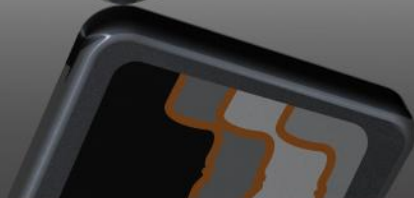


# Release Guide Clientele ITSM 2010



Complete. *Not complex*



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We welcome user comments and reserve the right to revise this publication and/or make improvements or changes to the products or programs described in this publication at any time, without notice.

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# 1 Introducing Clientele ITSM version 2010

## 1.1 Introduction

For more than 15 years Mproof customers have come to expect valuable enhancements to the product suites on a regular basis. Release 2010 is no exception, delivering new features that offer more configurability and functional capabilities for your business. Clientele ITSM 2010 reflects our fundamental philosophy as a software provider by:

- placing customers at the centre of everything we do
- developing and delivering world-class software to help our customers achieve operational excellence
- provide innovative technologies that empower our customers to become market leaders
- surrounding our customers with resources and self-service tools to provide world-class customer service and satisfaction
- delivering single point accountability in everything we do

## 1.2 What is inside

This guide covers the features, functionality and technology introduced with Clientele ITSM 2010. It also provides information on professional services, product support, education and other important topics related to this release. Please note that all information in this document is subject to change without notice.

### 1.3 Clientele ITSM 2010 key objectives

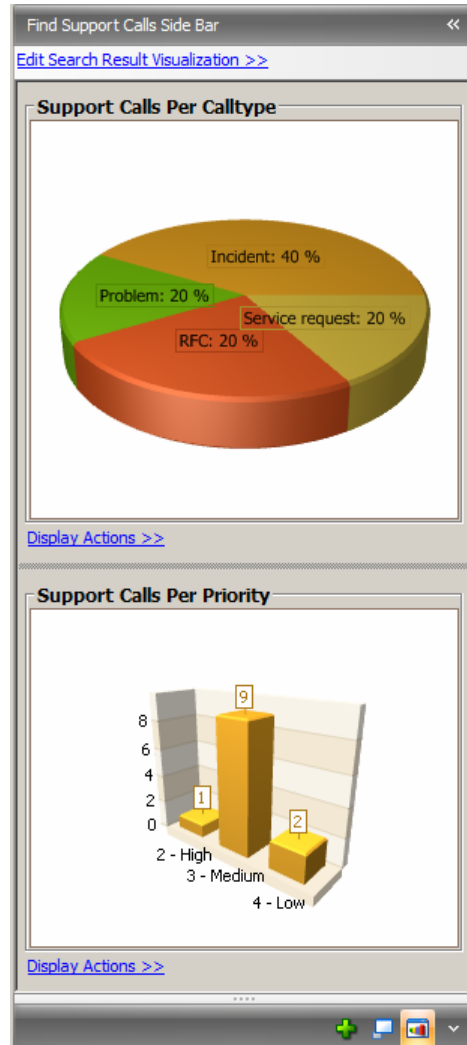
At Mproof, we are committed to responding to our customers by enhancing and expanding product functionality, investing in new technologies, and providing overall value with our products. In keeping with this ongoing effort, we established a list of objectives for the 2010 release of Clientele ITSM. Here are the objectives and how we've accomplished them:

Objective	Achievement
Deliver embedded dashboards supporting transactional and OLAP cube data	New dashboards components are added to the version 2010 release to provide charts, gauges, KPIs and cube browsing functionality.
Deliver high priority customer requested enhancements	Version 2010 incorporates the results of customer software change requests (SCR) and reflects real-world feedback on proposed functionality.
Upgrade from 2007, 2008 and 2009	Version 2010 provides upgrade tools from version 2007, 2008 and 2009

## 2 Clientele ITSM 2010 new features

### 2.1 Side bar

The side bar is a new vertical bar on the right side of the Clientele ITSM MDI. By default this bar provides access to commonly used actions. It also allows the user to organise search result visualisations. These are bound to search forms to support the user with the interpretation of their search results.



### 2.2 Embedded dashboards

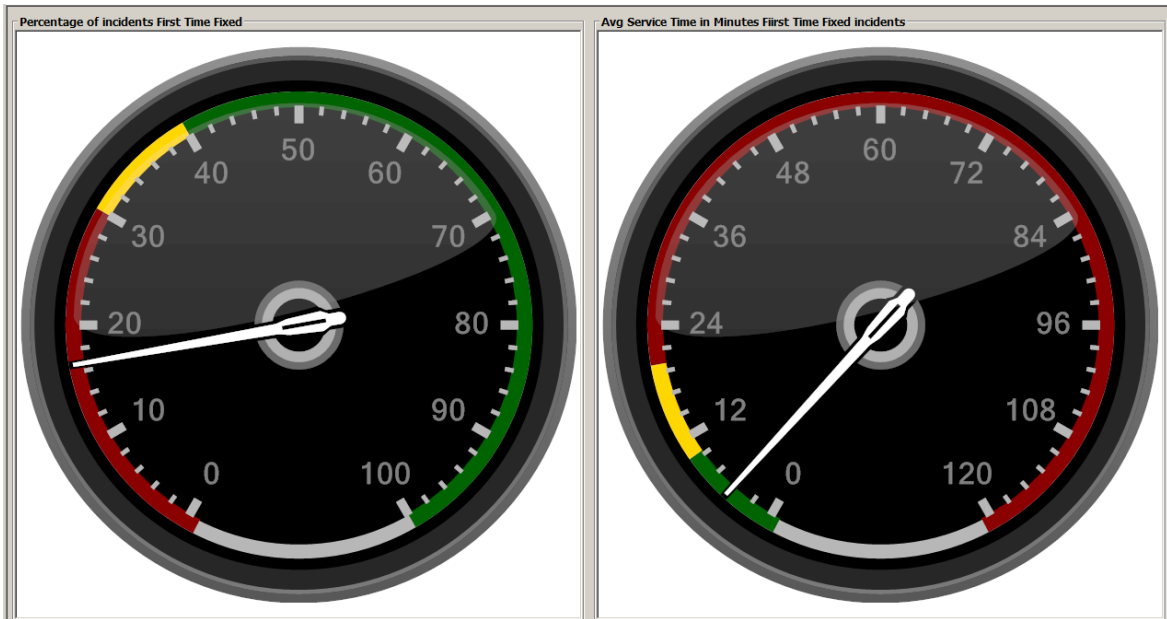
ITSM 2010 is enhanced to support dashboards as part of, and embedded in the standard ITSM application. It comes with advanced administration functionality to provide maximum flexibility in setting up charts and gauges based on ITSM data and even external data sources. It also includes a cube browser to allow direct viewing of ITSM BI OLAP cubes via pivot grids.

#### 2.2.1 Dashboards

The administrator can configure the data connections needed to create the metrics. The data connection can also be set to an external data source if the user would like to include metrics from external sources in the ITSM dashboard. For example combining ITSM metrics with metrics collected from customer satisfaction surveys.

When the data connection is configured, the visualisation components can be created. The user can choose the type of visualisation depending on the type of metric. When multiple values need to be compared a chart is the best option and a gauge when one value needs to be displayed against defined thresholds.

The actual dashboard is created on a canvas. The user can create a whole new dashboard layout or can pick a layout from a template. The user can select all metrics he would like to see on the dashboard. The combination of the metrics delivers the real value to the user. For example the metric First Time Fix on its own will not give as much information as when it is combined with the Average Service Time. When the dashboard is completed it can be used inside or outside the ITSM MDI, allowing the user to display and monitor on a separate screen.



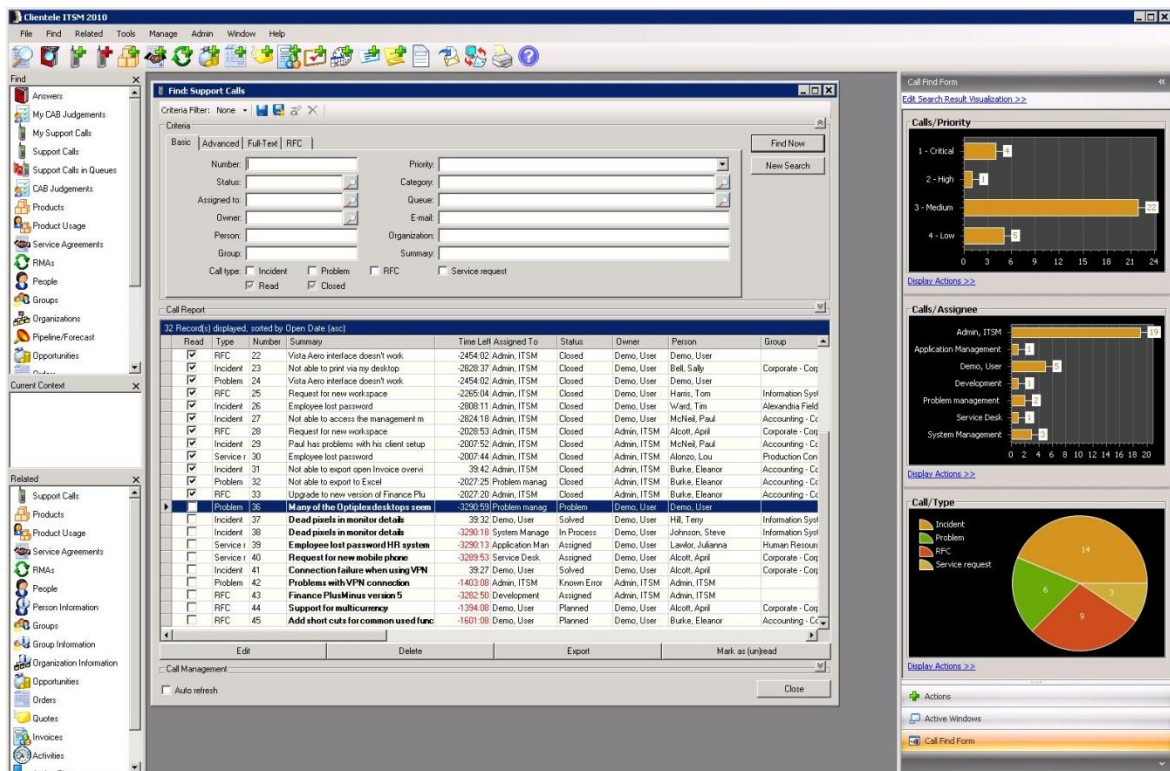
### 2.2.2 Cube browser

On top of the charts and gauges a cube browser is included in the new dashboard functionality. The cube browser can be used to view BI OLAP cubes from Clientele ITSM Performance. Via pivot grids the user can slice and dice the data for detailed analysis and combine the trends from the cube browser with the metrics on a dashboard.

### 2.2.3 Search result visualisation

The visual components used for the dashboards can also be used in the side bar for search result visualisation. The visuals help the user to interpret search results quickly.

Each search form can have one or more related visual components displayed in the side bar. When the user performs a search, the visual components will directly refresh and show the user a visual representation of the search results. For example when a user opens the Search My Open Support Calls form, all support calls assigned to the user will be listed in the search grid. By using the visual components, the user can immediately see the partitioning of these support calls by type, priority and status. The administrator can setup pre-defined visual components or allow the users to create their own personalised search result visualisation.



The screenshot displays the Clientele ITSM 2010 interface. The main window shows a search results table with columns for Read, Type, Number, Summary, Time Left Assigned To, Status, Owner, Person, and Group. The table lists various incidents and problems, such as 'Vista Aero interface doesn't work' and 'Employee lost password'. To the right, there are three visual components: a 'Calls/Priority' bar chart showing counts for Critical (1), High (1), Medium (23), and Low (1); a 'Calls/Assignee' bar chart showing counts for Admin, Demo, Development, Problem management, Service Desk, and System Management; and a 'Call/Type' pie chart showing the distribution of call types: Incident (14), Problem (6), RFC (9), and Service request (3).

Read	Type	Number	Summary	Time Left Assigned To	Status	Owner	Person	Group
<input checked="" type="checkbox"/>	RFC	22	Vista Aero interface doesn't work	-2454:02	Admin, ITSM	Closed	Demo, User	Demo, User
<input checked="" type="checkbox"/>	Incident	23	Not able to print via my desktop	-2629:37	Admin, ITSM	Closed	Demo, User	Bell, Sally
<input checked="" type="checkbox"/>	Problem	24	Vista Aero interface doesn't work	-2454:02	Admin, ITSM	Closed	Demo, User	Demo, User
<input checked="" type="checkbox"/>	RFC	25	Request for new workspace	-3255:04	Admin, ITSM	Closed	Demo, User	Harris, Tom
<input checked="" type="checkbox"/>	Incident	26	Employee lost password	-2808:11	Admin, ITSM	Closed	Demo, User	Alexandria Field
<input checked="" type="checkbox"/>	Incident	27	Not able to access the management m	-2824:18	Admin, ITSM	Closed	Demo, User	McNeil, Paul
<input checked="" type="checkbox"/>	RFC	28	Request for new workspace	-2029:53	Admin, ITSM	Closed	Admin, ITSM	Alcott, April
<input checked="" type="checkbox"/>	Incident	29	Paul has problems with his client setup	-2007:52	Admin, ITSM	Closed	Admin, ITSM	McNeil, Paul
<input checked="" type="checkbox"/>	Service r	30	Employee lost password	-3007:44	Admin, ITSM	Closed	Admin, ITSM	Alonso, Lou
<input checked="" type="checkbox"/>	Incident	31	Not able to export open Invoice overni	39:42	Admin, ITSM	Closed	Admin, ITSM	Burke, Eleanor
<input checked="" type="checkbox"/>	Problem	32	Not able to export to Excel	-2027:25	Problem manag	Closed	Admin, ITSM	Burke, Eleanor
<input checked="" type="checkbox"/>	RFC	33	Upgrade to new version of Finance Plus	-2027:20	Admin, ITSM	Closed	Admin, ITSM	Burke, Eleanor
<input checked="" type="checkbox"/>	Problem	36	Many of the deployed software tools	-3292:53	System manage	Problem	Demo, User	Demo, User
<input type="checkbox"/>	Incident	37	Dead pixels in monitor details	39:32	Demo, User	Solved	Demo, User	Hill, Terry
<input type="checkbox"/>	Incident	38	Dead pixels in monitor details	-3290:18	System Manage	In Process	Demo, User	Johnson, Steve
<input type="checkbox"/>	Service r	39	Employee lost password HFI system	-3290:13	Application Man	Assigned	Demo, User	Lawlor, Juliana
<input type="checkbox"/>	Service r	40	Request for new mobile phone	-3298:53	Service Desk	Assigned	Demo, User	Alcott, April
<input type="checkbox"/>	Incident	41	Connection failure when using VPN	39:27	Demo, User	Solved	Demo, User	Alcott, April
<input type="checkbox"/>	Problem	42	Problems with VPN connection	-1403:08	Admin, ITSM	Known Error	Admin, ITSM	Admin, ITSM
<input type="checkbox"/>	RFC	43	Finance Plus/Minus version 5	-3282:50	Development	Assigned	Admin, ITSM	Admin, ITSM
<input type="checkbox"/>	RFC	44	Support for multicurrency	-1394:08	Demo, User	Planned	Demo, User	Alcott, April
<input type="checkbox"/>	RFC	45	Add short cuts for common used func	-1601:08	Demo, User	Planned	Demo, User	Burke, Eleanor



## 2.3 Drag and Drop attachments

This new feature provides users with an intuitive way to link external files to records in ITSM. For support calls, attachments can now be related to support call events allowing the user to better organise files related to support calls.

Emails can also be dragged and dropped which will save the email as an attachment related to the specific record. When an email is dropped on a support call, the email will be added as a new support call event. If the email contains attachments, the attachments will be linked to the event.

## 2.4 Grid multi column sort

The grid preferences functionality is enhanced to let the user personalise and configure the default sorting of the records listed in the grid. Multiple columns can be selected for ascending or descending sorting. Saving the grid preferences applies the configured sorting to the grid.

## 2.5 Enhanced Attributes Search capabilities

The attributes search, which was introduced in ITSM 2009, has now been enhanced to support wildcard searches for lookup and value list field types.

## 2.6 Run Report Agent Task

The new Report Execution Agent task allows scheduling and sending of reports by email. Parameters can be configured for the report.

## 2.7 Reports Data Source

This new feature allows an administrator to specify a different database as the source for the reports. To avoid long waiting times or slow connections on the clients while running reports, the server administrator will have the option of configuring a different data source (for example, a mirror of the production database) in the Web Service Config Utility, which saves this information to the ApplicationConfiguration.xml file. Once this task is performed, each report can be assigned to the new data source and data can be retrieved.

## 2.8 Email protocol security enhancements

Existing protocols for sending and receiving such as SMTP and POP3 have been enhanced and extended to enable secured email.

Both SMTP and POP3 are enhanced to configure a secured SSL connection. Additional to these existing protocols, we have added IMAP as second email retrieval protocol including support for SSL. With the use of IMAP unlike POP3, retrieved emails will not be deleted but will be moved to a specified folder.

## 2.9 SDK Wizards for Creating Agent Tasks

The SDK has been enhanced with wizards and project types for creating custom Agent task types.

## 3 Additional information

### 3.1 Compatibility

Clientele ITSM is now compatible with:

Microsoft Windows XP 32 and 64 bit  
Microsoft Windows Vista 32 and 64 bit  
Microsoft Windows 7 32 and 64 bit  
Microsoft Windows Server 2003 32 and 64 bit  
Microsoft Windows Server 2008 32 and 64 bit  
Microsoft Windows Server 2008R2  
Microsoft Office 2003  
Microsoft Office 2007  
Microsoft Office 2010 32 bit  
Microsoft Office SharePoint server 2007  
Microsoft Windows SharePoint Services 3.0  
Microsoft SQL Server 2005 32 and 64 bit  
Microsoft SQL Server 2008 32 and 64 bit  
Microsoft Visual Studio.net 2008

### 3.2 Languages

Clientele ITSM 2010 is currently available or planned for availability in: English US, English UK, Dutch, German, French, Spanish, Swedish, Chinese (simplified and traditional), Russian, Polish, Estonian, Greek and Hungarian.

### 3.3 Upgrades

The upgrade paths supported from this release are from versions 2007, 2008 and 2009

## 4 Product Distribution

Clientele ITSM 2010  
Clientele ITSM Portal 2010

Clientele ITSM 2010 released as General Available, September 15<sup>th</sup> 2010.

### **About Clientele ITSM**

Clientele ITSM provides you with a complete software suite integrating all the key IT processes outlined in the ITIL best practices. It enables customers to be "in control" of their service delivery and support by helping to align IT services to the business needs, typical to mid-sized organisations. Although Clientele ITSM is extremely feature rich and easy to implement by default, its platform enables flexibility and allows for customisations without having to worry about future upgrades. Comprehensive reporting, trend analyses and performance intelligence functions complete the full ITSM suite, empowering all ITSM users with the information they need to excel in their field. Customers benefit from more than 15 years of development and investment around Best Practice principles, providing guidance through the ITIL processes. Clientele ITSM's extensive customer base, which includes some of the world's best known brands, spans across a wide range of verticals and geographical markets. Clientele ITSM is Pink Elephant verified for the key IT processes and is available in 15 languages at no extra cost.

For more information please contact, [www.clientele-itsm.com](http://www.clientele-itsm.com)

### **About Mproof**

Mproof specialises and provides IT Service Management software solutions for the midmarket. From its headquarters in the Netherlands, Mproof supports their worldwide customer base to professionalise their services and align them to their changing business needs. We provide innovative technologies that empower our customers to become market leaders. Mproof, a Microsoft Gold Certified partner, was founded in 1997 and is a privately held company. Our global presence is further strengthened by a close cooperation with strong channel partners for product sales, implementation and support.

For more information, please visit [www.mproof.com](http://www.mproof.com)