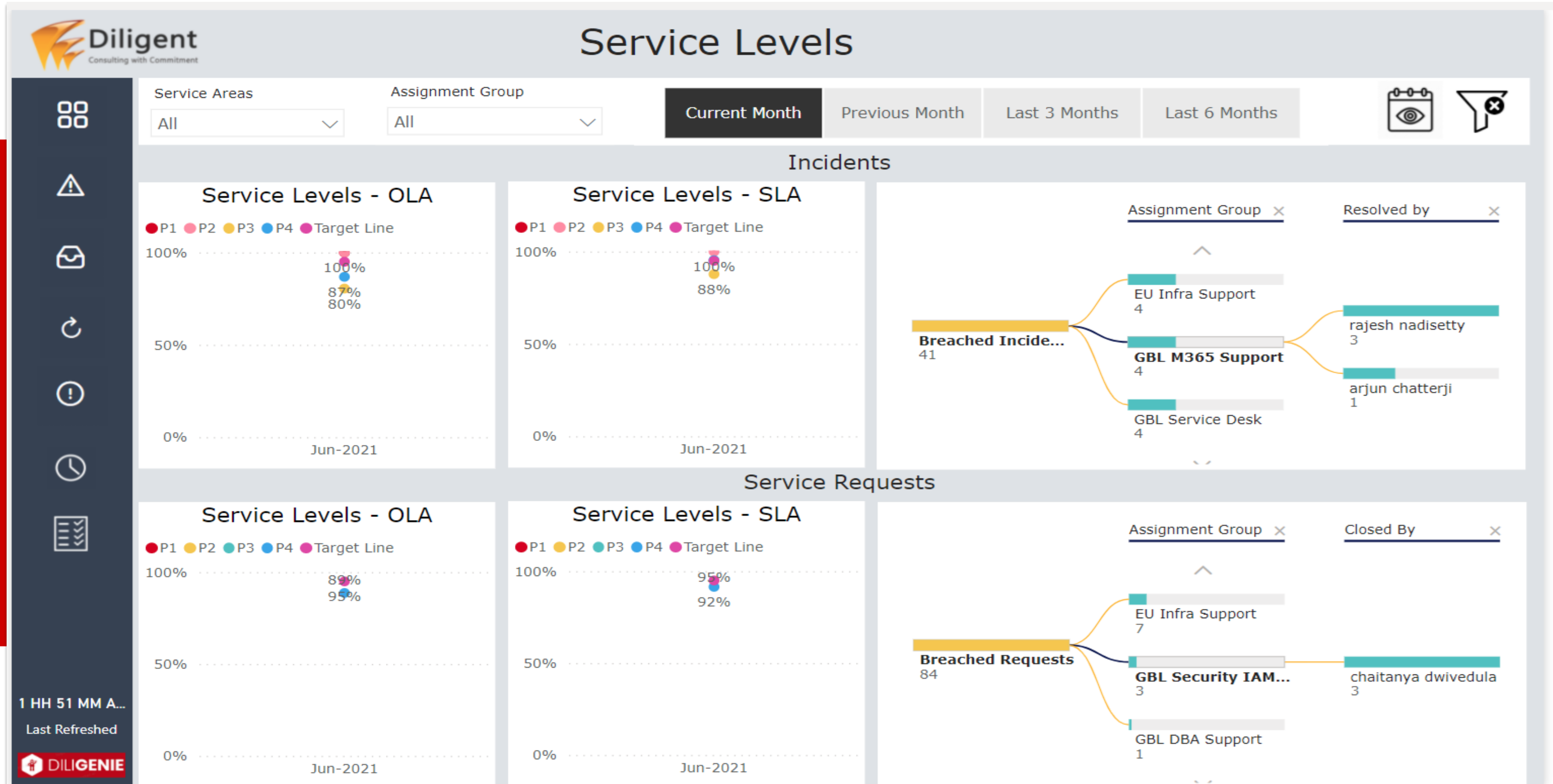


# Major Incidents

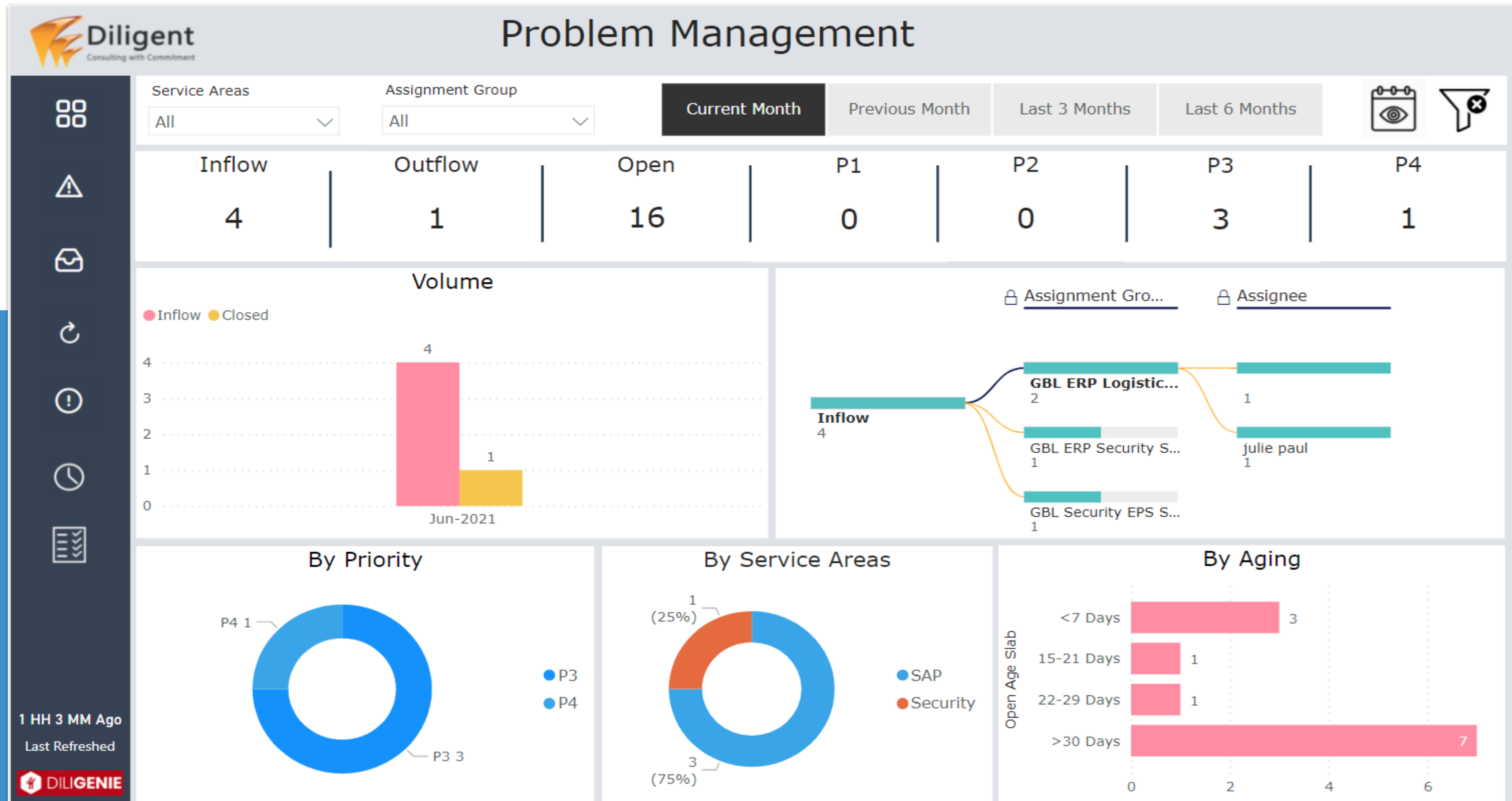




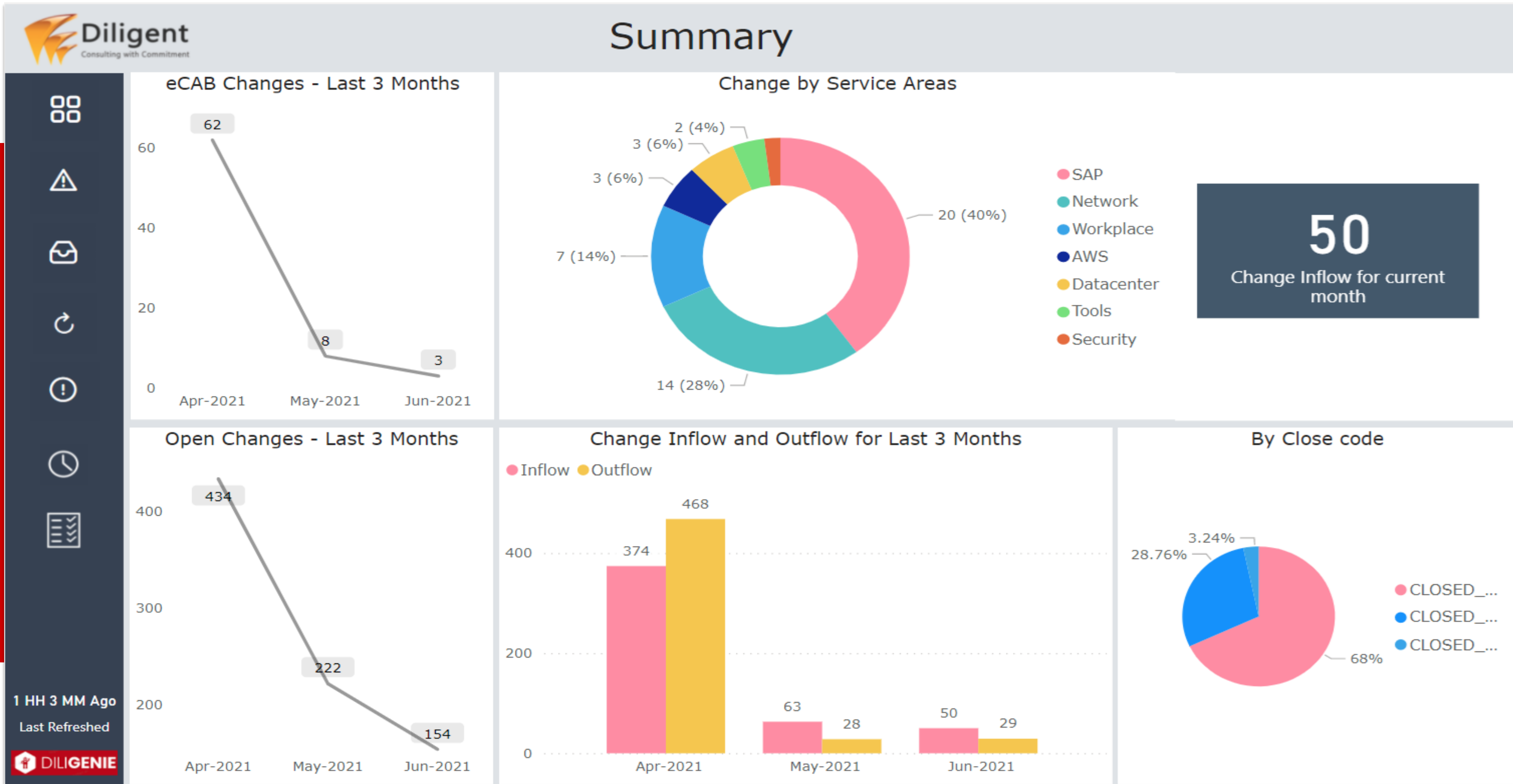
# Service Levels



# Problem Management



# Change Management



# Project Management

**NEW PROJECT**  
Dashboard > Projects

Short description \*

Created By: Karthick Sethunayanan  
Opened on: 26-Nov-2023 01:02 PM  
Reporting Mode: Self Service Portal

Project Type \*  
Select project type

Project Service Area  
Select Service area

Priority \*  
Select priority

Application  
Select Application

Project Group \*  
Select Project Group

Project Owner  
Select User

Planned Start\*

Planned End\*

GSR Reference \*

GSR Request Date

GSR Product Owner\*

GSR BPO

GSR Approval Date

Ricef ID  
Select RICEF

Detailed Description \*

**Project Owner**  
 Venkatesh Reddy PT  
GBL Network Services S...

**Project Status**  
 ON TRACK

**Priority**  
 HIGH

**Project Progress**  
0 Out Of 0 Completed

**Project Highlights**  
Type: Project  
Planned Start: 24-Nov-2023  
Planned End: 31-Jan-2024

**Estimated Efforts**  
 0 Hour

1 PLANNED — 2 ASSIGNED TO OWNER — 3 DESIGN — 4 BUILD — 5 UAT — 6 IN PRODUCTION



# Thank You

✉ [farhan.mubashir@diligentglobal.com](mailto:farhan.mubashir@diligentglobal.com)

✉ [Karthick.sethu@diligentglobal.com](mailto:Karthick.sethu@diligentglobal.com)





# Appendix

# Customer Profiles



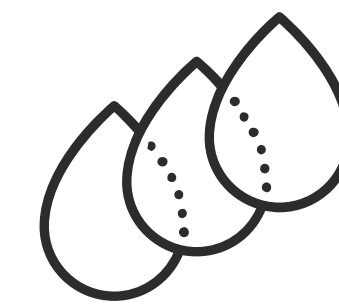
Enterprises with  
In-house IT  
Operations



Enterprises  
Supporting Core  
IT Operations

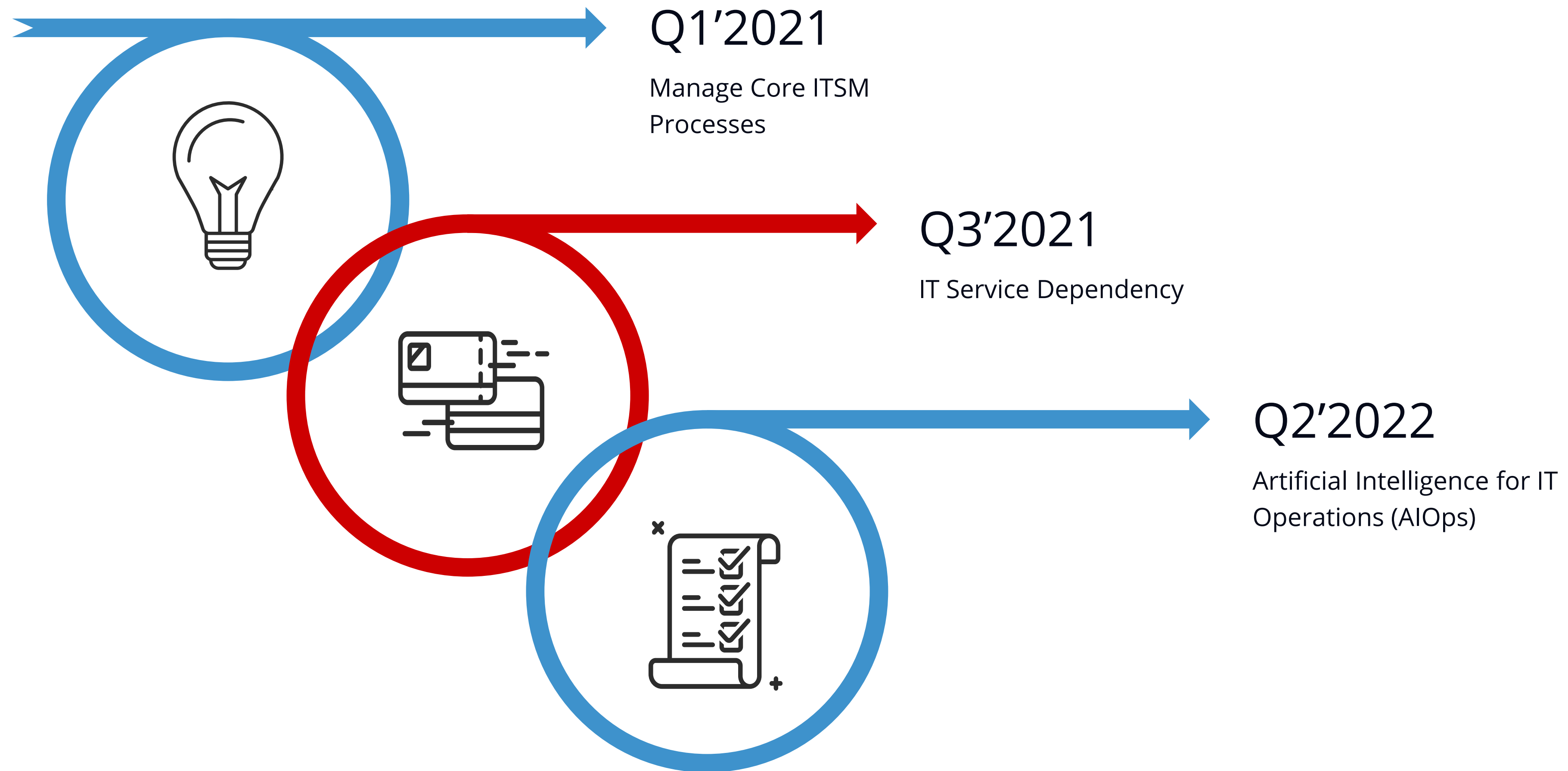


Managed Services  
Provider  
BYOT: Bring Your  
Own Tool



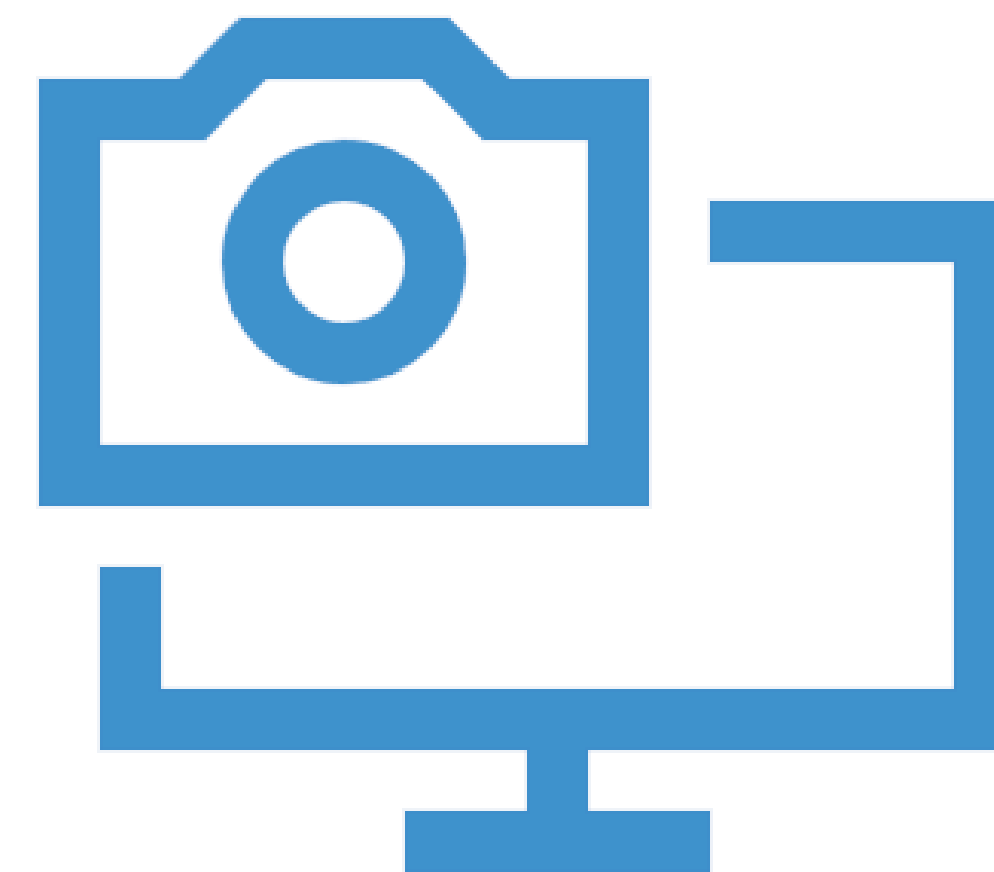
IT Product  
Organizations  
Customer Service  
Desk and Support Tool

# Vision





Screenshots...





# Engineer / Manager Dashboard

INC: OLA - About to breach
INC: SLA - About to breach
REQ: OLA - About to breach
REQ: SLA - About to breach

Ticket #	Title	Asg. Group	Assigned To	Status	OLA	SLA
<input type="text" value="Ticket #"/>	<input type="text" value="Title"/>	All	Select user	All		
INC102067	Bluescreen error	GBL SCCM Support		ASSIGNED TO GROUP	16-Jun-2021 01:30 AM	PAUSED
INC100415	Not able to Open Citrix	GBL Citrix Support		ASSIGNED TO GROUP	16-Jun-2021 02:24 AM	PAUSED
INC102789	Install HPQC on Citrix Servers	GBL Citrix Support		ASSIGNED TO GROUP	17-Jun-2021 12:11 AM	24-Jun-2021 08:11 PM

<< < 1 > >>


### My Work

MTD

2	2	2	0	1	0	0	2	0	2	0	2	0	2
Closed Incidents	Closed Requests	Deployed Changes	Completed Prb Records	OLA Breaches (INC)	SLA Breaches (INC)	OLA Breaches (REQ)	SLA Breaches (REQ)						


### Team Performance

GBL BI Support




**Anil**  
Engineer

Open Incidents: 1  
Open Requests: 0




**Rajesh**  
Engineer

Open Incidents: 0  
Open Requests: 0



**Raviteja**  
Engineer

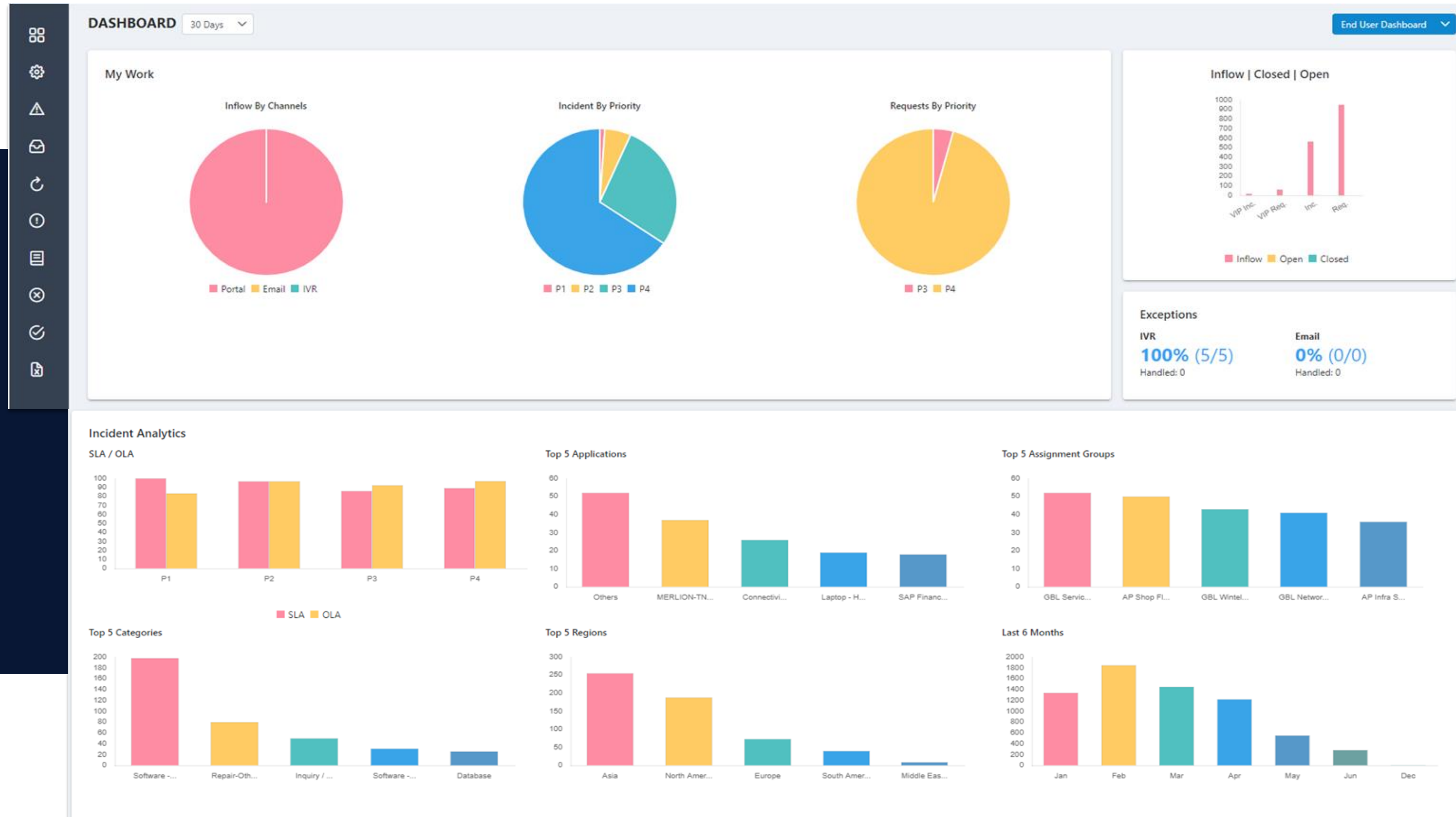
Open Incidents: 0  
Open Requests: 0



**Karthick**  
Manager

Open Incidents: 0  
Open Requests: 0

# Service Desk / Admin Dashboard



# Configurable Service Request Forms

Title \*  
On-boarding (Employee)

Personnel # (Format: Payroll System ID\_Local ID, E.g. USoA\_5R0111111) \*

First Name \*

Last Name \*

Start Date \*

Title \*

Supervisor Name

Location \*

Cost Center \*

Cubicle / Office #

Service(s) Needed  
 SAP Specific Roles (Use the excel template provided in this link and attach it to this Request: <https://lycra.diligence.com/knowledgebase/article-revision/100006>)  
 SharePoint  
 Ticketing Tool (DiliGenie)  
 Desk Phone / Type

SharePoint Site URL (If SharePoint is selected)

Replica ID

Computer Configuration \*

Is Network Access Needed \*

Is Email Account Needed \*

Remote Access

Distribution List

Name of distribution list

Additional Information

VIP Flag for DiliGenie \*

Local IT Notified for Hardware Provisioning \*

Requested For  
Karthick Sethunarayanan

Description

You can upload attachments in the next step

Cancel Save

# Change Calendar

Change > Change Calendar

Select ▾

Normal Emergency Expedited Routine Blackout + Add Blackout

Today June 2021 month week day

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12 1:30p CHG101505: June 2nd and 3rd Saturday Produc
13	14	15	16	17	18	19 CHG101505: June 2nd and 3rd Saturday Production Outage on 06/12/2021 and 06/19/2021 from 4 AM to 10 AM EST
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10



# Knowledge Base

**KNOWLEDGE BASE**  
Dashboard > Knowledge Base

**Browse** + -

Search

- Security SOP (1)
  - SIEM (0)**
  - SAP Access (1)
- Patching SOP (0)
- Runbook (0)
- Resolution Reference (0)
- Process flow (0)
- Training Manual (0)
- How To Guide (0)
- Dashboard (3)

**SIEM** + Create

SIEM

Article	Author	Created On	Published On
Search Title			

Showing 1 to 0 of 0 entries << < 1 > >>

Dashboard > Knowledgebase > Create

**Create Article**

Short Description \*  Category \* Security SOP

Sub Category \* SAP Access Business Service Select

Service Offering Select Application Select Application

Process Select Process Symptom Select Symptom

Assignment Group \* Select Assignment Group

Detailed Description \*

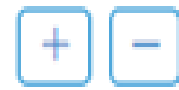
Cancel Save

# KEDB

## KNOWN ERROR

Dashboard > Known Error

Browse



Security SOP (0)

SIEM (0)

SAP Access (0)

Patching SOP (0)

Runbook (0)

Resolution Reference (0)

Process flow (0)

Training Manual (0)

How To Guide (0)

Dashboard (0)

## SIEM

SIEM

+ Create

Article ↑↓

Author ↑↓

Created On ↑↓

Published On ↑↓

Search Title

Showing 1 to 0 of 0 entries << < 1 > >>

# Approvals

**APPROVALS BY ASSIGNMENT GROUP**  
Dashboard > Approvals

Ticket # ↑↓	Title ↑↓	Assignment Group ↑↓	Assigned To ↑↓	Priority ↑↓	Created Date ↑↓	Status ↑↓
<input type="text" value="Ticket #"/>	<input type="text" value="Title"/>					All
CHG100375	CG Tool Offboarding Activity	GBL Wintel Support	Shashank Athalye	P1	04-May-2021	Approved
CHG100541	GPO - Configuring Default MP4 pl...	GBL Wintel Support	Shashank Athalye	P1	06-May-2021	Approved
CHG100392	(Test) Change from DiliGenie in Te...	GBL M365 Support	Karthick Sethunayanan	P4	05-May-2021	Approved
CHG100543	Windows Server Weekly Maintena...	GBL Wintel Support	Shashank Athalye	P3	06-May-2021	Pending
CHG100308	Restore Backup Applications and ...	GBL DBA Support	Narsinglal Patel	P3	03-May-2021	Pending
CHG100518	Test Databases creation on server ...	GBL DBA Support	Ramesh Reddy V	P4	06-May-2021	Approved
CHG100536	Database refresh on server WBR57	GBL DBA Support	Nagendra Akkaladevi	P1	06-May-2021	Pending
CHG100413	HUB traffic failover from ElkGrove ...	GBL Network Services Support	Mohammed Patel	P1	05-May-2021	Pending
CHG100798	NETWORK HUB MIGRATION AT EL...	GBL Network Services Support	Mohammed Patel	P1	11-May-2021	Pending
CHG100799	HYPERCARE WINDOW CHANGE P...	GBL Network Services Support	Mohammed Patel	P1	11-May-2021	Pending

Navigation: << < 1 2 3 4 5 > >>

**APPROVALS BY USERS**  
Dashboard > Approvals

Ticket # ↑↓	Title ↑↓	Assignment Group ↑↓	Assigned To ↑↓	Priority ↑↓	Created Date ↑↓	Status ↑↓
<input type="text" value="Ticket #"/>	<input type="text" value="Title"/>					All
CHG100285	(Test) Change from DiliGenie	GBL M365 Support	Karthick Sethunayanan	P3	03-May-2021	Rejected
CHG100308	Restore Backup Applications and ...	GBL DBA Support	Narsinglal Patel	P3	03-May-2021	Approved
CHG100375	CG Tool Offboarding Activity	GBL Wintel Support	Shashank Athalye	P1	04-May-2021	Approved
CHG100133	NETWORK HUB MIGRATION at M...	GBL Network Services Support	Mohammed Patel	P4	29-Apr-2021	Approved
CHG100136	HYPERCARE Window change Post...	GBL Network Services Support	Mohammed Patel	P4	30-Apr-2021	Approved
CHG100322	Limit of account 1530500 be chan...	SA BR ERP Support	Ruy Pinto	P3	04-May-2021	Approved
CHG100223	Pilot Deployment of Email templat...	GBL SCCM Support	Vijaysekhar Naidu	P1	30-Apr-2021	Pending
CHG101956	Manage Engine Asset Explorer - D...	GBL Monitoring Tools Support	Shashank Athalye	P3	01-Jun-2021	Approved

Navigation: << < 1 > >>

# Reports

## INCIDENT REPORT

Dashboard > Incident Report

Assigned To	<input type="text"/>	Assignment Group	<input type="text"/>	Open/Close	<input type="text" value="Select"/>
Created By	<input type="text"/>	OLA	<input type="text" value="Select"/>	SLA	<input type="text" value="Select"/>
Priority	<input type="text"/>	Status	<input type="text"/>	Engineer Location	<input type="text"/>
Created On	<input type="text" value="From"/> <input type="text" value="To"/>	Resolved On	<input type="text" value="From"/> <input type="text" value="To"/>		

Generate Report

## SERVICE REQUEST REPORT

Dashboard > Service Request Report

Assigned To	<input type="text"/>	Assignment Group	<input type="text"/>	Open/Close	<input type="text" value="Select"/>
Created By	<input type="text"/>	OLA	<input type="text" value="Select"/>	SLA	<input type="text" value="Select"/>
Priority	<input type="text"/>	Status	<input type="text"/>	Engineer Location	<input type="text"/>
Created On	<input type="text" value="From"/> <input type="text" value="To"/>	Completed On	<input type="text" value="From"/> <input type="text" value="To"/>		

Generate Report