

Mandate ISIS - The Dynamic IT Governance System

Mandate ISIS is a web based IT Governance and Help Desk Management Tool that provides complete user support, risk management and best practices enforcement on all IT activities, projects, processes and people for Corporate IT department and Professional Service organizations.

Mandate ISIS is a unique tool for the professional corporate IT department and IT service providers who have the desire to tackle IT service delivery at its root, not only Mandate ISIS provides a system that yield visibility in all user support service delivery and processes, it will results unprecedented uplift in staff productivities and quality improvement for the entire organization.

Mandate ISIS provide:

- Individual administrator console for each business location to allow local resource planning and management with roll-up from regional view or consolidate global view that resemble true multi-national organizational hierarchy
- A full picture over all IT service deliveries and staff within an organization across all disciplines and all geographical locations
- A best practice implementation tool to help keep staff on track as to meeting expectations, minimize mistakes and show progressive improvements in delivering world class IT services
- Complete record trail on all IT activities and communications
- Efficiency in resource (staff) utilization and reduce operating costs
- Elimination of unnecessary emails and tag all communications to the precise task for future reference when needed
- Increase time for all staff and be more productive
- Instill transparency and prevent cover up that yield visibility to senior management
- Instant "on line" analysis allow IT management to be up to date at all time on IT projects, Service deliveries, staff performances, communications, staff work loads and quality of the work in progress
- Free up more time for the IT management so that they can concentrate in affairs relate to strategic improvement and planning
- Project alert as a risk management tool to IT management that would require interventions when necessary. Room to act before problem escalated and deal with it while containable
- Proper control and effective people management
- Enforcement of IT policies, Standards and Best Practices
- Provide performance monitoring on all staff and all IT activities
- Risks & issues logs prevent human oversight and achieve timely resolution.
- Tagging of documents such as user guide, best practice statement, IT policy, Change Control procedures, meeting notes, reports, emails and SLA expectation directly to the IT ticket
- Time Management
- Knowledgebase
- Technical Document Management by tagging all documents, such as proposal, plans, discussion note, project progress notes to the precise IT task to achieve true electronic filling with easy retrieval of past records
- Flexibility that replicate organisation charts
- WEB based - low learning curve - Busiest person can use the tool instantaneously.
- Instant update, powerful management reports
- Accessible from anywhere with or without PC, as long as connected via Internet, 3G, 2G, WAP, Dial-up. Only limits by your IT infrastructure.
- Authorised Client Access for IT project participation, Quality Control and dynamic communication



IT Governance and Help Desk System in true Business Activities Monitoring

This is a killer application that yields visibility in the entire organization for all IT activities, people and processes to allow monitoring, tracking, dynamic on line analysis, history, alert and intervention if necessary. Equipped with Mandate ISIS, IT Management will no longer need to rely on the passive and manual "upward reporting" behavior that is the source of all IT problems.

Risk Log and Issue Log

Mandate ISIS provides IT management and all IT team members to record detail on risks and issues encounter during IT service delivery and tag directly to the IT ticket. This information can be share amongst authorized users and IT team members for necessary IT risk management that required attention and focus to derive quick resolution.

Pro-active Communication

With Mandate ISIS, all users can now post questions and provide answers that are directly related to the IT project, the message will automatically appear on the eDashboard of the intended responder and his / her immediate supervisor and flag warning once it becomes due. All communications related to the IT problem can be view and response by the entire IT team, keeping everyone with full understanding of progress without the hassle of emails, spam, or unnecessary cc mails.

Keeping the big picture on the fingertip

Once implemented, Mandate ISIS allows IT management to obtain instant, dynamic and interactive view of all major IT activities, projects, technical service request, proposals, etc, right on their figure tip. It will also allow department heads and managers to do the same on all IT activities within their division. Mandate ISIS has a tool to allow the users to monitor all IT activities and IT projects in an easy to understand and consolidated "eDashboard" manner.

Stay Informed with the Mandate ISIS

Mandate ISIS helps streamline processes and allow IT ticket management to stay on top of critical issues. The System provides dynamic information on all activities under their responsibilities, IT management and IT staff can monitor, query, check, interact, resolve and be alerted to each problematic issue that may require attention quickly and effectively. They will have instant access to the overall picture to view their responsibilities, jobs, projects, transactions with detail information on each and every development, who is responsible, events, resources, history, risk factors, and preventative measure adopters, to help them in the problem resolution.

Information Mining

Mandate ISIS harvest details and progress of all IT tickets and IT projects at the bottom to provide a consolidated and streamlined reporting at the highest level, Mandate ISIS provide IT management with a top down view on all IT tickets, projects, activities, etc and drill onto detail when necessary.

Remote Access from Anywhere

Mandate ISIS is a web based system that allows authorized user immediate access from any Internet connected computer from a remote client site, business center, Internet café, WAP Phone and PDA.

Dynamic Risk Analysis

Mandate ISIS allows IT management to drill on specifics and bank in on details. Who is responsible? What went wrong? Why the delay? When and how it happened? Question can be post and feedback without the restriction of people's availability, time and location. No more "waits" for someone to be available for meeting, to get off the phone, to return to the office for status update. Follow up and conversations can be transpired via the dialogue function instantly.

Easy to use and No Learning Curve

Mandate ISIS's Web Based user interface make it intuitive to use without learning curve. Anyone who is familiar with using a Web Browser can use the system without formal training.

Powerful Decision Support

Mandate ISIS Dynamic On Line Analysis and Dynamic Report Generator extend the IT management's effectiveness in managing their IT responsibilities. The system makes it easy to turn the dynamic data and past history into valuable management information for decision support on resource management, staff planning, workload distribution and individual's performance, overall productivity on all activities.

Mandate ISIS's auto alert and warning function ensure no more oversight with auto-escalation. It ensures all IT activities receive the focus and attentiveness required. When a task within an IT ticket or project become due or incomplete, or a question received no reply, the system can be set to generate auto escalation to the appropriate manager. Auto-Escalation can notify users through corporate e-mail, pager, SMS or other communication methods.

Improve Productivity and Keep Everyone Focus

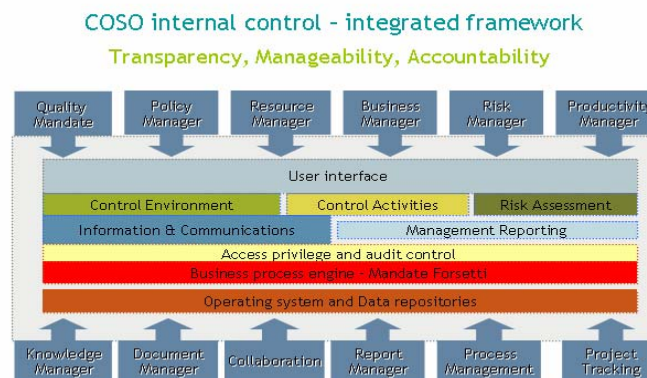
Mandate ISIS's user eDashboard to notify user of new assignments assigned by their superior. It works in conjunction with the auto escalation function to alert overdue assignments and flag warning messages on the user's eDashboard including sending email messages and SMS to mobile phone, alerting IT management and support staff even during after office hours and when they are away from the office.

The system is so powerful that it could help all IT professionals to improve their productivity by focus by allowing individual to set prior due date alert before due day to remind themselves and flag warning when when the job fall due or incomplete.

The deployment of Mandate ISIS is like giving an immediate personal assistant to everyone within the company, reminding and alerting each and everyone of their duty, assigned jobs, IT activities by keeping staff focus and organize their work better. The system will direct the users to carry out their jobs in accordance to the business processes, best practices, workflow and timing as mandated by the company. There will be no more room for excuses such as "over-look", "I forget", or "I was confused because I am handling too many things at a time".

Time Management

Eliminate record taking and effectively account for time on and off IT activities. It helps provides management to analyze where the staff spend their time and how productive the department is.



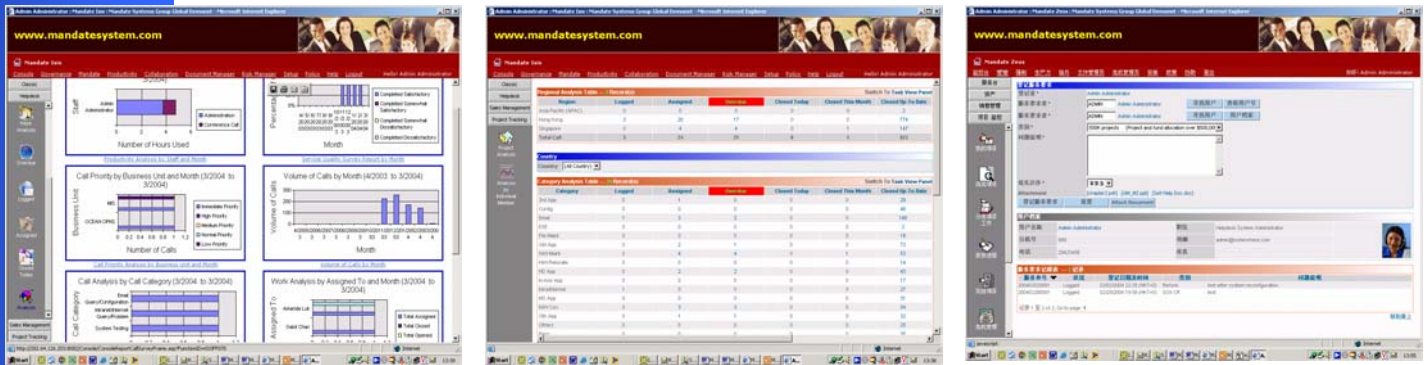
Mandate ISIS Focus

- Overall big pictures of all IT activities.
- Business Activities Monitoring (BAM) implementation
- User Service Satisfactory factor survey
- Productivities boots
- Management of Service Level Agreement commitment
- IT Project - across multiple disciplines and business units.
- Routine administrative task.
- IT governance by enforcement of best practices and policy
- Ad hoc - whatever is important

Mandate ISIS Description

The system has the design of eDashboard concept, where all necessary information is presented on a single interface with expand and collapse function to allow user to manage of the amount of data desired. The eDashboard's web based interface also provides easy navigation through the menu bar.

The entire system complete with up to five distinct eDashboards that resemble the role of responsibility within the organization, namely Administrator, Local administrator, Manager, Support staff, Users.



Global /Regional / Local Administrator eDashboard

The Governance eDashboard is the Master eDashboard with full functionalities.

- Full Control and Enterprise wide view on all IT Projects, all staff, all activities at all locations
- Reports and On Line Analysis that roll-up from all business units and locations
- Creation of Best practices templates
- Assignment of access control
- All functions stated below.

Manager eDashboard

The Manager eDashboard is the console for IT manager or project team leader. It provides information relate to the project progress, staff productivity, risk management, forward alert and documentation for the management of the project or division where he or she is responsible.

- View own IT ticket and assigned jobs/to dos.
- Monitor Progress and On-line Analysis.
- All staff that work under the IT manager including individual's workload.
- All activities relates to their own IT tickets, including dialogues, reports, record trails and all communications.
- Auto alert and warning on due date or incomplete job.
- All functions stated below.

Support Staff eDashboard

The Professional eDashboard is the eDashboard for IT support staff that provides information relates to their own responsibility and time management.

- View only information relates to own assigned jobs/to dos.
- Communicate and tag all correspondence to the IT ticket.
- History review
- Knowledge base
- Time management
- Auto alert and warning on due date or incomplete job.
- Staff can set prior due date alert.

Key features:

- Advanced Help Desk Management allows independently manage helpdesk by country, by location, by branch with rolled up to regional and headquarter view for consolidated analysis
- Complaints Management function allows root case problem resolution and enhancement of service quality and IT organization's professional image, studies have shown that users who perceive that their complaints have been dealt with satisfactorily are amongst the most loyal thereafter
- Configuration Management allow maintenance of inventories, analyze depreciation and track warranty and maintenance contracts
- Collaboration function allow staff to exercise teamwork in resolving complex IT issues and project execution
- Documentation Management function allows harvest of technical details and progress of all IT support activities and processes to provide a consolidated and streamlined reporting at the highest levels
- Incident Management allows normal service operations can be restored as quickly as possible to minimize adverse business impact
- Knowledgebase Management allows search on 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 functions allow management of different channels of user requests such as phone, intranet and email
- Parent/Child Relationship for Call Management function achieve enhanced work flow, reporting, coordination and collaboration
- Problems Management function helps to 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 function allows maintenance in IT 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 function 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 function to deliver and manage different Service Level Agreements commitment and service delivery priority
- Time Management function ensure the concentration of time and energy on the high payoff tasks to enhance overall productivity
- User Relationships Management function provide customer care service and quality service delivery to enhance IT support and user relationships
- Single eDashboard providing a complete picture of all IT tickets, people, dialogue and dynamic work load analysis, new and on going IT ticket status tracking with auto alert function.
- eDashboard provides analysis of accumulative total on all new IT ticket started today, number of on going IT tickets, number of overdue IT tickets that needing attention, number of IT tickets completed today, this month and to-date, across all categories to provides a complete picture of all IT tickets within the entire firm across all disciplines and all locations.

- eDashboard provides dynamic work analysis on all IT management staff and support staff with details on the number of IT ticket break down by category assigned to the individual and accumulative workload recorded by Mandate ISIS.
- eDashboard provide dynamic job display with listing of all new and assigned jobs with information on date, service level agreement, priority, job category, task, IT manager responsible for the job, client name, descriptions, ticket number that correspond to Mandate Zeus - Corporate Governance System for seamless data integration if necessary.
- The artificial intelligent build into the eDashboard interface allows ease of information management. It would only display name of staff and category when there is actual job registered, and it would automatically remove these information to avoid information overflow and to preserve the simplicity and user friendliness on the eDashboard. The collapse and expand function allow the user to choose the amount of information display on the EDashboard. The Sorting function on the EDashboard allow the user to sort information dynamically on date, IT ticket, client name, job type, job priority, service level agreement, start date and due date.
- The auto refresh function provides instant update on all information displayed on the eDashboard at set interval, which can be set by user.
- Web based interface allows easy navigation within the system and tights all modules together, unlike other application that required user to get in and out of different module before they can access the function desired, access to other modules and functions is just a click away without sequencing restriction.
- Auto Alert function will highlight all IT project or tickets that has job overrun or incomplete, system can be set to generate email, SMS to the staff, IT ticket manager and partner.
- System allows authorized user to make enquiries across the entire organization on IT tickets based on IT ticket numbers, IT ticket type, client name, IT manager, IT project manager, date, period, staff name and status such as Logged, assigned, overdue and history based on closed IT ticket or project status.
- System allows assignment unlimited sub tasks to an IT project or Ticket if necessary.
- System allows parallel execution of IT tasks within the IT project which replica human behavior and business process derived from unforeseen circumstances or planned methodology.
- System provides powerful report function that can be integrated with Crystal Report and SQL OLAP functions.
- System provides simply and user friendly interface to allow customization and modification necessary to match with changes derived from changes in business environment or adoption of new business strategy, most changes can be carried by the authorized operator without the involvement of IT professional.

System Requirement:

Hardware:

PC server with 1 GB RAM and minimum of 30 GB storage capacity.

Server Software:

Microsoft Windows 2000 Advance Server.

Microsoft SQL 2000 Server.

Microsoft IIS Server.

Client:

PC with Microsoft IE 6.

For more information or to organize a demonstration either on site or over the internet
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