

# The Mandatory IT Governance System For World Class IT Organization

DYNAMIC IT ACTIVITIES MONITORING

# MANDATE ISIS



Mandate Systems Limited  
[www.mandatesystem.com](http://www.mandatesystem.com)

# Mandatory IT Governance & Help Desk System

## Mandate ISIS

**Mandate ISIS** IT Governance System is a comprehensive yet easy-to-use web based helpdesk and IS management system that provides call tracking, incident resolution, risk management, collaboration, time management and service level satisfaction survey specially designed for advanced IS Department. The IT Governance System delivers integrated tools that eliminate service and communication bottlenecks. Not only **Mandate ISIS** provides a complete picture and yield transparency in the management of service deliverables and enforce service quality within the corporation, it also helps make the management of support requests more accurate and efficient than ever. The system has been designed for professional service organizations in Asia Pacific to meet the growing demands of proactive business support and to instill management best practices for corporation in IT Governance and service delivery.

**Mandate ISIS** IT Governance System offers a complete solution for IS management and government beyond normal IT Helpdesk functions, transforming IT organization from reactive mode into proactive function with key performance indicators. This functionality-rich system can benefit you from:

- Having a full picture over all IT activities, projects, processes and workforce
- Productivity boosted
- Improved staff utilization
- Reduced operating cost
- Efficient assets management
- Better customer relationships
- Call performance analysis for further services improvement
- Knowledge base for knowledge sharing
- Risk alert and management

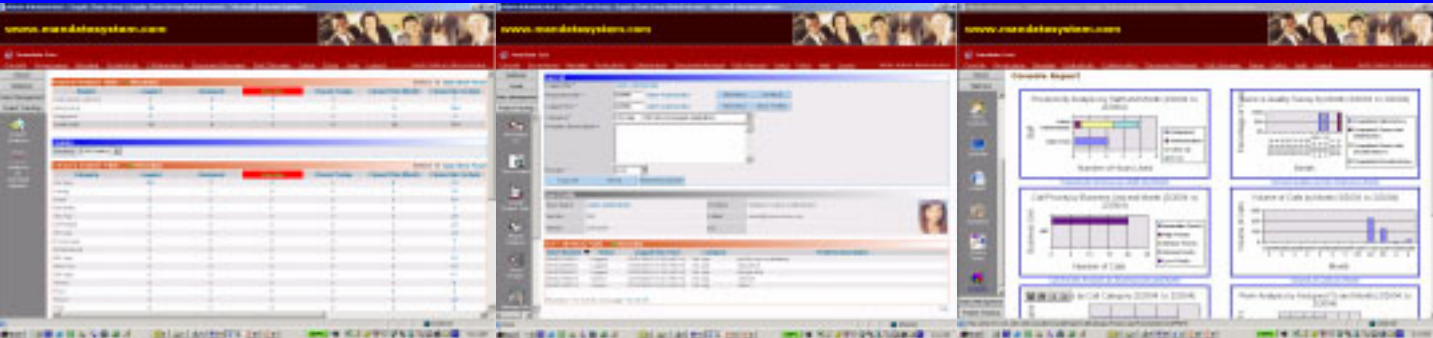
**And more...**

**Propel Management By Trust into**

**Management By Result**

## Mandate ISIS is...

A web based system with five levels of eDashboard to allow enterprise to implement, centralize and manage IT Governance and Help Desk service deliveries to accommodate both local requirements and consolidated view at the regional and global level. Information is presented with Dynamic On Line Analysis to allow management to grasp a complete picture at a glance with drill down function for details. Mandate ISIS also enforces best practices to prevent deviation of IT policy by IT staff, others features includes, Collaboration, Project Tracking, Time Management, Knowledgebase Management, Risk Management and beyond.



### Head Quarter/ Regional Administrator eDashboard

Master control with full functionalities to establish and implement policy, standard, processes and procedures to ensure quality services deliveries and IT governance management matrices:

- Full control of all IT governance system within the enterprise, region and country
- Ability to view, control and obtain reports of all activities and support staff from all local systems
- Obtain complete picture of all IT governance and support issue at the highest level
- Assign call to country/branch level to provide 2nd level support and 3rd level support at the HQ level or regional level
- All functions listed below

### Local Country/Branch Administrator eDashboard

Master control of the local IT governance with full functionalities to establish and implement policy, standards, processes and procedures.

- Full control of local governance system
- Ability to view, control and obtain reports of all activities and support staff from local systems
- Monitor progress and obtain complete picture of all IT governance and support issue at the Branch level
- Auto alert and warning on due date or incomplete job
- Assign call to support staff level to provide 2nd and 1st level support
- All functions listed below

### Support Staff eDashboard

The eDashboard gives information that relates to support staff's own assignment/ duty and help communication with the administrator.

- Execute 1st level and 2nd level support assigned
- Record and track issue in an interactive interface
- Enhance performance with the knowledge base
- Auto alert and warning on due date and incomplete job
- Ability to set prior due date reminder
- Time management

### Users eDashboard

The eDashboard gives information that relates to user's service requests and help communication with the Help Desk administrator and support staff

- Submit service requests
- View, monitor request's progress and history
- Utilize knowledge base for instant problem resolution

# F E A T U R E S

## One-stop solution to efficiently manage

- **Enforcement of IT Policy and Best Practices**
- **IT Project Tracking and Collaborations**
- **Users Support and Service Delivery**
- **Risk and Issue Management**
- **Resource Management and more.....**

- **Advanced Help Desk Management**  
Independently manage helpdesk by country, by location, by branch with rolled up to regional and headquarter view for consolidated analysis
- **Complaints Management**  
Studies have shown that users who perceive that their complaints have been dealt with satisfactorily are amongst the most loyal thereafter
- **Configuration Management**  
Maintain inventories, analyze depreciation, and track warranty and maintenance contracts
- **Collaboration**  
Allow staff to exercise teamwork in resolving complex IT issues and project execution
- **Documentation Management**  
Harvest details and progress of all IT support activities and processes to provide a consolidated and streamlined reporting at the highest levels
- **FAQ**  
Complex user queries can be resolved quickly with the stored standard answers and user history tracking
- **Incident Management**  
Normal service operations can be restored as quickly as possible to minimize adverse business impact
- **Knowledgebase Management**  
Search resolved call tickets for common problem which allow user to find the solution without contacting the helpdesk. Support staff members can search the database to quickly access solution to common technical problems
- **Multiple Channel Management**  
Manage different channels of user requests such as phone, intranet and email
- **Parent/Child Relationship for Call Management**  
Achieve enhanced work flow, reporting, coordination and collaboration
- **Problems Management**  
Identify the underlying root cause of problem recorded. Proper problem management not only allows for speedy resolution of problems, it also prevents problems from occurring
- **Configuration Management**  
Maintain inventories, analyze depreciation, and track warranty and maintenance contracts
- **Reporting**  
Charts and reports to allow easy measure of performances, call quantity and service quality, including metrics on volume, type of request and frequency of problems reported and solved
- **Risk Management and Issue Log**  
Record details on risks and issues encounter during support. Information can be shared amongst authorized users and team members for necessary risk control to derive quick resolution
- **SLA Management**  
Deliver and manage different Service Level Agreements commitment and service delivery priority
- **Time Management**  
Ensure the concentration of time and energy on the high payoff tasks to enhance overall productivity
- **User Relationships Management**  
Provide customer care service and quality service delivery to enhance IT support and user relationships
- **Web-based and Platform Independent**  
Can be accessed from any computer with a web browser, regardless of platform or operating system

## An integrated application that helps improve:

- **Visibility and Control**
- **Risk Management and Enforce IT Governance**
- **Return on Investment and Reduce Operation Cost**
- **Increase Productivity and Service Delivery Efficiency**

**Control**

- One stop solution for complete IT Governance, Help Desk, Time Management, Project Tracking, etc

- Dynamic Online Analysis offers a more complete picture on all IT activities, projects, processes and workforce within IT organization across all business units and all geographical locations

- Instill transparency, visibility and forward alert on to effectively harness risk prevention

- Transform governance policy and automation of best practices, methodology and IT guideline

- Quality control tools to help keep IT service delivery and staff on track as to meeting expectations, minimize mistakes, prevent oversight and show progressive improvements

- Complete record trail on all service deliveries, projects, processes and communications

- Increase productivities and reduce operating costs

- Auto-Notification, Auto Call Assignment and Auto-escalation

- Risks & issues logs to maintain focus and collaboration to achieve timely resolution

- Knowledge base for knowledge sharing and "Quick-Fix" tool to allow user to resolve simple IT issues

- User Friendly web based interface that simplify deployment and learning circle

- Enforce best practice and IT governance policy for prevention of deviation

- Service log and record history of all users to provide service performance analysis

- A single, scalable client/server database stores all issue and customer information

- Familiar user interface and ease of use facilitates quick implementation

- Web-enablement allows unlimited number of users' remote access to the system

- Ability to define dynamic system fields for tracking business critical information

- Internal knowledge base stores accurate and dynamic knowledge with keyword search ability

- A powerful search tool that immediately retrieves information over the entire database of issues

- Asset Management module manages IT assets and aids in version management, configuration management and problem resolution of technical computer issues

- Full security permissions allow or deny access to activities for user or selected user groups

- Support is available through phone, email or on-line support requests

- Key Performance Index indicates staff performance against historical average and/or industry norms

**Visibility**

**Governance**

**Monitoring**

**ROI**

**Analysis**