



HP OpenView Service Desk at NXP

Mark Teichmann

User Self Service, eProvisioning and CMDB Addons

HP OpenView, Mercury und Peregrine Anwendertreffen

Stuttgart, June 12, 2007



Agenda

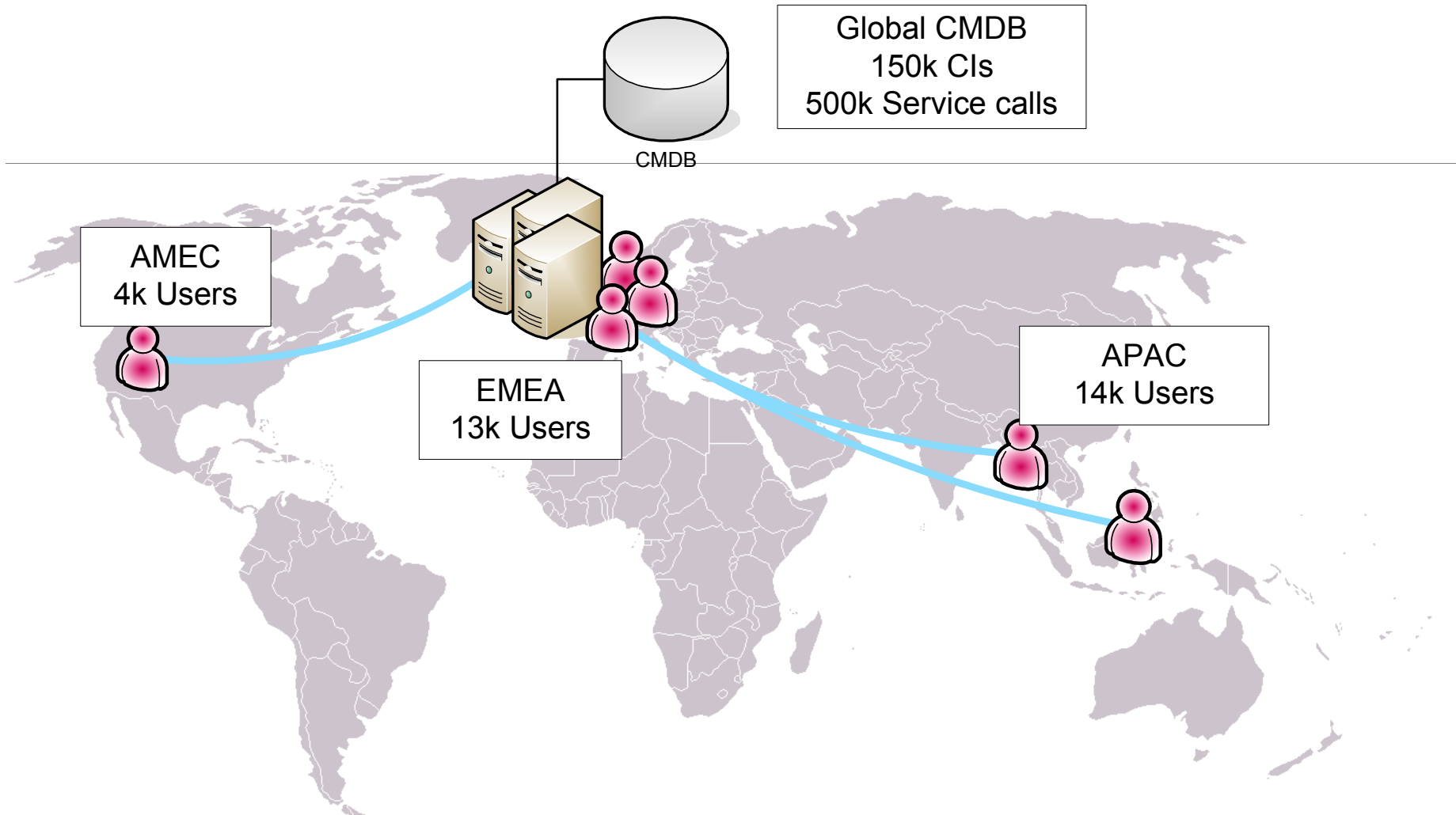
- ▶ System architecture
- ▶ User Self Service
- ▶ Ticket Tracking
- ▶ IT Service Request
- ▶ Delivery Protocol
- ▶ CMDB Addons



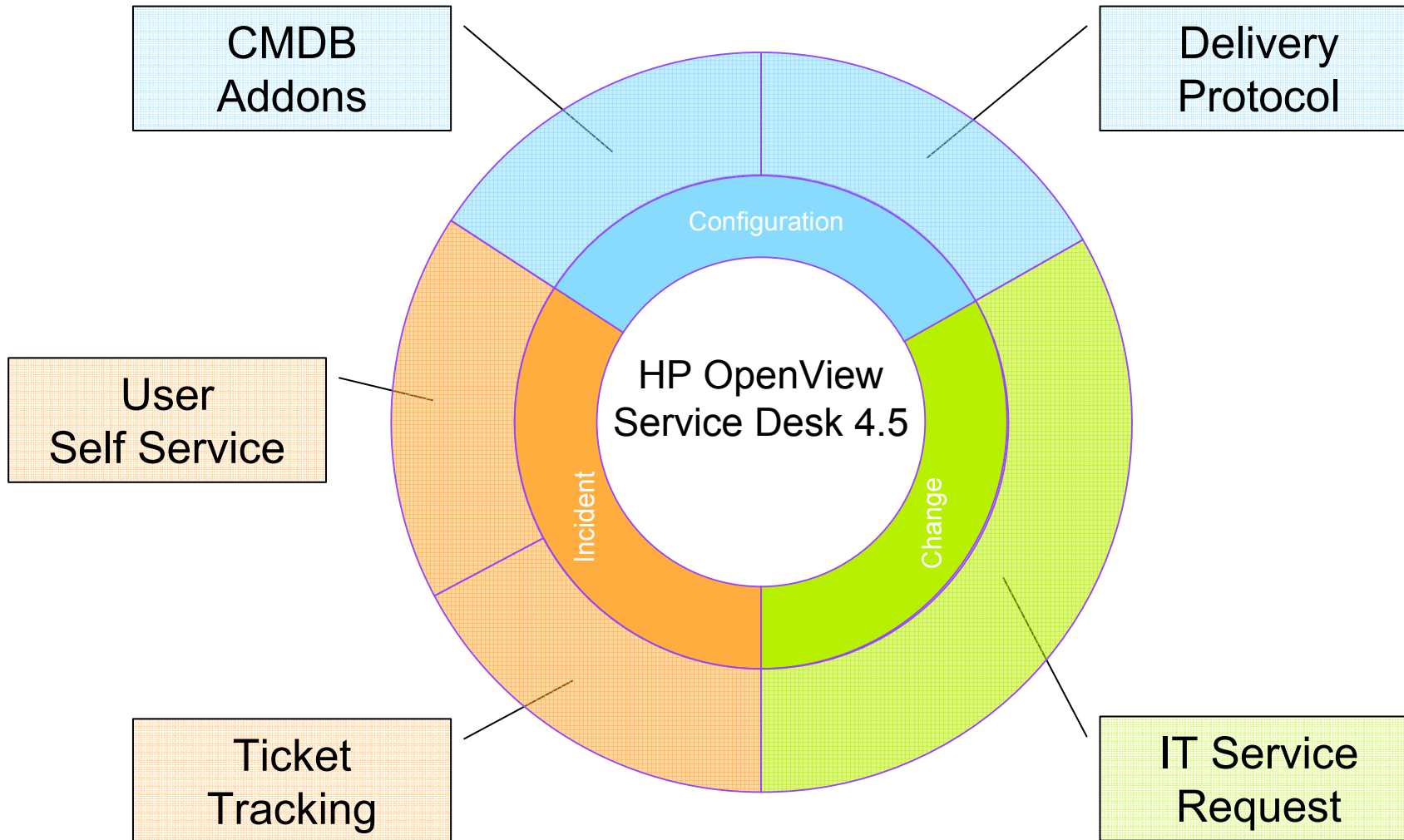


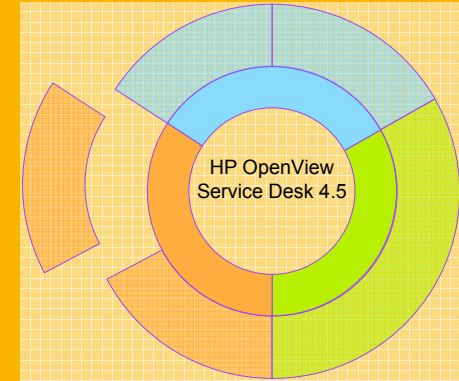
System architecture

Architecture



Extensions to Service Desk at NXP





User Self Service

User Self Service

- ▶ Missing functionality in Service Pages
- ▶ Too difficult to use for customer

- ▶ View announcements (e.g. ‚Mailserver down‘)
- ▶ Submit tickets
- ▶ Review status of own tickets
- ▶ Search the Knowledge Base
- ▶ Provide Feedback to Helpdesk



Overview of User Self Service tool



Home ▶

Search ▶

FrontLine

Powered By O&I AMEC Operations
Regional Business Applications

- ▶ Home
- ▶ Ticket Submission
- ▶ Ticket Status
- ▶ Knowledge Base
- ▶ General Feedback

Hi Teichmann, Mark.

Welcome to the NXP Semiconductor Self-Service Help Desk. Here you can:

- [Home](#) - Review our announcements to get up-to-date information about IT
- [Ticket Submission](#) - Submit a ticket
- [Ticket Status](#) - Get status of a ticket that was submitted here or over the phone
- [Knowledge Base](#) - Search our knowledge base for solutions to common problems
- [General Feedback](#) - Provide general feedback

Announcements

Date	To	Title	Message
4/19/2007 8:15:30 PM	NA	All Diamond Servers OK	
4/19/2007 6:27:58 PM	NA	Notes servers down	Currently only anrums01 is down. Other servers have restored.
4/19/2007 5:53:31 PM	NA	Notes servers anrums01 & anrums02 down	[redacted] has been notified and working on the issue. Currently there is no estimated time of fix. Check back to Frontline for updates.



Ticket Submission

NXP founded by Philips

Home Search

Powered By O&I AMEC Operations
Regional Business Applications

Home Ticket Submission Ticket Status Knowledge Base General Feedback

Subject Test problem

Impact Severe (Service unavailable for a group or disrupted for a site)

Priority Show Stopper (I cannot continue working until this is fixed)

Category Application Support

Contact Phone # +49 40 5613

Description
Excel does not start any longer

Submit

Simplified choices

Knowledge Base



Google Mini
Search Appliance

▶ Home ▶ Ticket Submission ▶ Ticket Status ▶ Knowledge Base ▶ General Feedback

Welcome to our Knowledge Base! Here you can:

- [Click here](#) to browse the Knowledge Base
- Enter text below to search the Knowledge Base.

Search

Results **1 - 10** of about **80** for **Lotus Notes**. Search took **2.68** seconds.

[Next>](#)

[Sort by date](#) / [Sort by relevance](#)

[MS WORD] [To enable users to archive e-mail and databases](#)

... Archiving, Mail Archiving, database. Project Management: **Lotus Notes** Archiving.

Metric: Using this feature, users should be able to archive **Lotus Notes** E-Mail. ...

[www.sharepoint.nxp.com/.../Email/Diamond%20Account%20-%20Lotus%20Notes%20Archiving%20v1.0.doc - 2006-08-26](#)

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[MS WORD] [Using this feature, users should know why Lotus Notes is not able ...](#)

... Using this feature, users should know why **Lotus Notes** is not able to accept Calendar

Invitations. ... Not Able To Accept **Lotus Notes** Calendar Invitations. ...

[www.sharepoint.nxp.com/sites/FrontLine/Shared%20Documents/Work%20Place/Email/Diamond%20Account%20-%2... - 2006-10-06](#)

[MS WORD] [Using this feature, users should be able to know how to install ...](#)

... No. Other Keywords. Install, **Lotus Notes** R6.03, data directory, CIT, Administrator.

Project Management: How to install **Lotus Notes** Administrator Client R6.03. ...

[www.sharepoint.nxp.com/sites/FrontLine/Shared%20Documents/Work%20Place/Email/Diamond%20Account%20-%2... - 2006-08-29](#)

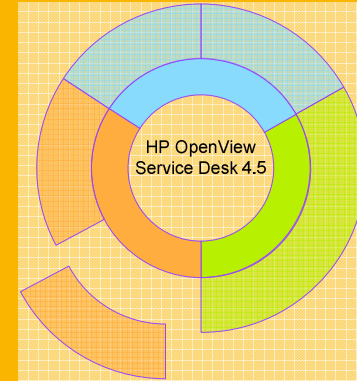
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Ticket Tracking

Ticket Tracking

- ▶ Easier Call tracking
- ▶ Announcements for Helpdesk and Customers
- ▶ Overview of Response Time and Call statistics
- ▶ Tracking of Service calls
- ▶ Tracking of Work orders
- ▶ Managing Surveys
- ▶ Managing Announcements



Overview

Response Time Stats

Calls Waiting	Oldest Call	Avg Speed of Ans	Available Reps	Abandoned	Avg Abandoned Tim	ACD Calls	Avg Talk Time	Last Updated
0	00:00:00	00:00:00	3	0	00:00:00	0	00:00:00	28 seconds ago

Group Stats

Nobody-Available Announcements	
Excessive-Time-in-Queue Announcements	
Not-Satisfied Announcements	1
Abandoned Calls	0
Call Volume	12

My Outstanding Service Calls

No service calls have exceeded the SLA.

My Outstanding Work Orders

No work orders have exceeded the SLA.

User

Welcome:
David

Contact List

Accounts Payable:
1-866-2

Facilities:
x48800 (+1 408 47)

PS3 Help Line:
x44357 (+1 -HELP)

Managing Service calls

Unassigned Service Calls (Service Desk)

ID	Created	Deadline	Status	Description
413696	10/27 8:16 AM	11/1 9:16 AM	Classified	ation scheduling conflict with Catalina Room
413678	10/27 7:22 AM	11/3 8:22 AM	Classified	otes: inhibit Inbox archiving
413649	10/27 6:42 AM	11/1 7:42 AM	Classified	Lotus Notes crashes after entering password
413123	10/26 6:03 PM	11/2 7:00 PM	Work in progress	How to forward my office phone number to home phone or cell phone?
413094	10/26 5:09 PM	10/27 5:09 PM	Classified	Unable to install printer -----, _clps0\sjm4clr1.
413092	10/26 5:01 PM	11/2 6:01 PM	Classified	Server-UNIX Synchronicity database
413088	10/26 3:38 PM	11/1 2:00 AM	Classified	Needs different laptop bag - his is missing padding and shoulder strap
413074	10/26 1:48 PM	11/2 2:48 PM	Classified	TMP: Install dataPower
413069	10/26 1:25 PM	11/2 2:25 PM	Classified	Need a Dell Battery
413042	10/26 9:36 AM	11/1 2:00 AM	Registered	Please disregard this test

1 2

Outstanding Service Calls - David

No service calls are outstanding.

Tracker for Outstanding Service Calls - David

No service calls are outstanding.

Color coding of escalated Calls

* All times are in your local time zone (UTC -7), unless otherwise stated.



Managing Announcements

View current Announcements

Announcements						
		Date	To	From	Title	Message
Edit	Delete	10/27 9:08 AM	All Reps	System	There are no reps available to receive calls.	There are no reps available to receive calls.
Edit	Delete	10/27 5:00 AM	Peg...	System	Service level agreement alert for ID:131467	Work Order 131467 is within 80% of SLA
Edit	Delete	10/27 5:00 AM	Rich...	System	Service level agreement alert for ID:411671	Service Call 411671 is within 80% of SLA
Edit	Delete	10/27 5:00 AM	Pete...	System	Service level agreement alert for ID:413078	Service Call 413078 has exceeded SLA
Edit	Delete	10/27 5:00 AM	Ann...	System	Service level agreement alert for ID:412399	Service Call 412399 is within 80% of SLA

1 2 3 4 5 6 7 8 9 10 ...

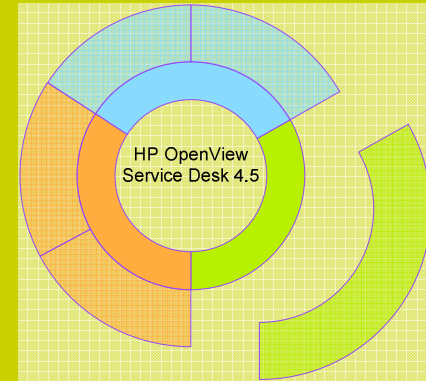
Post Announcement to a certain Audience

Post a Message

Title:

Message:

Audience: [Audience List](#)



IT Service Request

IT Service Request

- ▶ Usage of many different forms for Requests
- ▶ Manual copying of data into Service Desk

- ▶ One application for all Requests
- ▶ Automatic creation of Service calls and Changes in Service Desk
- ▶ Implemented approval workflow



IT Service Request

Provide data for Requestor and Recipient

IT Service Request

General Accounts Services Hardware Move Log out

Request for: Mark Teichmann Pages used: Mode: Request

Personal Data

* NXP internal / external:	<input checked="" type="radio"/> internal <input type="radio"/> external	Employee Number:	<input type="text" value="H"/>
* Name:	<input type="text" value="Teichmann"/>	* First Name:	<input type="text" value="Mark"/>
Middlename:	<input type="text"/>	Title:	<input type="text"/>
Date of Entry:	<input type="text"/>	Date of Exit:	<input type="text"/>
Phone:	<input type="text" value="+49 40-5613"/>	Location:	<input type="text" value="HBG-00K0EG0.00K069"/>
		User is leaving NXP:	<input type="checkbox"/>

Load profile

Choose

Save input as new profile

Links

- [Tariff List](#)
- [List of Cost Centers](#)
- [Application Support List](#)
- [Organizations](#)
- [Manual](#)
- [Status Overview](#)

Organizational Data

* Requestor Name:	<input type="text" value="Mark Teichmann"/>	* Requestor e-Mail:	<input type="text" value="@philips.com"/>
* Cost Center:	<input type="text" value="DE610"/>	Head of cost center:	<input type="text" value="@philips.com"/>
Department:	<input type="text" value="R99 Desktop Pool PSH"/>	Business Line:	<input type="text" value="Phil SC: Undivided"/>

Submit

Help

Personal ID



Application for Services

IT Service Request

▶ General ▶ Accounts ▶ Services ▶ Hardware Move ▶ Log out ▶ Status Overview

Request for: Mark Teichmann Pages used: Accounts Mode: Request

Select desired Services

Workplace Services

Hardware

* Existing hardware:

Yes No

* Client

Desktop - Desktop Keyboard: DE

Desktop - Desktop SFF

Desktop - Minitower

Notebook - Multi Use

Notebook - Ultra Light

Notebook - Workstation Mobile

Printer

Desktop Printer

Display

First Monitor:

Small

Big

Bigger

Extra Big

Second Monitor:

Small

Big

Bigger

Extra Big

Software

Standard Software:

Adobe Reader, Authorware Player, Easy DMS, Flash Player, Internet Explorer, Keyworks, Lotus Notes, McAfee, Mentor, MS Office, MS Visio Viewer, PINC, Project Reader, QuickPlace, Sametime, SAP GUI, Sun Java Runtime, Windows Media Player, WinZip

Local Administration Privileges

Administration Privileges (see tariffs)

Destination

* Location:

+ Application Services

- Connectivity Services

NXP Global Network

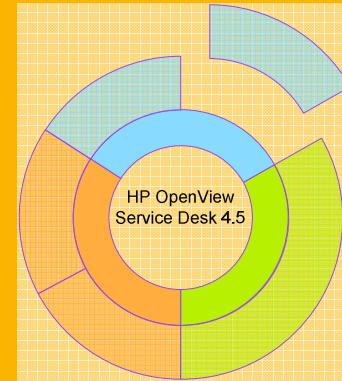
Links

- [Tariff List](#)
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Help

Where should the new hardware be delivered to?





Delivery Protocol

Delivery Protocol Management

- ▶ Digital signature for CI Receipts needed



- ▶ Using Lotus Notes for mail based workflow
- ▶ Applying digital signature with Notes ID



Delivery Protocol

NXP founded by Philips

Delivery Protocol

Close Print EB auf Papier Printer and reminder Move Ungültig

01. Übersicht
02. nach Status
03. nach Anwender
04. nach Datum
05. nach Kostenstelle
06. nach Ersteller
Administration

Certify 16.04.2007
Creator: Markus
Status: Send to user

Hereby I certify the receipt, and / or the admission of data for administrative purposes of Configuration Item (CI), which belongs to my job, laboratory or cluster.

Configuration item

CI-ID:	HBG-1008419
Hostname (initial):	DEPHBG
Category:	Desktop
Manufacturer:	DELL
Type:	OPTIPLEX SFF GX60 1.7GHZ/512MB/40/NIC/CD
Serial No:	FN_....
Location:	HBG-00K0EG0.00K021
Name:	Arne
Employee No:	HBG

Apply digital signature

I commit not to move the equipment (system or connection). Equipments and Locations are documented in the database and will be checked by spots.

Acknowledged CI



About ▶

Close ▶

Delivery Protocol

Close Edit Print Printer Settings DE Text Move Ungültig

- 01. Übersicht
- 02. nach Status
- 03. nach Anwender
- 04. nach Datum
- 05. nach Kostenstelle
- 06. nach Ersteller
- Administration

Certify

24.07.2006

Creator: Thomas
Status: Acknowledged

Hereby I certify the receipt, and / or the admission of data for administrative purposes for Configuration Item (CI), which belongs to my job, laboratory or cluster.

Configuration item - Signed by Arne on 24.07.2006 14:15:21, according to /SC/PHI...

CI-ID: HBG-1041293
Category: Notebook
Manufacturer: DELL
Type: D410
Serial No: HH
Location: HBG-00K0EG0.00K021
Name: Arne
Employee No: HBG-

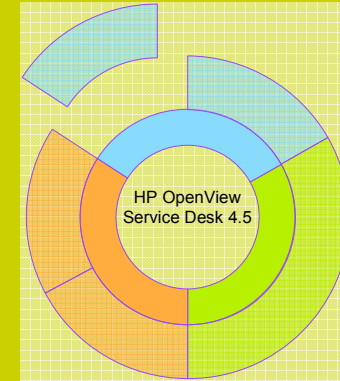
Digital
Signature
from user

I commit not to move the equipment (system or connection). Equipments and Locations are documented in the database and will be checked by spots.

DACH Service Desk has to be informed by phone (17 17) or e-mail (DACH Service Desk) before moves or changes of the user!

Exceptions of location rule:





CMDB Addons

Small applications built using the WEB-API

Extend CMDB maintenance using WEB-API

Some functionality is not available in SD client

- ▶ Mass unrelating of CIs
- ▶ Change of Person searchcodes
- ▶ Deletion of locations
- ▶ ...



- ▶ We can realise these functions by using custom API programming



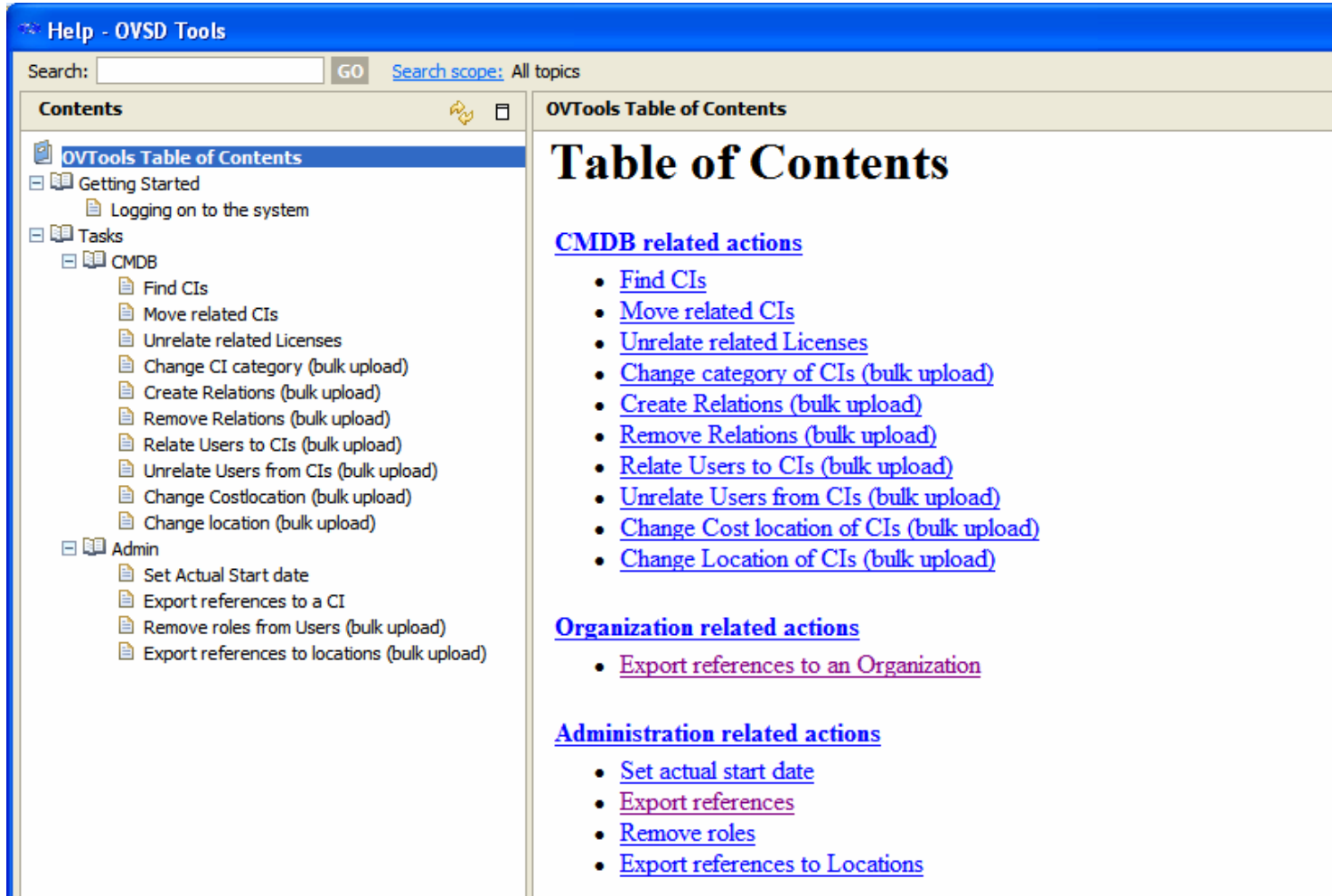
Example

- ▶ find Cis
- ▶ display related Cis
- ▶ unrelate Licenses via context menu

The screenshot shows the Openview Tools application with a search window titled 'Find Cis'. The searchcode 'HBG-10087*' is entered. A table of search results is displayed with columns for Searchcode, Name 1, Location, and Category. The row for 'HBG-1008755' is highlighted. A context menu is open over this row, showing the option 'Unrelate related licenses'. A tree view on the right shows 'Child Cis' with a list of related items including 'DACH-7005000 Windows 2000 Professional' and 'HBG-2002932614 CODE VISIO PROFESSIONAL'.

Searchcode	Name 1	Location	Cate
HBG-1008751	OptiplexSD GX270 2.8/512MB/...	HBG-0LA40G...	
HBG-1008752	OptiplexSD GX270 2.8/512MB/...	HBG-0LA10G...	
HBG-1008753	OptiplexSD GX270 2.8/512MB/...	HBG-00M50G...	
HBG-1008754	OptiplexSD GX270 2.8/512MB/...	HBG-00L10G...	
HBG-1008755	OptiplexSD GX270 2.8/512MB/...	HBG-00L10G...	
HBG-1008756	OptiplexSD GX270 2.8/512MB/...	HBG-00C10G...	Desk
HBG-1008757	OptiplexSD GX270 2.8/512MB/...	HBG-00L20G...	Desktop
HBG-1008758	OptiplexSD GX270 2.8/512MB/...	HBG-00M30G...	Desktop
HBG-1008759	OptiplexSD GX270 2.8/512MB/...	HBG-0LA0EG...	Desktop
HBG-1008760	OptiplexSD GX270 2.8/512MB/...	HBG-00L10G...	Desktop
HBG-1008761	OptiplexSD GX270 2.8/512MB/...	HBG-00L10G...	Desktop
HBG-1008762	OptiplexSD GX270 2.8/512MB/...	HBG-00L10G...	Desktop
HBG-1008763	OptiplexSD GX270 2.8/512MB/...	HBG-00L10G...	Desktop
HBG-1008764	OptiplexSD GX270 2.8/512MB/...	HBG-00L10G...	Desktop
HBG-1008765	OptiplexSD GX270 2.8/512MB/...	HBG-00T0EG...	Desktop
HBG-1008766	OptiplexSD GX270 2.8/512MB/...	HBG-0LA10G...	Desktop

Overview of Functions



The screenshot shows a web browser window titled "Help - OVSD Tools". At the top, there is a search bar with the text "Search:" and a "GO" button, followed by "Search scope: All topics". Below the search bar, there are two main sections: "Contents" on the left and "OVTools Table of Contents" on the right.

The "Contents" section is a tree view with the following structure:

- OVTools Table of Contents
- Getting Started
 - Logging on to the system
- Tasks
 - CMDB
 - Find CIs
 - Move related CIs
 - Unrelate related Licenses
 - Change CI category (bulk upload)
 - Create Relations (bulk upload)
 - Remove Relations (bulk upload)
 - Relate Users to CIs (bulk upload)
 - Unrelate Users from CIs (bulk upload)
 - Change Costlocation (bulk upload)
 - Change location (bulk upload)
 - Admin
 - Set Actual Start date
 - Export references to a CI
 - Remove roles from Users (bulk upload)
 - Export references to locations (bulk upload)

The "OVTools Table of Contents" section is titled "Table of Contents" and lists three categories of actions:

- CMDB related actions**
 - [Find CIs](#)
 - [Move related CIs](#)
 - [Unrelate related Licenses](#)
 - [Change category of CIs \(bulk upload\)](#)
 - [Create Relations \(bulk upload\)](#)
 - [Remove Relations \(bulk upload\)](#)
 - [Relate Users to CIs \(bulk upload\)](#)
 - [Unrelate Users from CIs \(bulk upload\)](#)
 - [Change Cost location of CIs \(bulk upload\)](#)
 - [Change Location of CIs \(bulk upload\)](#)
- Organization related actions**
 - [Export references to an Organization](#)
- Administration related actions**
 - [Set actual start date](#)
 - [Export references](#)
 - [Remove roles](#)
 - [Export references to Locations](#)

