



SupaDESK is the Incident and Service Desk module of SupaTools, built according to ITIL principles. With full integration with Configuration and Change management, the addition of **SupaDESK** provides a fully centralised ITSM solution.

The template-based approach enables custom forms and workflow to be implemented for different Ticket types, including Service Request approvals and auto-routing of tickets to support groups.

The relationship capability provided by the underlying CMDB allows links between incidents and Configuration Items, including related RFC, Tasks and People.

The screenshot displays the SupaDESK interface for an incident titled 'Incident 'X0003139': QTRAK | Issue on Desk top: Alison Wilson'. Below the title, there are six categories: Impacts, Assigned to, Contains, Reported by, Affected user, and Assigned to. Each category has a corresponding icon and a link to the related entity. For example, 'Assigned to' is linked to 'IS Operations Support Group'. Below this, there is a bar chart titled 'Tickets - created vs resolved by month' showing the count of tickets opened and resolved from January to October. The chart shows that the number of tickets opened and resolved is relatively stable, with a slight increase in March and April. To the right of the chart, there is a mobile app interface showing a list of tickets with details such as 'X0001006 - XYZ Service Unavailable' and 'X0001008 - Monitoring alert - GEOSERVER'.

Service Levels can be monitored according to the defined SLA resolution times, to produce statistics for Key Performance Indicator analysis.

SupaDESK key features:

- ✓ Incident Management
- ✓ Problem Management
- ✓ End User Self Service
- ✓ Ticket creation via Email
- ✓ Custom Reports
- ✓ CMDB Integration
- ✓ Flexible SLA definition
- ✓ Service Portfolio Mgmt
- ✓ Multi-level categorisation
- ✓ Auto notification
- ✓ Knowledge Management
- ✓ iOS & Android App
- ✓ Request Fulfilment
- ✓ Custom Workflows
- ✓ Calendar + Reminders
- ✓ Escalation

SupaDESK is a 100% web-based application that can be installed on your internal network, or accessed via our secure cloud infrastructure. Visit <http://www.supatools.com> for more information and to register your interest!