



Mentdesk ITIL ServiceDesk White Paper

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IT & Non-IT Asset Management Experts

Executive Summary

ITIL concerns with defined set of best practices for IT Service Management and IT Asset Management that helps to align IT services with business needs of an organization. ITIL involves set standard processes, procedures, and guidelines for organizations to streamline their business strategy towards result-oriented goals. It enables organizations to stay competent and establish business criteria to run business operations with measurable results. Optimization and continuous improvement in business operations is the prime goal for any organization to stay on the growth ladder constantly. Being compliant with business standards and procedures is the prime objective that determines the success of any business.



Post the Covid pandemic, organizations are digitizing vastly and rapidly

Background

Service desks requires innovative models to enhance user-experience and tactical decision-making to serve business goals. Customer interface is of prime importance for every business. Service desks are the touch base for customer interface, in-house departmental IT service-related issues and concerns, and other support services for a seamless business operation.

⊕ A hybrid model of business operation is becoming the trend now calling for extensive use of IT infrastructure and resources.

⊕ Most businesses overlook service desks and not consider it as the front-end facet of a business.

This smart age world has increasing demands on their approach to a service desk. Traditionally, it was all about reporting issues and sorting it out.

Currently, the audience want to understand “how to do something”, or “what they want to do”.

Organizations are also considering the affordability factor to get a complete solution in an economical package.

The Future of ServiceDesks

Service desks are heading towards a smart world transformation to cater to the growing needs of businesses and integration with mobile devices. Users want to access service desks on the go and when they want. Companies must adopt to this trend and gear up themselves to meet these needs instantly and seamlessly.

Post pandemic financial pressures are demanding for a more comprehensive and efficient service desk solution.

With the hybrid working model or remote working model in place, employee productivity and effective customer interface is the key focus now.

Pandemic situation changed the way service desks operate. They are key to business continuity in this pandemic period. With prime importance and dependencies, service desks must be value additions rather than just support.



More than just cost centers, service desks must become value-additions in every business to satisfy customers and their growing demands. Give room for ITIL-4 service desk improvements. Intelligent automation plays a key role in service desks now with AI technology at the bay.

The digital transformation demands that service desks are driving the right metrics at the right time and place and delivering the right behavior.

The Solution



Mentdesk has meticulously planned and introduced a comprehensive suite of ITIL framework. This framework caters to most of the business needs encompassing service-related processes, operations, strategy, and design, continuously improving the processes.



Facts about Mentdesk ITIL ServiceDesk

Mentdesk ITIL is a comprehensive product specializing on service lifecycle adopting to defined processes and providing end-to-end solutions for business continuity. With Service Strategy, Design, Transition, and Operation at its disposal the ServiceDesk application strives for an enhanced IT service experience.

Our Approach

ServiceDesk is an ITSM tool that functions in concurrence with the processes set by ITIL framework. It is a comprehensive interface for internal and external users of an organization. Handling incidents, service requests and closure, change requests, managing third-party contracts, software licensing, purchase orders and much more.

Incident Management

Incidents are logged and processed for effective resolutions. The incident management life-cycle comprises of Identification, Recording, logging, Categorization, Prioritization, Diagnosis, Investigation, Escalation, Resolution, and Closure.

Problem Management

An ITSM process managing the lifecycle of problems identified by the Incident Management involving problem detection, root cause, and providing resolutions for business continuity.

Knowledge Management

Performance improvement, gaining competitive advantage, business innovation, knowledge-sharing, and integration across departments, are the key focus areas of Knowledge Management.

Asset Management

ITIL v3, Service Asset and Configuration Management (SACM) enables appropriate planning and managing (reporting & auditing) of service-oriented activities across the departments of an organization.

Configuration Management Database

CMDB serves as a centralized repository to store and manage information about configurable hardware and software assets. The database is a warehouse that also stores information on the assets and their dependencies.

Conclusive Thoughts

With technological advancements, the IT environment or hardware environment does not fall short of issues, break down, or specific problems. Until a self-healing software or hardware is in place, service desk will have its own importance. Mentdesk ServiceDesk application is surely a differentiator, which serves as the key to productivity, efficiency, and cost-effectiveness of a business operation.

Request Management

Service requests from users mostly internal for minor or low-risk issues. IT, HR, Operations, Finance, Admin departments in an organization mostly use this module for general requests. An intuitive dashboard is available for great visibility of the requests, status, processing stage, and supporting data.

Change Management

Manages all system changes to ensure that changes are recorded, evaluated, authorized, prioritized, planned, tested, implemented, documented, and reviewed in a controlled manner.

Service Level Management

Generate service level agreements enabling service requirements identification, guidelines, sign-off, monitor, and service completion reporting.

Software Asset Management (SAM)

Keep all your software purchases, licenses, deployment, maintenance, utilization, and disposal in one place with SAM.

Contract Management

Record all transactions between vendor and purchaser for procurement of hardware or software. Extensive dashboard enabling contract creation, execution, and analysis to keep the financial goals of the organization intact. This enables to reduce cost and optimize business operations.



**Thank
You**



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