

Getting Started Guide

Before you Begin

ITE Itil®Express Service Management Software is a web based tool that helps you manage your IT Department and user relationships from a single point. It offers best practices (ITIL) based tools assist your team's everyday work while providing different metrics to help you diagnose and improve the service. Communication features also allow a controlled, standard communication with your users avoiding and anticipating communication problems.

Get up and running with ITE Itil Express Service Management Software following these easy steps:

1. Import your user list and mail addresses.
2. Assign technician roles to the technicians.
3. Define your service catalog (Basic service catalog is already loaded)
4. Autodiscover and import your computer inventory.
5. Configure mail accounts used by the system.
6. Ready!!!

This guide will take you through a quick getting started process. For in depth information of different features and options see the online help.

1. Create/Import your user list and mail addresses.

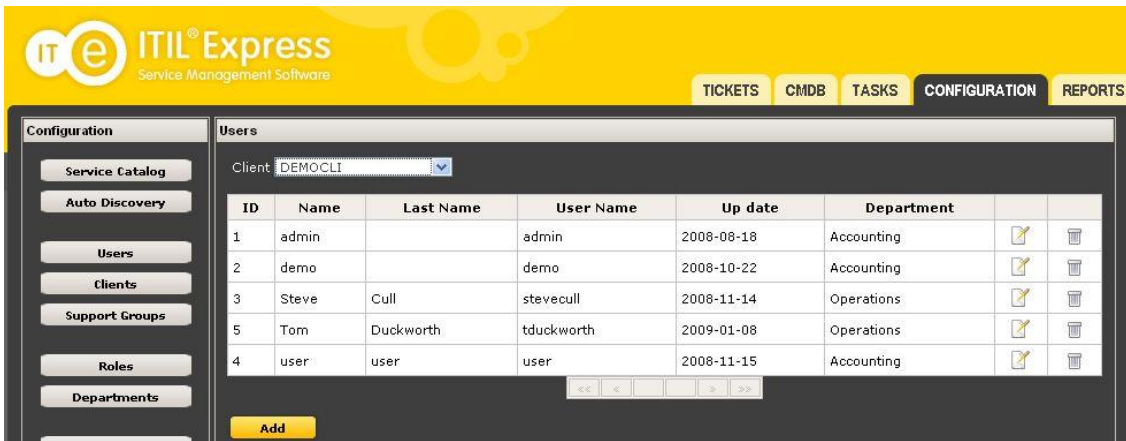
1. Export your users to a csv file including Username, Name, Surname, e-mail, Department (Area) and send it support@itilexpress.com asking support to upload them. Ask for instructions on exporting from Active Directory if you need assistance.

Or manually create your users:

1. Log into the system using the link and user/password provided by the ITE Itil Express Team.



2. Click on Configuration Tab
3. Click on Users Button



4. Click Add to add your user.

2. Assign technician roles to the technicians.

Click on the Edit icon of the user that will have a technician role.

3. Define your service catalog (Basic service catalog is already loaded)

Your service catalog includes all the services that the IT department provides to the users. This is the Core of ITIL as in ITIL all activities should be related to these services.

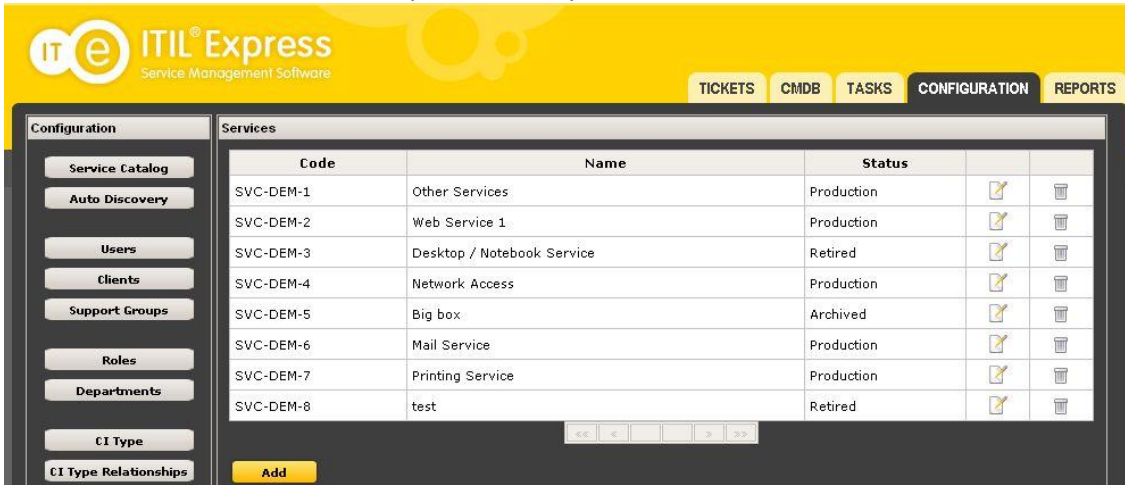
Hint: To help you define the services answer the following questions: Which services your users know? Which services would they call to ask for? Which services could they claim for support? Which services would a user be willing to pay for? Which services status do you think would be important to report to senior management? Some infrastructure services that users don't know (e.g. DHCP, DNS) are better modeled as components of the services known by users.

Example of services:

- Internet Access Service
- Network Access Service

- File Access Service
- Printing Service
- Accounting System Service
- E-mail Service

Some common services are already defined for you:



1. Click on Configuration Tab
2. Service Catalog Button
3. Click on Add Button
4. Define a Name for the service. The rest of the fields of your service description are optional but you are encouraged to maintain your service catalog with detailed information on the service.

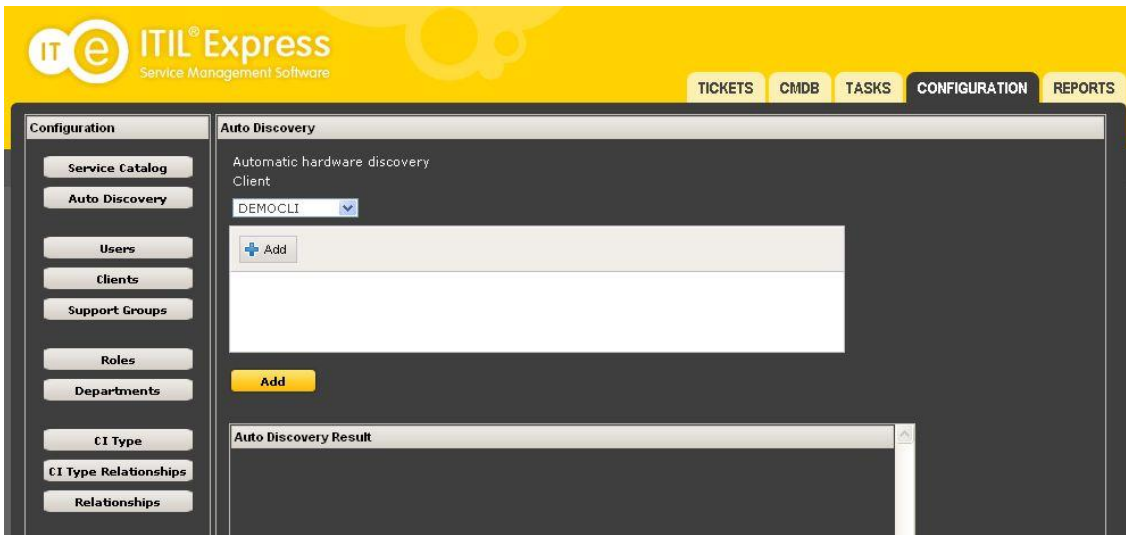
Hint: The Service catalog is part of the CMDB and inherits all CMDB's properties. Place in a "Retired" Status to delete a service.

4. Autodiscover and import your computer inventory.

On any windows workstation or server (2000 or newer) run the provided script ("Automatic Inventory.vbs") as a Domain Administrator. Use right button option "Run from Command Prompt" and wait for the script to finish (The command window will close). This may take from some minutes to some hours depending on the size of the Active Directory.

The script will generate a csv file called "inventory.txt" which can be imported to ITE Itil Express.

1. Click on Configuration Tab
2. Click on Auto Discovery Button



3. Click on the + Add button and upload the “inventory.txt” file.

Your domain computers will be added to the CMDB. Results are shown in the windows.

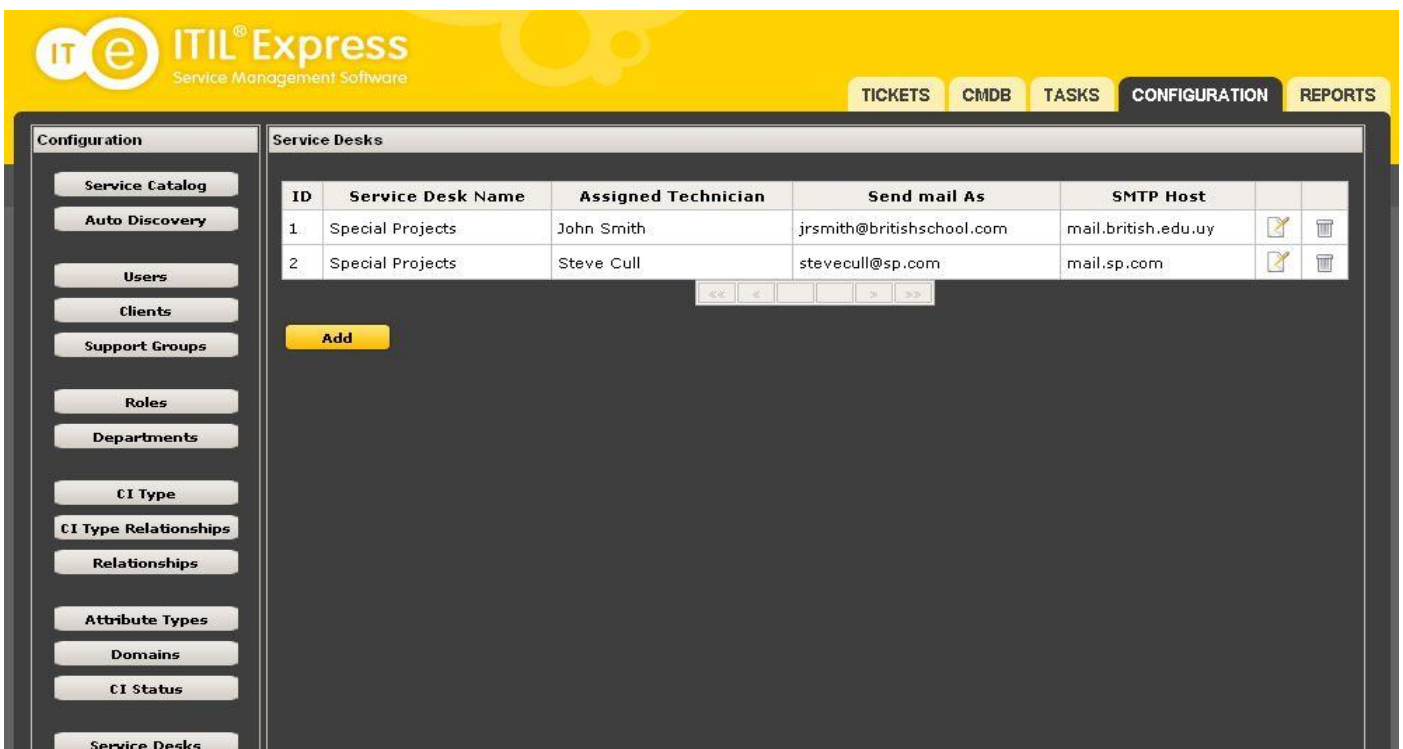
Hint: If they have a serial number they will be identified by their serial number, if not, they will be identified by logical (Windows) name. You can repeat the procedure as many times as you want as items will be overwritten with new values if changed and previous values will be preserved in the CI history.

The scanning for Windows Workstation is done using WMI (Windows Management Instrumentation) which is an Interface available in Windows that allows management information to be shared between management applications.

4. Configure mail accounts used by the system.

The system allows for incoming and outgoing mail communication with users and technicians.

1. Click on Configuration Tab
2. Click on Service Desks Button



3. Click on the Edit icon on the existing Service Desk.

Service Desk Data

Service Desk Name: Special Projects SLA Time (Min.): 1
Service Desk Manager: JRSmith SLA First Alert (%): 0
Purchase Manager: admin SLA Second Alert (%): 0
Timezone: 0 Others Alerts (Min.): 0

Technicians Status Priorities Causes **Email Configuration** General Mail

SMTP Configuration

Send mail As: jrsmith@britishschool.com
Notifications Mail Address:
SMTP Server: mail.british.edu.uy
Username:
Password:
Requires SMTP Authentication
POP Before SMTP
Send with BCC

POP3 Configuration

Ticket Reception Mailbox:
Mailbox Password:
POP3 Server:
Username:
Password:

1. Click on the Email Configuration Tab and complete the information required:

SMTP Configuration:

Send mail As: Source mail address which will use the system to send messages.

Notifications Mail Address: Mail address used by the system to notify the arrival of new tickets.

SMTP Server: Your smtp server PUBLIC IP address or PUBLIC DNS name.

Username: username required by your smtp server for authentication (If required).

Password: Corresponding password.

Check the authentication option required by your mail server.

POP3 Configuration

Ticket Reception Mailbox: Mailbox where your users will send their requests (E.g. helpdesk@company.com).

Mailbox Password: Corresponding password

POP3 Server: Your POP3 server PUBLIC IP address or PUBLIC DNS name.

Username: username required by your POP3 server for authentication.

Password: Corresponding password.

5. Ready

Get started using the system. Tickets can be recorded by:

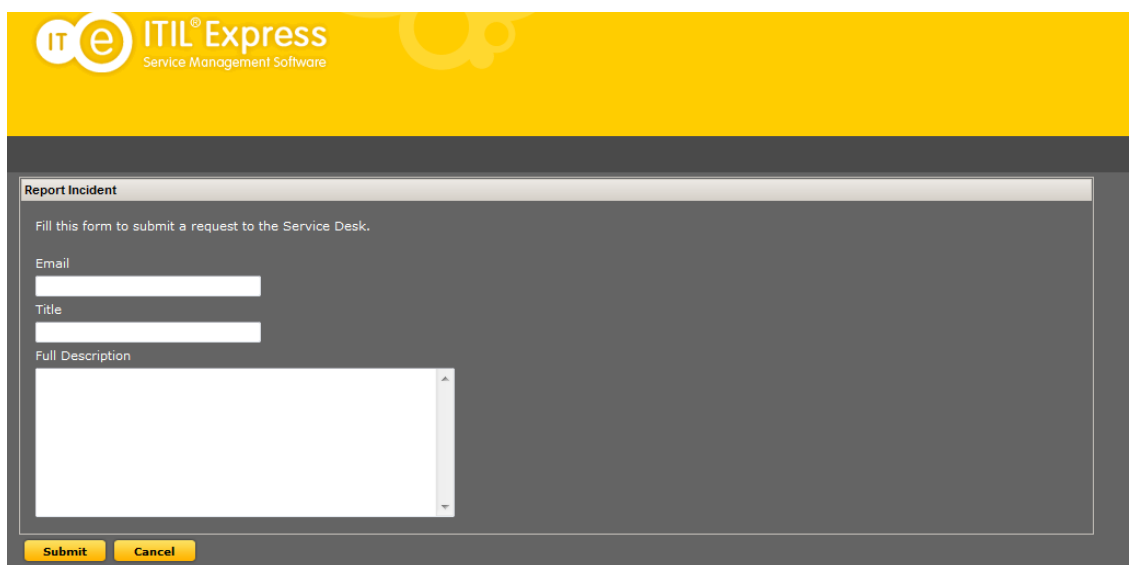
The technician using the system. (received by phone, personally, etc.)

The user (Must be already Registered), by sending an email message to the configured address or by using the available form:

1. On the log in screen click the "Report Incident" Button



2. Completing the available form.

The image shows the "Report Incident" form. It has a yellow header with the ITIL Express logo. The form title is "Report Incident" and it includes the instruction "Fill this form to submit a request to the Service Desk." The form contains three input fields: "Email", "Title", and "Full Description". The "Full Description" field is a large text area with a vertical scrollbar. At the bottom of the form are two yellow buttons: "Submit" and "Cancel".

For further in depth reading use the online help.

For any questions or ask if you need assistance contact support@itilexpress.com