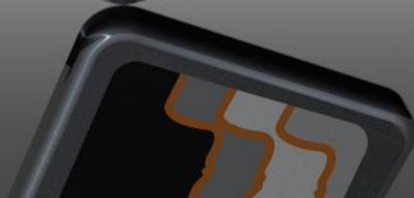


Release Guide 2012 Spring Release



Complete. *Not complex*



About this Guide

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This manual is subject to change without notice. The contents of this manual are believed to be current and accurate as of its date of publication. Changes to this manual between reprinting and other important information about the software products are made or published in release notes and you are urged to obtain the current release notes for the software product.

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 2012

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 2012 is no exception, delivering new features that offer more configurability and functional capabilities for your business. Clientele ITSM 2012 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 2012. 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 ITSM 2012 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 on-going effort, we established a list of objectives for the 2012 release of Clientele ITSM. Here are the objectives and how we've accomplished them:

Objective	Achievement
Add support for Service Catalog Management	With the 2012 release of Clientele ITSM and Clientele Portal we have delivered the tools to create and publish your Service Catalog. The service manager can manage the Service Categories and Services in Clientele ITSM. The IT user is able to browse the catalog via the self-service portal and submit requests for new services.
Deliver an out-of-the box Service Desk dashboard	Based on the input of several sources including the book "Metrics for IT Service Management" published by the ITSM Library on behalf of itSMF International we have created a standard dashboard with the most requested metrics for service desks. This dashboard is based on the Clientele ITSM database.
Deliver high priority customer requested enhancements	Version 2012 incorporates the results of customer software change requests (SCR) and reflects real-world feedback on proposed functionality. Samples of requests implemented in the 2012 release are: <ul style="list-style-type: none"> - The introduction of support groups (1st, 2nd and 3rd line support) - The introduction of closure categories for Incidents and Service Requests. - Enhancements in the user interface for managing CMDB relationships.
Deliver out-of-the box dashboards for Clientele ITSM Performance	Besides the service desk dashboard we have created three more dashboards that show process specific metrics. With Clientele Performance 2012 we deliver a dashboard for Incident, Change and Operations management. All of these dashboards show trend data that is gathered with Clientele Performance.
Enhance Clientele ITSM Performance metrics and dimensions.	With the 2012 release we have added two new measures and several new dimensions. Additionally we have changed the hierarchies in the date dimension and added the support lines to the queue dimension.
Upgrade from 2009, 2010 and 2011	Version 2012 provides upgrade tools from version 2009, 2010 and 2011

2 ITSM 2012 new features:

2.1 Service Catalog Management

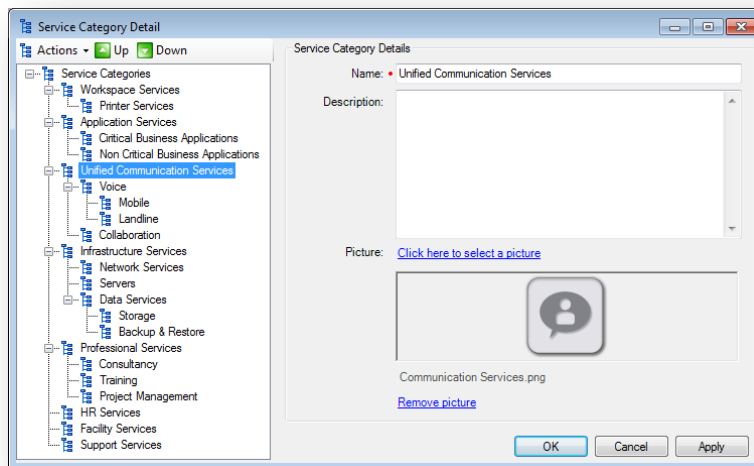
The purpose of a Service Catalog is to document IT services and establish the basis for other service management components. It clearly defines what services are available from the IT organization and aligns those services with the business goals and needs. It can be a baseline for a Service Level Agreement. It also becomes the basis for documenting procedures and processes in an IT organization. A well-designed Service Catalog helps users (customers) identify what services are available to them and what the boundaries might be.

In this release we provide you with tools to create and publish your Service Catalog as well as the front end for the end users, the customer facing view.

2.1.1 Managing the Service Catalog

Service Categories

Setting up the Service Catalog starts by creating service categories. As a service manager you can create a tree structure of categories. The Service Category tree is used to cluster services and to create meaningful entry points for browsing the final Service Catalog via the self-service portal.



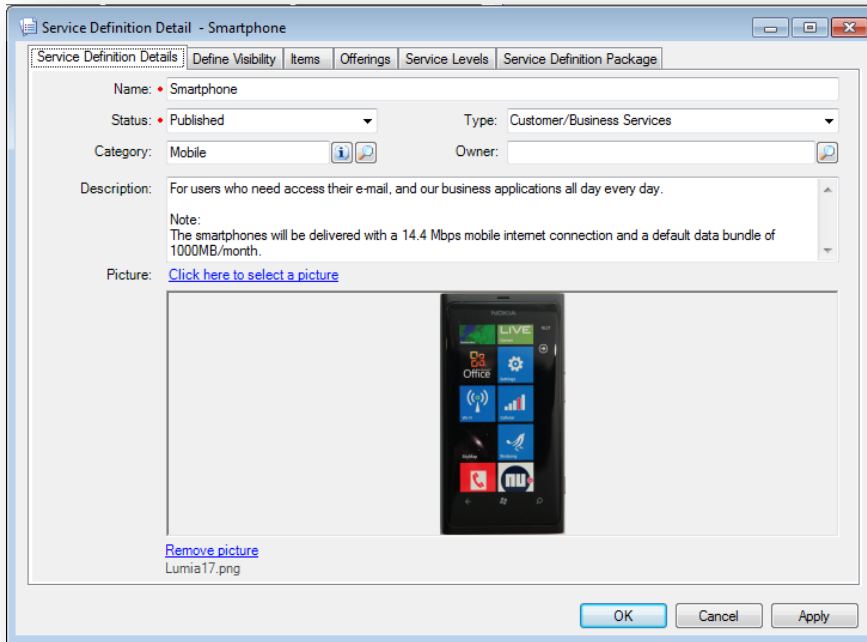
A well designed category tree will guide the end users to the services they are willing to request. They will start with the root nodes and navigate via the sub categories to the services.

Service Definitions

The configuration of the available Services in the Service Catalog is stored in Service Definitions. Besides the common attributes like the name, description, category and a picture, the service manager is able to configure:

- Who is able to see the Service while browsing the catalog,
- What items the users are able to request as part of the Service,
- Which service levels are available to the end users,
- Which additional requests are available once the user has access to the Service,
- The costs per item, offering and service level.

Additionally the service manager can create Service Packages and add them to the Catalog. A Service Packages is a bundle of services that can be requested in one single request.

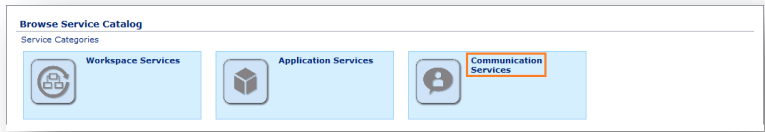


2.1.2 Using the Service Catalog

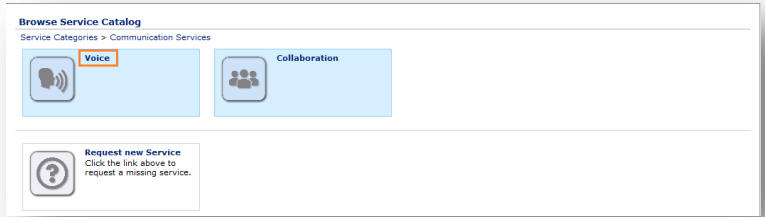
The Service Catalog can be used from within Clientele ITSM as well as via the self-service portal. All functionality described in this paragraph is available via both interfaces. The screenshots are created using Clientele ITSM Portal.

Browse the Service Catalog

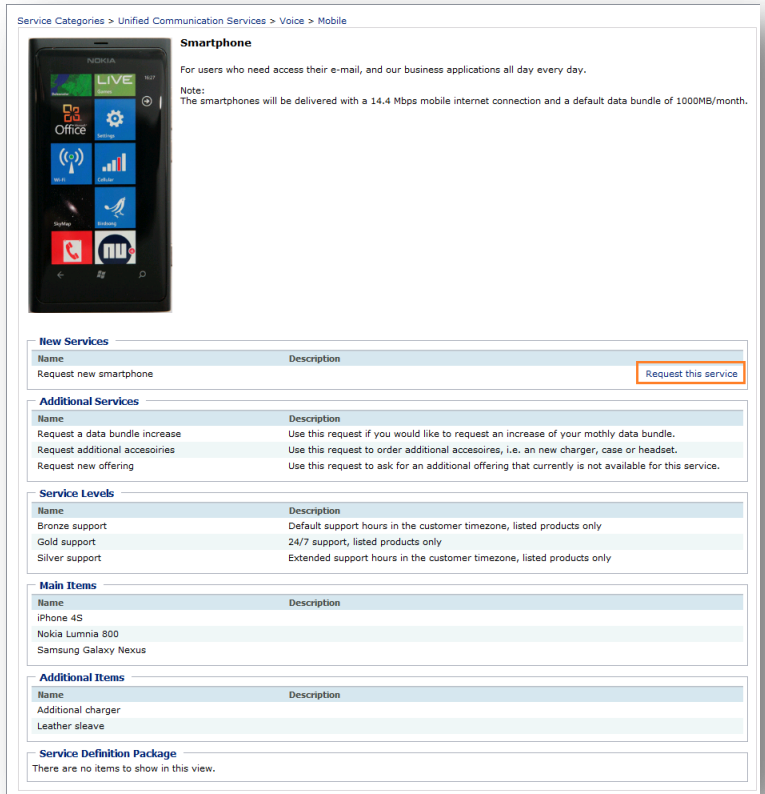
The user starts by selecting one of the top level categories of the Service Catalog:



If there are any subcategories the user can choose again:



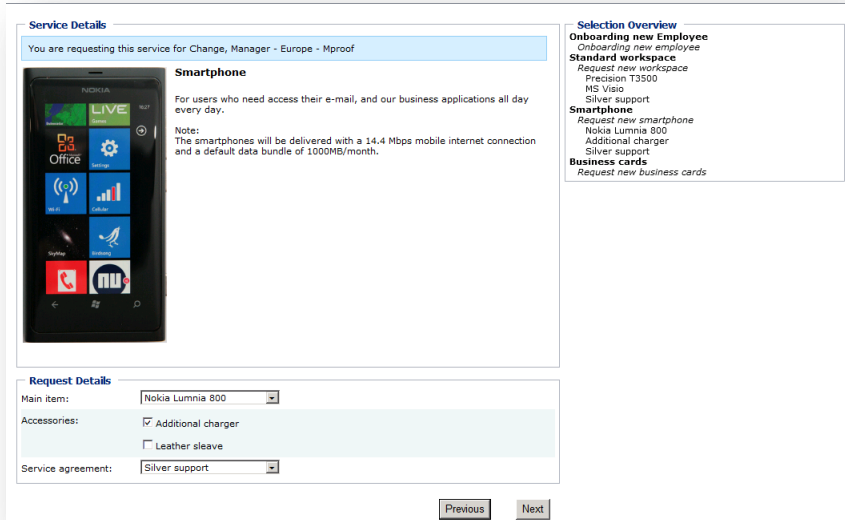
Until the user reaches a Service detail page:



If the user can't find what he's looking for he can easily navigate back using the breadcrumb trail and submit a request to add a new service to the catalog by using the "Request new Service"-entry that can be found on all the Service Catalog pages.

Request a Service

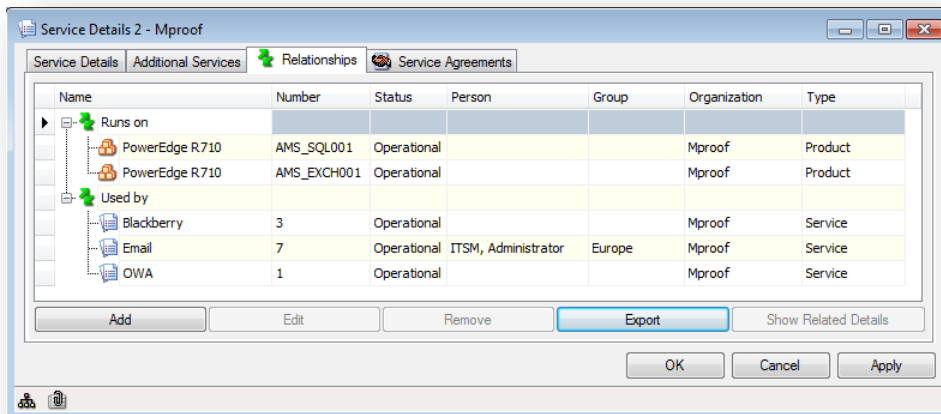
Once the user has identified which Service he would like to request, he can start the wizard that guides him through the process by pressing the “Request this service”-link on the Service detail page.



2.1.3 Register requested services

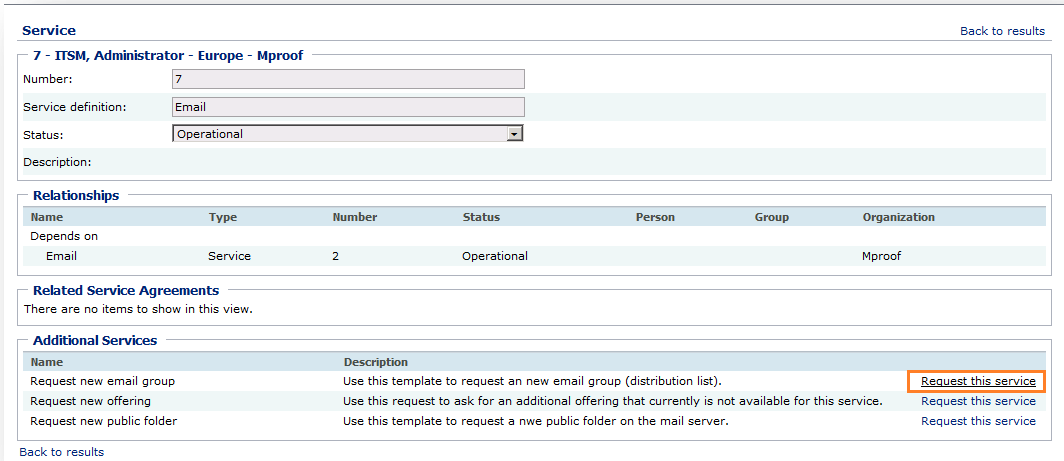
Since Services can be designed and requested they should also be registered in the CMDB. The configuration manager is able to register related services for customers. As with almost all the entities in ITSM the configuration manager can do this by selecting the proper context and create the related records.

One of the important aspects of registering a Service is its relationship with the technical CI's in the IT infrastructure. The configuration manager is able to register how and to which products and services a service is related. To identify differences in the relationships the configurations manager can now define CMDB relationship types.



2.1.4 Related services and additional offerings

Besides requesting new services, end users can also request additional offerings for existing services. They can do this themselves using Clientele ITSM Portal when they navigate to one of their services. On the detail form a list with available additional offerings is shown. From this list they can start the request process by using the request link in the grid.



The screenshot shows a web interface for a service. At the top, it says 'Service' and '7 - ITSM, Administrator - Europe - Mproof'. Below this are input fields for 'Number' (7), 'Service definition' (Email), and 'Status' (Operational). A 'Description' field is also present. Below the form is a 'Relationships' table:

Name	Type	Number	Status	Person	Group	Organization
Depends on						
Email	Service	2	Operational			Mproof

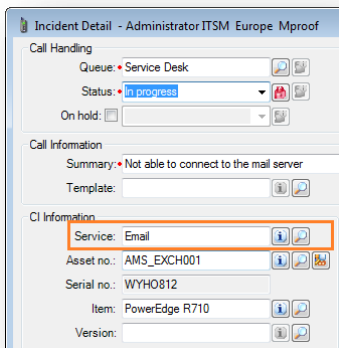
Below the table is a section for 'Related Service Agreements' which states 'There are no items to show in this view.' At the bottom is an 'Additional Services' table:

Name	Description	
Request new email group	Use this template to request a new email group (distribution list).	Request this service
Request new offering	Use this request to ask for an additional offering that currently is not available for this service.	Request this service
Request new public folder	Use this template to request a new public folder on the mail server.	Request this service

The same functionality is, of course, also available in the Windows client

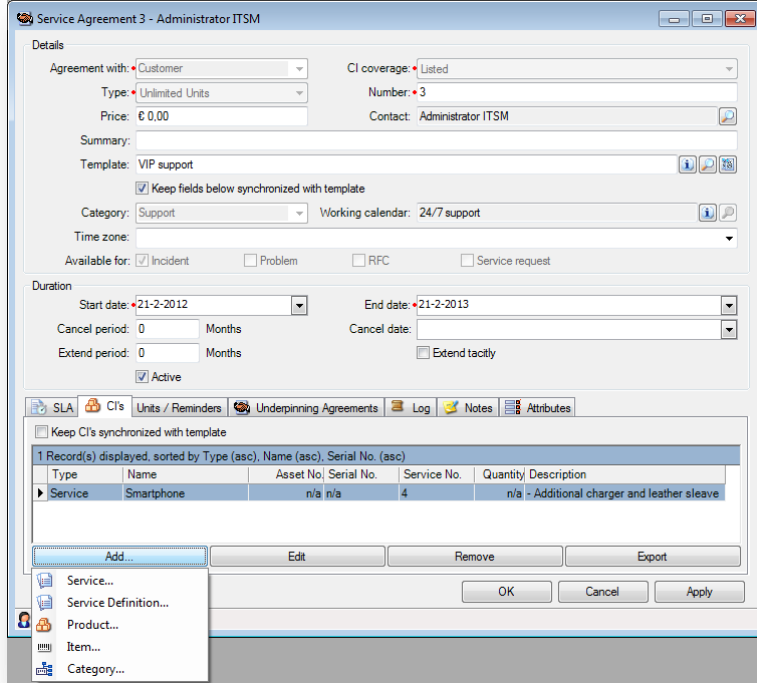
2.1.5 Register support calls for services

The Service Agreements and Support Calls now both support the new Service entity. This means the customers (and service desk engineers) can register support calls for Services and Services can be covered by SLA's.



The screenshot shows the 'Incident Detail' window in the Windows client. It has several sections: 'Call Handling' with 'Queue: Service Desk', 'Status: In progress', and 'On hold' checkbox; 'Call Information' with 'Summary: Not able to connect to the mail server' and a 'Template' field; and 'CI Information' with fields for 'Service: Email', 'Asset no.: AMS_EXCH001', 'Serial no.: WYHO812', 'Item: PowerEdge R710', and 'Version:'. The 'Service: Email' field is highlighted with an orange box.

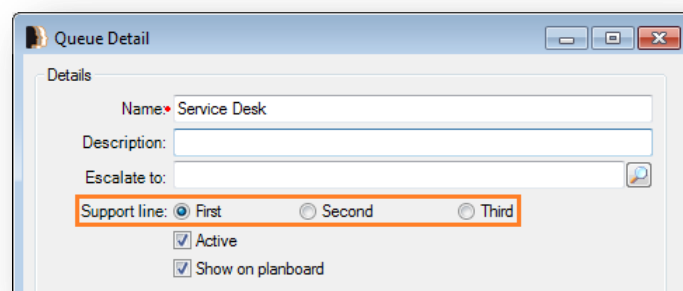
As with Items and Products, we allow Service Agreements to be created for different levels of the Service hierarchy; Service Definitions and Services.



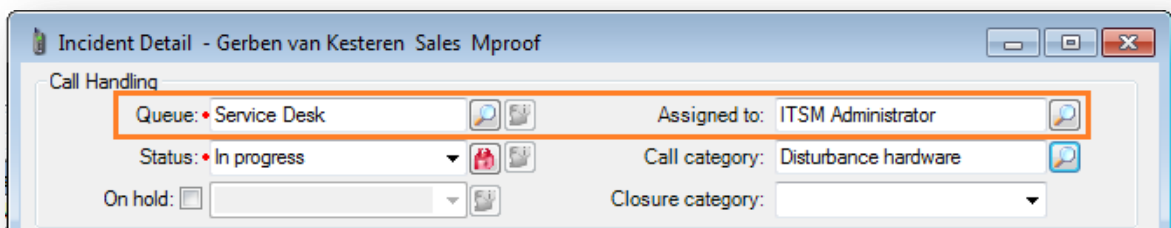
2.2 Support Groups

Many of our customers have requested a way to distinguish between first, second and third line support. In Clientele ITSM 2012 we have enhanced queues and changed the way we assign calls to users and queues to support this distinction.

Queues can now be identified as first, second or third line support by checking the proper radio button on the detail form. The relationship between queues and queue members can now be marked as the default relationship for the application user.



On the support call detail form we changed the business rules related to call assignment. From this release forward you can assign both a queue and a user to a call. The queue has become a mandatory field, so this must always be filled. If a user has a default queue, this queue will automatically be used when the user creates a new call. When changing a calls' assignment you are now limited in way that you can only assign a 'valid' combination of a queue and a user, meaning the user must be a member of the selected queue.

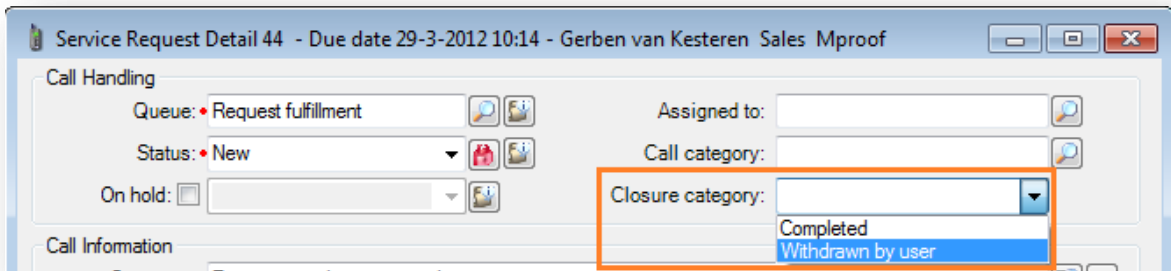


By making these changes we allow you to make a proper distinction between calls assigned to first, second and third line support. For example, you can now report on calls that are escalated from 1st to 2nd or 3rd line support. Additionally you can now easily search for all calls assigned to a queue and their individual members.

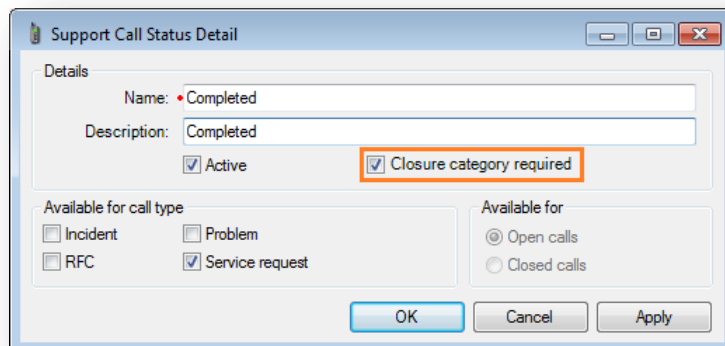
Because many of the customer requests regarding support groups were actually related to reporting and analysis we updated Clientele ITSM Performance accordingly so the new distinction is also available in our data warehouse and used in our out-of-the-box dashboards.

2.3 Closure Categories

In this release we introduced a new field called 'Closure category' for both Incidents and Service Requests. The main purpose of this field is to identify how and why the Incident or Service Request is resolved / closed.



This field becomes mandatory depending on the status of the support call. You can determine when this field becomes mandatory by checking the [Closure category]-checkbox on the support call status detail form.

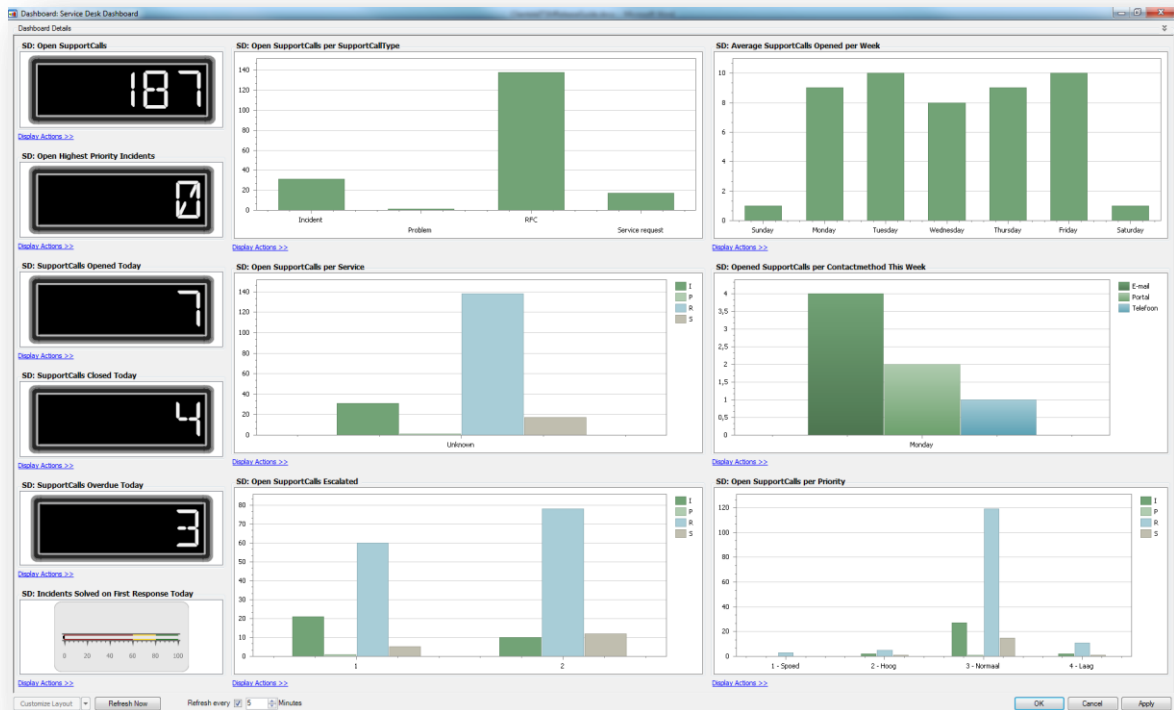


The lists with closure categories are separated for Incidents and Service Requests, so you can create a specific list per call type. Additionally we have added two new modules options (one per call type) to allow you to configure default values.

Clientele ITSM Performance is updated to support these new fields as well, so you can use them in your reports.

2.4 Service Desk Dashboard

Based on the input of several sources including the book “Metrics for IT Service Management” published by the ITSM Library on behalf of itSMF International we have created a standard dashboard with the most requested metrics for service desks. This dashboard is based on the Clientele ITSM database.



2.5 Clientele ITSM Performance Enhancements

Because Clientele ITSM now supports a clear distinction between 1st, 2nd and 3rd line support we can support the frequently asked measures ‘Solved by First Line’ and ‘Solved on First Response’. Both measures are now available in the support call cube.

- Solved by First Line:** This metric allows the user to get insights about the ability of the Helpdesk to solve a Support Call without the involvement of Second and Third Line Support.
- Solved on First Response:** This metric allows the user to get insight about the ability of the Helpdesk employees to solve a Support Call within 15 minutes of turnaround time (regardless of working time and on-hold time). The Support Call should be assigned to a user (employee) who belongs to a First Line Support Group. In case more users or Support Call Groups are involved a Support Call is never considered to be resolved on first response,

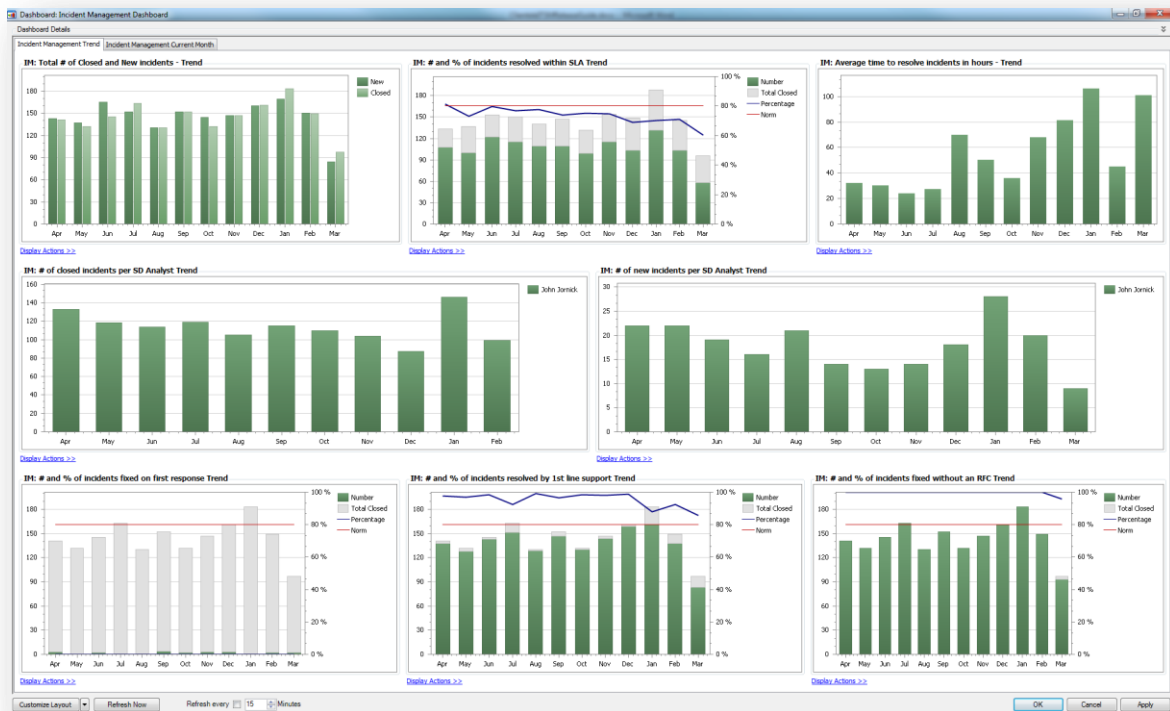
Besides these new measures we have also added the following new dimensions:

- **Closure Category:** This dimension contains the closure category attributes for both the Incident and Service Request closure categories.
- **Support Call RFC:** This dimension shows attributes which only show up when selecting RFC Support Call Types.
- **Services:** This dimension shows all the attributes from the service category, service definition and services. Like the Product dimension this dimension comes with a hierarchy that can be used to drill through, starting from categories up until the related services.

2.6 Clientele ITSM Performance Dashboards

Besides the service desk dashboard we have created three more dashboards that show process specific metrics. With Clientele ITSM Performance 2012 we deliver a dashboard for Incident, Change and Operations management. All three dashboards contain two tabs:

- The first tab shows trend data of the last 12 months
- The second tab shows data of the current month.



3 Additional information

3.1 Compatibility

The Clientele products are 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 and 64 bit
- Microsoft Office SharePoint Server 2007
- Microsoft Office SharePoint Server 2010
- Microsoft Windows SharePoint Services 3.0
- Microsoft SharePoint Foundation 2010
- Microsoft SQL Server 2005 32 and 64 bit
- Microsoft SQL Server 2008 32 and 64 bit
- Microsoft Visual Studio.net 2008

For more information regarding minimum service pack levels please read the system requirement section of the installation guides.

3.2 Languages

Clientele ITSM 2012 and Clientele Portal 2012 are currently available or planned for availability in: English US, English UK, Dutch, German, French, Spanish, Swedish, Chinese Simplified, Chinese Traditional, Russian, Polish, Estonian, Greek, Hungarian and Brazilian.

3.3 Upgrades

The upgrade paths supported from this release are from versions 2009, 2010 and 2011. If you require an upgrade from a version prior to ITSM 2009, please contact your local reseller so he can advise your company on how to plan the upgrade.

4.0 Product Distribution

- Clientele ITSM 2012
- Clientele ITSM Portal 2012
- Clientele ITSM Performance 2012

These products are released as General Available, 30 March 2012.

About Clientele ITSM:

Clientele ITSM provides mid-tier IT departments and managed service providers with a clever and complete software suite which meets all their needs for IT service management. This solution leverages commonly used Microsoft technologies and is pre-configured according to best practices. It enables rapid ITIL/ITSM deployment which reduces implementation costs and TCO, with guaranteed success. Clientele ITSM's customer centric approach makes it easy to use and increases productivity.

Comprehensive reporting, trend analyses and performance intelligence functions complete the full suite, empowering all users with the information they need to excel in their field.

Customers benefit from more than 15 years of agile software 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.

For more information please contact, www.clientele-itsm.com

About Mproof:

Mproof is an agile software vendor of IT Service Management solutions for the midmarket and managed service providers. From its headquarters in the Netherlands, Mproof supports their worldwide customers with clever software which implements and manages quality services aligned with the needs of their customers. Mproof, a Microsoft Gold Certified ISV, 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