# INDUSTRIAL TRAINING REPORT: MESINIAGA BERHAD (SUBANG JAYA)

# SPECIAL PROJECT: USER GUIDE OF MANAGE ENGINE SERVICE DESK PLUS

## BY AISYAH BINTI RAMLI

## FACULTY SUPERVISOR PN. NURULANNISA ABDULLAH

IM245 – BACHELOR OF SCIENCE (HONS.) INFORMATION SYSTEM MANAGEMENT

FACULTY OF INFORMATION MANAGEMENT UNIVERSITI TEKNOLOGI MARA KELANTAN

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#### **ABSTRACT**

Based on this period from 02 February 2017 to 30 June 2017 at Information Technology (IT) Department, edotco group, Special Project entitled, User Guide of Manage Engine Service Desk Plus and User Guide Manage Engine of Asset Management have been proposed for the staff of edotco's Bangladesh. Implementation of this was to propose was first, to standardize the classification of ticketing in terms of log ticket and to move from manual to systematic process by integrated with user of edotco Group Sdn Bhd and edotco Bangladesh. Apart from that, Asset management operation in Manage Engine also functioned to asset in and out by making sure the leasing or contract date of an asset. Other than that, there were also task involve IT Service Desk and End User Computing (EUC) in IT Support team by making sure edotco's business continuity.

Keywords: Information Technology Department, request management, IT Support, Manage Engine Service Desk.



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#### 1.1 Background of the Organization

#### 1.1.1 History

According to Mesiniaga Websites, (<a href="http://www.mesiniaga.com.my/">http://www.mesiniaga.com.my/</a>). Mesiniaga was established on 17 December 1981 at a time when the country's IT industry was still in its infancy. The establishment was in response to Malaysia's New Economic Policy (NEP) to increase \*Bumiputera\* participation in the technology industry. A strategic plan was developed to cultivate local entrepreneurial talent. The plan involved utilising a pool of ready talents in International Business Machines (IBM) and incorporating a company that would serve as IBM's sole dealer and agent in Malaysia. The team was headed by the late Ismail Sulaiman, who was formerly the General Manager of IBM Malaysia. Together with a team of 50 ex-IBM personnel, Mesiniaga became fully operational on 1 January 1982 with a paid-up capital of RM500,000.

Though Mesiniaga started out as a company selling IBM office products, Mesiniaga have now evolved into a multi-platform business solutions provider with a paid-up capital of RM60.4 million. Within the last 30 years, the technology landscape has changed tremendously. New trends have emerged resulting in a sea of change in the way companies do business. Across the board, companies these days are constantly on the lookout for solutions that will give them an edge over their competition. As such, Mesiniaga are constantly striving for ways to provide their customers with an experience that will allow them to achieve their business objectives.

#### 1.1.2 Functions

Mesiniaga have made it their Mission to Help Customers Succeed. They believe that technology merely acts as an enabler in improving business performance. Therefore, while they continue to leverage on their strong partnerships with globally renowned partners to provide customers with innovative technology, their value to customers lies in their understanding of their environment and challenges. Their main aim is to enhance their value proposition by maximising the returns on their Information Technology (IT) investments.



#### 1.1.3 Objective

- To enchance customer experience is in the management of customer satisfaction.
- To aim at improving service delivery and Mesiniaga understanding of customer needs.
- To encourage superior technical skills to pursue or upgrade their professional certifications.
- To give their customers the least possible worry in their dealings with the company.

#### 1.1.4 Vision

#### To Be the Malaysian IT Partner of Choice

#### For Customer

 To be the main solutions provider for their customers by align goals with customer needs.

#### For Partners

- To have a loyalty relationship between Mesiniaga and vendors that will achieve shared goal of total customer satisfaction.

#### For Employees

- By exploit their full potential, deploy them to greatest benefit and merit their continued service and commitment.

#### For Shareholders

- By create the greatest business value for their customers as to enjoy superior returns on their efforts.

#### 1.1.5 Mission

#### Helping Customer Succeed

Mesiniaga main aim is to enhance their value proposition by maximising the returns on customer IT investments.



### 1.2 Organizational Structure

#### 1.2.1 Board of Director



Figure 1: Mesiniaga Board of Director



#### 1.2.2 Management Team



Figure 2: Mesiniaga Management Team





### 2.1 Departmental Structure

### 2.1.1 edotco Group Information Technology (IT) Departmental Structure

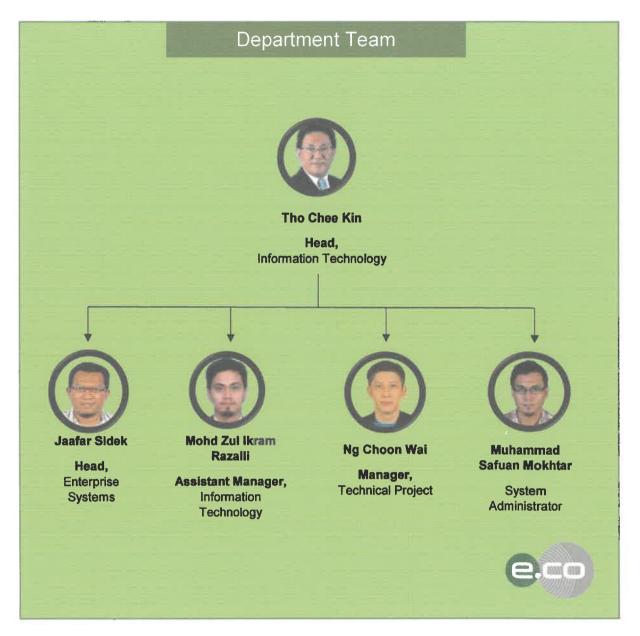


Figure 3: edotco IT Department Team



### 2.1.2 Mesiniaga Information Technology (IT) Support Departmental Structure

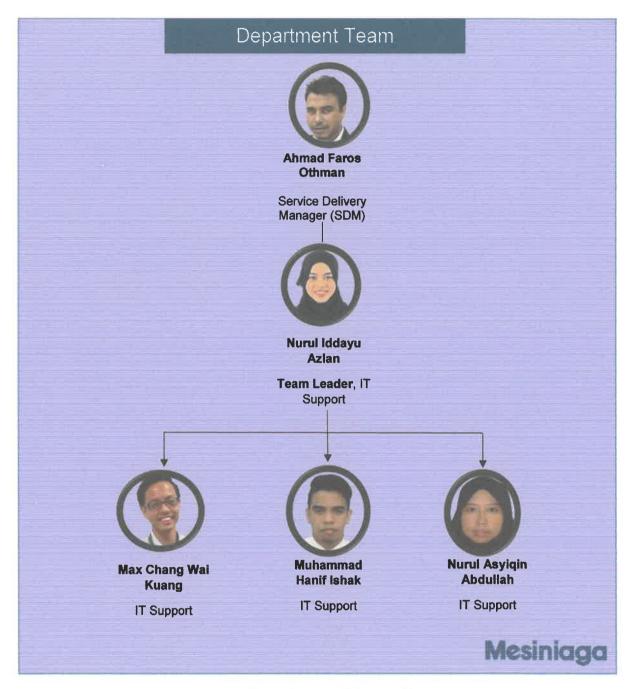


Figure 4: edotco IT Support Team



#### 2.2 Department Function

Information Technology (IT) Department in edotco Sdn Bhd functioned as to maintain business operation involve daily task which involving with stakeholders such employees, supplies, customers and investors. IT equipment such desktop, notebook, printer, Skype conference devices and others was control under IT department. According to *Figure 3* in IT department, consists of management of Enterprise Systems, Assistant Manager of IT, Technical Project, System Administration and IT Support Team.

IT Head can be functioned to ensure all IT operation was function with effective and efficiency. They also have authority on any IT asset request by providing licenses of every new user of edotco all over nation. Policy and procedure of IT management also implemented by Head of IT to make the decision. Second, Enterprise Systems management involve with interact with other key stakeholder which allow other companies to cooperate business processes such as sales, deliveries and account receivable by involving transaction with customer and vendors. There was also involvement of Supply Chain Management (SCM), management of procurement of raw material or product according to procurement policy applied in edotco Group Sdn Bhd.

Moreover, function of Technical Project was to ensure project management was according to time plan with proper planning, leading knowledge, budgeting and risk management. Moreover, IT knowledge applied must be suitable with edotco Group environment by understand various types of programming language for implementing phases as to coding, testing and deployment process. Forth, System Administration in edotco group can be functioned as to maintain existing system such EASI system which responsible by Mr Muhammad Safuan. Next, maintaining in aspect of administration right if there was any changes for improvement from recommendation as to improve the efficiency of application programs.

Lastly, IT Support functioned to support user of edotco all over nation in aspect of troubleshooting users request or service and determine the best solution for them. IT Support also has to familiarize with the newest IT technology and manage asset in edotco Group. The staff was outsource from Mesiniaga team. Refer *Figure 4*.





#### 3.1 Training Activities

#### 3.1.1 Daily Activities

#### 3.1.1.1 Morning Health Check (MHC)

MHC defined as the process of performing a quick assessment of every meeting rooms of edotco Group Sdn Bhd. This done by testing projector in aspects of;

- ✓ Audio
- ✓ Video
- ✓ Content Sharing
- ✓ Video Graphic Array (VGA) cable function
- ✓ High Definition Multimedia Interface (HDMI) cable function

Result from MHC then reported to "edotco IT Support" and "Information Technology Outsourcing Service (ITOS) for MHC" group through WhatsApp application. Figure below show the example of report.



Figure 5: Morning Health Check (MHC) Report



#### 3.1.1.2 Checklist Critical Application

Checklist functioning of edotco application include log in interface. This task completed together with MHC. Then, reported to Team Leader if there was issue on accessing the system. This task was function to ensure that IT team are aware and take an early action as to investigate the causes of the issue. Below table is the checklist of edotco Applications. The details can be refer in a Logbook at *Appendix 7*. IT Support Team did not support these applications due to not having email address. Steps that are taken was to troubleshoot and escalated to System Administrators.

Table 1: edoteo Checklist Application Report

No	System		
	Name/Apps	IP Address/Url	Status
1)	Easi	https://easi-my.edotcogroup.com	Tested, No issue
2)	Echo	https://echo.edotcogroup.com/	Tested. No issue
3)	Office 365	https://portal.office.com https://outlook.office365.com	Tested. No issue
4)	Company Portal	https://edotcogroupmy.sharepoint.com	Tested. No issue
5)	VPN	https://vpn.celcom.com.my/Login/Login	Tested. No issue
6)	RAPID	https://rapid.edotcogroup.com/RDWeb/Pages/en- US/login.aspx?ReturnUrl=/RDWeb/Pages/en- US/Default.aspx	Tested. No issue
7)	eKPI	https://myaccounts.kpisoft.com/auth/UI/Login?got o=https://myaccounts.kpisoft.com/home	Tested. No issue
8)	Payroll and Leave	https://my.hcmsaas.com/edotcohcm/	Tested. No issue
9)	HeRo	https://performancemanager10.successfactors.com/	Tested. No issue
10)	Concur	https://www.concursolutions.com/	Tested. No issue
11)	Symantec	Liveupdate.symantecliveupdate.com	Tested. No issue
12)	Case	Case.edotcogroup.com	Tested. No issue



#### 3.1.2 Installing and configuring computer hardware operating systems.

Installing and configuring computer hardware with admin credential. By install applications, activated Microsoft license using staff's domain email address. Configuring computer process will be taken on every new joiner of edotco Sdn Bhd according to edotco installation policy by using disk-imaging tools to create notebook's image. The imaging tools are Acronis True Image 2014 and Clonezilla. Below are the activities involve. These activities are not the complete steps due to confidential matters.

- ✓ Set edotco Theme as a Desktop Wallpaper.
- ✓ Set edotco default image as a Touchscreen.
- ✓ Pin below application on windows start;



Figure 6: edote Office Suite

- ✓ Set homepage of browser as https://intranet.edotcogroup.com/
- ✓ Activate Microsoft Office using staff's domain email address
- ✓ Sign in Skype for Business
- ✓ Sign in One Drive account
- ✓ Install Adobe Acrobat Reader DC using Microsoft Intune
- ✓ Set Internet Explorer and Adobe Acrobat Reader DC as a default application
- ✓ Install printer driver
- ✓ Do System update and Windows update



#### 3.1.3 Testing and evaluating "Skype for Business" technology

Process of testing and evaluating "Skype for Business" technology can be done by setting up the device on all meeting room before Skype meeting. Edotco Staff will request devices from IT Support Team as to set up the device. *Table 2*. IT team must ensure that audio and video are connecting to the devices. Then, set up volume audio according to customer needs. In Edotco Sdn Bhd, technology used for Skype for Business are;

Table 2: "Skype for Business" technology

Model Name	Model
Logitech BCC 950	4
Conference Cam CC3000e	
Polycom Real Presence Group 500-720p  EagleEye IV	man im.



#### 3.1.4 Documentation

## 3.1.4.1 Password Expiry Notification Documentation Introduction

The ignorance of Password Expiration Prompt was one of the issue by the user of e.co group company which is a cause of concern due to many users asked IT Support help desk to solve this issue about their email account cannot be opened due to password has been expired. So, this task functioned to reduce the number of user who have the similar issue. The intern have been given this task to reduce the issue by IT Support leader. By having a Password Expiry Notification is a function to give a notification by forcing users to change their password regularly such once every three month. Password reminder tool will help IT support Admin to determine the new and old date of expiration. However, users with expired passwords will increase the numbers of IT Support calls with an excuse of ignoring password notification and issue of cannot log in to their account.

Hence, IT Support have to remind every user with expired password to change it regularly. This function can be done by using Windows PowerShell to run the script from user Active Directory which used by System administrator. System Administration can maintain a strong password policy without users getting locked out of their accounts, business operations being stalled or the helpdesk being overwhelmed with password reset calls. Since the intern did not have the authority to access the Active Directory from the Cloud Server of e.co, the intern only uses the Password Expiry Notification function to send to a single user using PowerShell.

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#### Content

As mentioned above, Password Expiry Notification can be functioned by modification of scripts on Windows PowerShell. The modification involved were;

Table 3: Password Expiry Notification Modification

Function	Description
\$smtpServer	"smtp.office365.com"
Port Number	"587"
\$from	"no_reply_system@edotcogroup.com"  (act as a System Administration)  Above email address was used for testing. For future, IT
	Support must implement a formal email address which was acknowledge by users of e.co to prevent phishing emails.
\$emailaddress	edctest01@edotcogroup.com (User Receipt)
\$creds (Get- Credential)	Function to prompt "System Administration's password"
\$UseSs1	"Allow to run the script with authentication access"  If not using "\$UseSsl". Then will appeared  "The SMTP server requires a secure connection or the client was not authenticated. The server response was:  5.7.57 SMTP; Client was not authenticated to send anonymous mail during MAIL FROM "
\$body	"Contains about the user's Network Administration Password Expiration days left with the Password requirement to guide to user to change password"



The modification in the script was on following below;

```
SsmtpServer "smtp.office365.com"

Sfrom "no_reply_system@edotcogroup.com"

Screds Get-Credential Sfrom

Semailaddress = "ayu_external.it@edotcogroup.com"
```

Figure 7: Script Modification on PowerShell

The outcome from the script running by Windows PowerShell was on the following below;

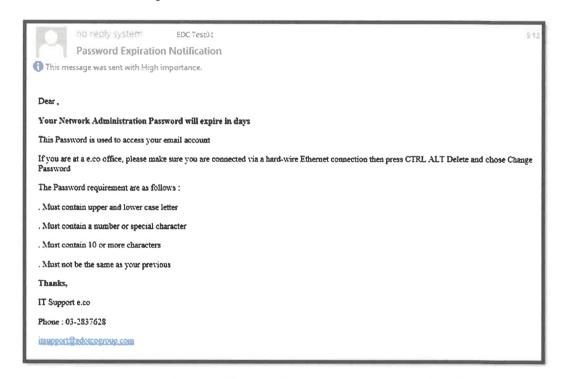


Figure 8: Outcome of Password Expiry script on Microsoft Outlook



#### Conclusion

In a nutshell, Password Expiry Notification function was important due to remind users of e.co to change password from time to time and to reduce the similar issue occurred. This function also will reduce time taken for IT Support to solve this problem. In my opinion, to reduce the issue of the ignorance of Password Expiration Prompt, IT Support should play an important role to teach them how to change password and give notice to users of e.co to change their email password once every 3 month. Another recommendation the intern can implement is to provide an event regarding implications of ignorance of Password Expiration Prompt Awareness. This will automatically reduce time taken especially for e.co IT Support to run their task with effective and efficiency.

#### 3.1.4.2 User Manual

There are several documentations requested by the trainee to be updated I order to have efficiency business operation. Such documentation was at below;

Table 4: List of User Guide

Documentation Title	Description
IT Support User Manual	Updating on the latest update to overcome obsolete information such new Internet Protocol (IP) address for printer
Create Master Image using Cloneziella	One of the new imaging tools applied due to compatible with the newest asset coming which is Lenovo ThinkPad X270.
Guideline Password Prompting on Skype for Business	Current issue which occurs more than 3 users of password prompting keep
Guideline on set up Skype meeting using Skype on Mobile App and Windows	Issue arise when lacking occur during Skype Meeting call held at Myanmar with Chief Executive Officer (CEO) of edotco Group Sdn Bhd.



#### 3.1.5 Asset Management

#### 3.1.5.1 Asset Tagging

Asset tagging was functioned to track hardware using Asset No. This will ensure the process of asset management in and out can be monitored. Asset tag design consists of company logo, which is MESINIAGA logo due to support management will be handle by them. Below were step-by-step activities involve;

Table 5: Process of Asset Tagging

Steps	Asset tagging	Description
1		Unboxed notebook carefully.
2		Check physical condition such keyboard and any damage on notebook physical.
3		Plugged in the battery into the notebook
4	Insert laptop charger into laptop carrier	
5	The board of the b	Record information below;  ✓ Serial Number (S/N)  ✓ Media Access Control (MAC) address and  ✓ Local Area Network (LAN) Wi-Fi
6	Medinioga Alliances  Asidi No	Print S/N using asset-tagging machine to be placed on every hardware.



#### 3.1.5.2 Asset Replacement

The intern has also given task on Asset Management by the trainee. This task includes the process after configure notebook for edotco's user. After configuring process, IT Support will fill in the details of the user with MAC Address and S/N of notebook (\*Mandatory field) in the form on Figure 9. This form functions to monitor asset in and out. This form is vital to be kept due to evidence of acceptance and returning of device. It was also to create an ownership on specific asset if there was loss and damage.

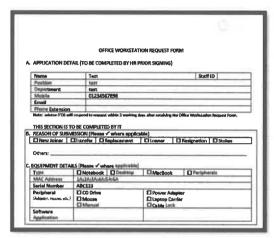
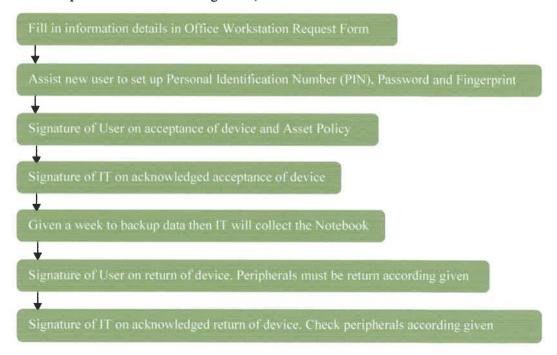


Figure 9: Office Workstation Request Form

The processes are the following below;





#### 3.1.6 System Development

3.1.6.1 Attendance Management System Proposal

This is one of the mini task given by the trainee. Attendance Management System (AMS) can be functioned to track time attendance of check in and out which will be used by IT Support edotco Group Sdn Bhd. The details report can be found on *Appendix 3*.



#### 3.2 Special Project

#### 3.2.1 Introduction

Special Project entitled, User Guide Manage Engine Service Desk Plus (Cloud) was started on first week of 16th February until 16th June 2017 which the total days was 87 days. The beginner of the project includes planning and research method on Request and Asset management environment. Then followed by first task, first task review, second task, second task review, final task and final task review. Gantt chart of this project can be referred at *Appendix 4* which made using Smartsheet Website. This Special Project was requested by the Trainee to be completed until end of June to be sent to edotco Bangladesh, to be referred by IT Team at there.

User Guide Manage Engine Service Desk Plus (Cloud) is a comprehensive Service Desk or Request Management and Asset Management software that provides request management and Information Technology (IT) managers an integrated console to monitor, maintain the assets and IT requests and services generated from the users of the IT resources in an organization. Producing report also can be done by multiple of click according to user requirement. Furthermore, by implementing this user guide, this will increase IT business operation especially IT Support Team in managing issue and to create knowledge base between IT Support Team.

#### 3.2.2 Objective of the User Guide

- To have a standardized workflow of request and asset management
- To generate report that meet with Service Level Agreement (SLA)
- To be referred by staff at edotco Group and Bangladesh



#### 3.2.3 Project Information

No	Information	Details
1)	Name of the Project	User Guide Manage Engine Service Desk Plus.
2)	Project Scope	IT Support edotco Group and Bangladesh
3)	Module	Service Desk Management
		Asset Management
4)	Project Source	New project
5)	Start Date	16 February 2017
6)	End Date	16 June 2017
7)	URL	https://edotcoitme.sdpondemand.manageengine.com/
8)	Software Used	Microsoft Office
		Microsoft Words
		Microsoft Power Point
		Gantt Chart - Smart sheet.com
9)	Status	Being refer and used by IT staff at edotco Group and
		Bangladesh

#### 3.2.4 Project Life Cycle

Special Project entitled, User Guide Manage Engine Service Desk Plus (Cloud) was started on first week of 16th February until 16th June 2017 which the total days was 87 days. Gantt chart of this project can be referred at *Appendix 4* which made using Smart sheet Website.

The details of User Guide Manage Engine Service Desk Plus (Cloud version) can be referred at *Appendix 5* while the details of User Guide Manage Engine of Asset Management (Cloud version) can be referred at *Appendix 6*.





#### 4.1 Application of knowledge, skills and experience in undertaking the task

During my internship at edotco Group Sdn Bhd, there are various knowledge gained, not only Information Technology (IT) Knowledge but include with soft skills that are required to be a professional IT Support. My job scope during my internship can be included as IT Service Desk and End User Computing (EUC).

The application knowledge gained was during mini task, Attendance Management System (AMS) proposal on System development which learnt from subject IMS607 Advanced Web Design and Content Management. The intern was explored with various computer language such, PHP and JavaScript language to be applied a user-friendly website. The application of manual PHP language on system development, will broaden in aspects of designing according to users need such moving clock on the interface of AMS. Moreover, in aspect of skills, my information research skills were improved due to applied from subject IMC651 Research Method in Information Science on Research Methodology Program. With these skills, the intern can differentiate between reliable and unreliable sources plus dateline of completing AMS project was on date. The interns have an experience on system developments which are College Management System (CMS) and Electronic Coupon Management Systems (e-CMS).

Apart from that, subject learnt from IMS656 Management of Information Systems Department was mainly applied in edotco Group Sdn Bhd in aspects of IT Service Desk and End User Computing (EUC). This applied during Job Position Role Play assignments, on communication and knowledge transfer skills to users such internal and external user. The interns got to explore on how to dealing with stress management especially with upper lever user. By learnt from Job Position Role Play, the interns also gain persuasive skills and problem solving skills on managing the issue. This is important as to maintain a good image of the Team. The experience gain was dealing with customer was to be professional as can and provide a quick solution such, provide a loaner notebook for customer, Yasoda Sewwandi due to her notebook was automatically on Windows Updates when she was about to make a presentation. By prioritise such task; this will increase the ability on managing task and multitasker. In aspects of skills, teamwork skills were applied during Job Position Role Play on brainstorming ideas as to improve some operation and how to deal with the big issue on teamwork also, the intern has learnt different people have different opinion. The intern has gain experience on customer service skills when attending the customer. The intern experience on improving customer service skill first was to improve appearance by formal



uniform, short hair for man and wear perfume if possible so that customer is engaging with IT support. Second, be friendly to customer when attending them. First impression was important as to have a good relationship with the customer. Be smile and use a good tone of language, which a skill of language was improved automatically. Lastly, IT Support Team and the intern regularly follow up with the customer after attending them even though the issue was resolved, by following up with them, customer satisfaction can be achieved.

In aspect of documentation, subject learnt from IMS556 Information Systems Interaction and Consultation on producing user manual during user training program. This helps on improving my reporting skills specially to make it as an interactive as possible for user to read. This can be seen on my Special Project entitled User Guide Manage Engine Service Desk Plus which the details on Appendix 5. During internship, list of all user guide be completed by the intern can be refer on Table 4. For your information, less text and more chart was very helpful in the application in the user guide. This was to create an easy understanding of information delivering process between writer and sender. Technical writing skills also being applied in aspect of translate information into technical terms or nontechnical terms. For intern's Special Project, it requires less technical writing skills, while for "Password Expiration Notification" and "Create Image Cloneziella" task, it was vice versa which intern have experience on writing "Microsoft Words Tips and Tricks". Other than that, experience learnt from subject IMS656 Management of Information Systems Department was task on E-book of IT Department in Development Federation State of Kelantan. From this experience, the intern got to explore on the advance feature on Microsoft Words which has a similar feature with Adobe Photoshop.



#### 4.2 Personal thoughts and opinion

#### Real world experience

Interns get the experience on becoming professional Service Desk and End User Computing (EUC) by working in a professional environment in customer service field. This will cultivate various skills such problem solving skills, teamwork skills, technical skills and English language skills. With these skills, intern has experience in dealing with various type of user since user of edotco Group consists of multi-cultural environment. The intern will gain several of position such Asset Manager, Service Desk, EUC and Video Conference Support.

#### Information Technology (IT) Support Knowledge

IT Support Knowledge gain during internship process which can be referring at Chapter 3.1 Training Activities such;

- ✓ Morning Health Check (MHC)
- ✓ End User Computing (EUC)
- ✓ Installing and Configuring computer hardware Operating System

From intern's opinion, by experiencing several of tasks, the intern were introduced to various sources on solving issue thus this will help them to solve the issue if the issue was occur in the future. From intern experience, the more IT Support staff supporting the user, the more professional they become. This is because of the familiarity of the issue faced and be able to handle it in a short amount of time.



#### Resume Builder

It was an opportunity for intern to have various experience gain during internship, this will make student's resume become high demand in industry of IT field. Students with numerous amount of experience and job position, will likely to be hired in industry rather than students with lack of experience. For example, project completed during internship by the intern was User Guide Manage Engine Service Desk Plus which it was the basic skills of documentation to be applied of Service Desk job position. Other than documentation skills, technical skills were also a high demand in IT technology nowadays which must be balanced between documentation and technical skills. Task such system development can be included as technical skills gained and this will make resume become stronger

#### **Career Foundation**

From the experience of managing several tasks, intern obtains opportunity from the professional company which it is a foundation for every career. This foundation will make them choosing on which career that they want to pursue. At edotco, intern got the experience on becoming whether Service Desk or End User Computing (EUC). It was beneficial to be a part of edotco intern due to above reason. Intern also can make comparable on which side was the most suitable with the skills have. Instead of that, intern also can identify on which skills that they are lack off and can be improved during internship process.

#### INDUSTRIAL TRAINING REPORT



#### 4.3 Lesson learnt

Throughout 2 February until 30 June 2017, lesson learnt during internship at edotco Group Sdn Bhd can be seen mainly in Information Technology Support which include area following below.

#### **Teamwork**

Since the intern was frequently involve with the end user issue, teamwork was important on discussing problem raised and to transfer knowledge on each other's so that IT Support Team are aware with the latest problem raised. As for an example, in edotco environment, WhatsApp's application being used every day on every task that has been completed which refer on Table 1: edotco Checklist Application Report and Figure 5: Morning Health Check Report (MHC). In Axiata building, IT Support Mesiniaga covers Edotco Malaysia Sdn Bhd and Edotco Group Sdn Bhd which located at level 19 and 30. If there was an issue, EUC at level 19 will then escalated to Team Leader and then escalated to System Administrator. After that, Team Leader will send blue alert of Edotco user so user is aware at the early stage. In this case, teamwork between IT team can minimize business discontinuity.

#### **Punctuality**

The intern also has learnt that to be a professional IT Support Team, they must be punctual on every occasion that requested by customers. Such situation the intern has experience mainly on setting up Skype Meeting. The process involved during setting up Skype Meeting must be familiarized and completed with success. If IT Support Team has lack punctuality skills, this will effect on Mesiniaga's customer services and their image. The intern also has learnt that time management during managing task must be suitable with customer's requirement. It is important to have customer's knowledge during handling their information and data.

#### INDUSTRIAL TRAINING REPORT



#### Language skills

Apart learnt from teamwork and punctuality, a language skill was a challenge for intern due to take over of Edotco Group's user which involve multi-cultural environment. During attending user, the information delivered from sender to listener must understand from both parties. So, by applying English language automatically cultivate intern's interpersonal skills to build confident in them plus to improve communication skills.

#### Technical to non-technical communication skills

In aspects communication of technical terms to non-technical terms to customers, information delivery is extremely important as to identify the main issue or root causes. One of the tips that IT support must understand is put they in customer's situation by imagine what it feels like to be clueless. Communicating and identifying with computer users to find and fix problems and minimize the issue to be escalated to the user or third parties. For example, user request to install printer driver. Instead of saying "install printer by using IP address printer." Try starting sentences with "Set up printer driver must be implemented first."



#### 4.4 Limitations and Recommendations

Limitations can be identified in terms of unspecific job position of job scope. Job position available at edotco Group Sdn Bhd was EUC and Service Desk; They are responsible on Asset and licensing management. Other than that, Video Conference job position was also managed by them. This will increase burdens between them. While for network management, they have to escalate to network engineer from other account that is responsible for edotco Group Sdn Bhd. In a simple words, there was no job position Network Engineer at edotco Group Sdn Bhd. The numbers of incident of having issue mainly on networking can be identified *Appendix 7: Photocopy of Logbook*. Lastly, limitation can be identified in terms of backfield numbers, since there were least number of staff responsible for edotco Group, level 3 and edotco Malaysia, level 19. Edotco region and edotco branches also supported by Mesiniaga Team.

Limitations

First recommendations can be implementing in terms of unspecific job position of job scope was to hire number of staff such Asset and Licensing Manager, Video Conferencing support, Network Engineer and Service Desk. This was to minimize workloads of IT Support Team during managing their task. Second recommendation, for Mesiniaga interns at edotco, suggested that intern at edotco to have experience attending user at level 19 and 30 according to duty roster. This can be done by first week, the intern will take over level 30 and the following week, take over level 19. This aim to familiarize different environment, to engage with user of edotco group and Malaysia and to identify common issue and what needs to be done.

Recommendation

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# **APPENDIX** 1

Nama   Pelatih   No. Matrix   No. Matrix   No. Matrix   No. I/C   9.   No. Telefor :     MESINIAGA	
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MESINIAGA	3
Max Chan Wai Kuang	a
Nama   Alamat   Drgansasi   1A, Jalan   SS16/1, 47500   Subang Jaya, Selangor Malaysia	a
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FAKULTI PENGURUSAN MAKLUMAT Universiti Teknologi MARA Cawangan Kelantan Sukit Ilmu, 18500 Machang, Kelantan Darul Naim Tel: 99.9762000 Fax: 09.9762156 (HEA)

#### REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelash	:AISYAH RAMLI	No. Matrik : 2014728829
No. I/C	. (	No. Telefon : _
Nama / Alamat	MESINIAGA	
Organ sasi	1A. Jalan SS16/1. 47500 Subang	g Jaya, Selangor Malaysia
Nama Penyelia	Max Chan Wai Kuang	
Bulan /Tahur	March 2017	
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28 April 2017

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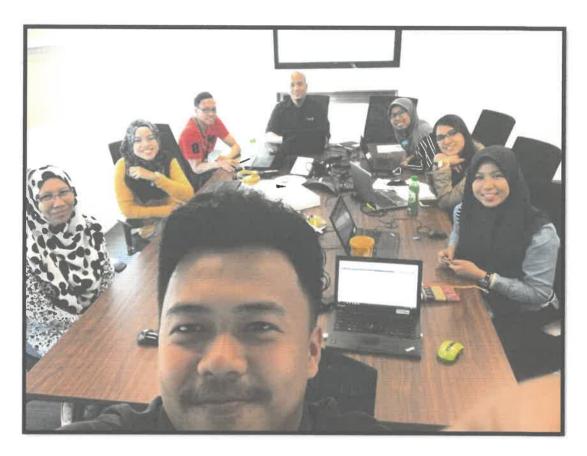
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### FAKULTI PENGURUSAN MAKLUMAT

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c			No. Telefon :
•	MESINIAGA		No. Telefoll ;
/ Alamat			
nisasi	1A, Jalan SS16/1, 4750	00 Subang Jaya, Selan	igor Malaysia
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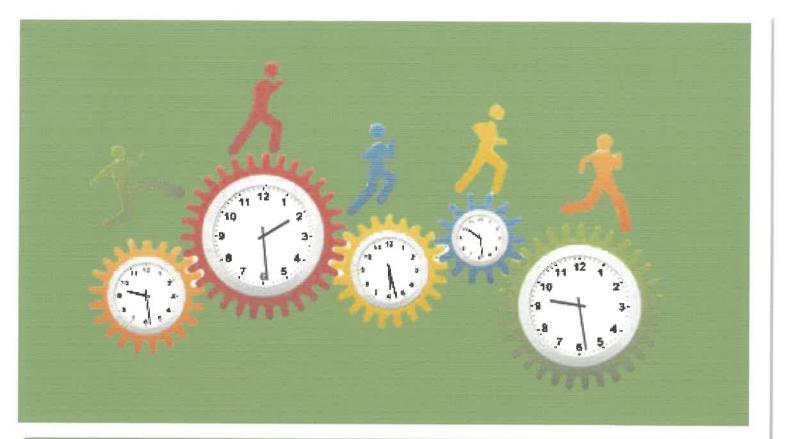
# **APPENDIX 2**



Appendix 2: Training session of Manage Engine Service Desk Plus

From Left: **Pn Sallina** (Service Delivery Manager, Mesiniaga), **Ayu** (Team Leader Edotco IT Support), **Max** (Edotco IT Support), **Azrin** (Product Engineer, 10 infinity Sdn Bhd), **Asyiqin** (Edotco Service Desk), **Abidah** (Axiata Intern), **Aisyah** (Edotco Intern) and **Sabri** (Edotco Intern).

Appendix 3: Attendance Management System (AMS) proposal



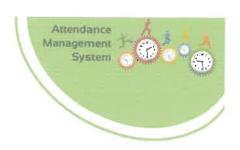
# Attendance Management System (AMS)



For

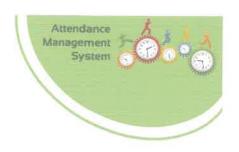
IT Support

Mesiniaga



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# **Attendance Management System**

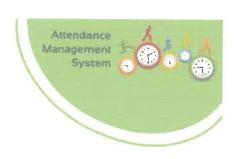
#### I) PLANNING

#### Introduction

Attendance Management System (AMS) can be functioned to track time attendance of check in and out which will be used by IT Support edotco Group Sdn Bhd. The reason AMS purposed was due to issue of location difference which complained by employee of IT Support edotco Group Sdn Bhd. AMS will also notify system administrator, on "late", "overtime" and "OK" status. Below was the condition;

Table 1: Condition in AMS

	C	heck In		C	heck Out
Status	Shift	Time	Status	Shift	Time
OK	1 <sup>st</sup>	8.30am - 5.30pm	OK	1 <sup>st</sup>	5.31pm - 5.45pm
		9.00am - 5.30pm (Team Leader)		2 <sup>nd</sup>	7.01pm – 7.15pm
	2 <sup>nd</sup>	10.00am - 7.00pm			
Late	1 <sup>st</sup>	8.35am above	Overtime	1 <sup>st</sup>	5.30pm - 6.30pm
	2 <sup>nd</sup>	10.05am above		2 <sup>nd</sup>	7.00pm - 8.00pm
Absent		-	Forget		-



#### **Problem Statement**

Previously, employee of edotco IT support uses a fingerprint attendance system to monitor absences and attendance of employee together with employee of Axiata IT support. The issue arises in aspects different location of check in and check out. This is because, Axiata IT support was situated at level 8 while for edotco IT support was at level 19 and 30. This situation will be dragged time due to different building of check in and out. So, by purposing AMS, they can check in at one building and they tend to come early

#### Objective

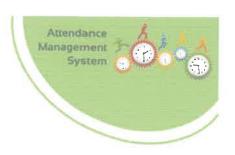
- To determine the number of late and overtime of an employee
- To produce a report of attendance list once in a month
- To motivate user to attend early by the frequent number of "late" status.
- To reduce the "late" status of employee without having to go to Axiata IT SupportLevel.



Gantt Chart

#### 2 Obtaining maint Main Impi ï ' Implementation Documentation Designing Coding Finalizing Design Specification Interface design Design Database design Analysis user and System Requirement , Design Data Flow Diagram (DFD) Analysis Current System Analysis Define Scope Luk Meloku Planning 06/14/17 05/01/N7 08/26/17 04/13/17 06/14/17 03/31/17 04/06/17 04/13/17 04/24/17 04/26/17 04/04/17 04M0M7 04/12/17 06/01/17 05/25/17 06/19/17 06/28/17 05/02/N7 04/07/17 04M4M7 04/25/17 **06M5M7** 03/31/17 04/07/17 04/11/17 04/13/17 05/02/17 05/22/17 05/26/17 06/15/17 04/03/17 04/05/17 04M4M7 04/27/N7 06/20/17 124 144 4d 14d P Analysis user and System Requirement Design Data Flow Diagram (DFD) Obtaining maintenance request Finalizing Design Specification Analysis Current System Implementing Changes Database design Kick Off Meeting Interface design Implementation Define Problem Documentation Define Scope Maintenance Designing Analysis Coding Design

Figure 1: Ganti Chart of AMS



# II) ANALYSIS

## **Data Context Diagram**

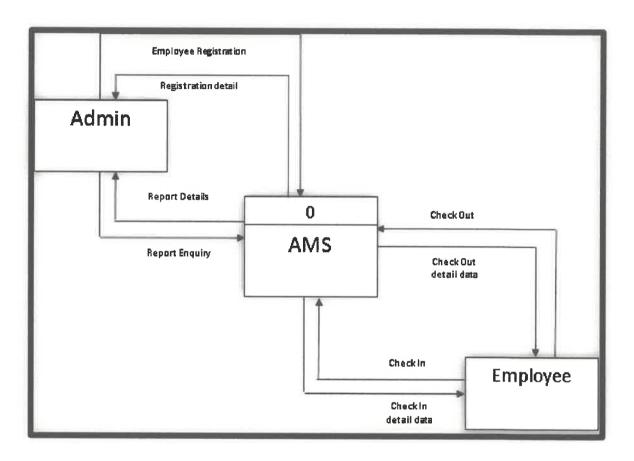
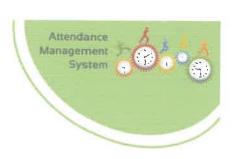


Figure 2: Level 0 Diagram of AMS



#### Data Flow Diagram (DFD)

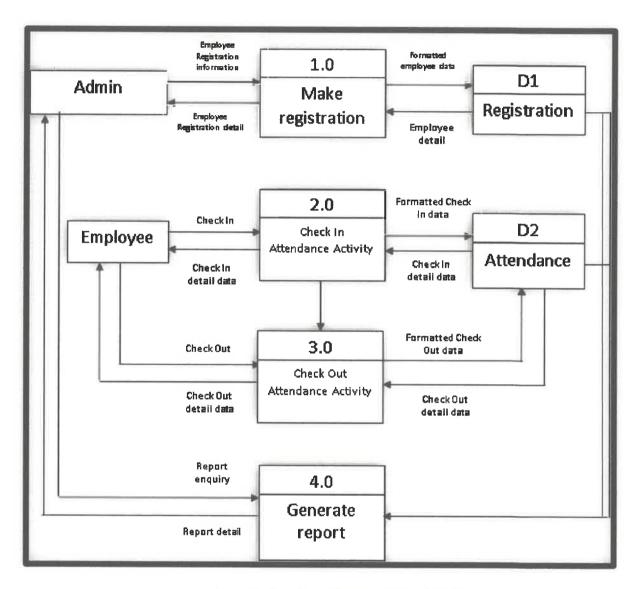


Figure 3: Data Flow Diagram (DFD) of AMS



# III) DESIGN

#### **Entity Relationship Diagram (ERD)**

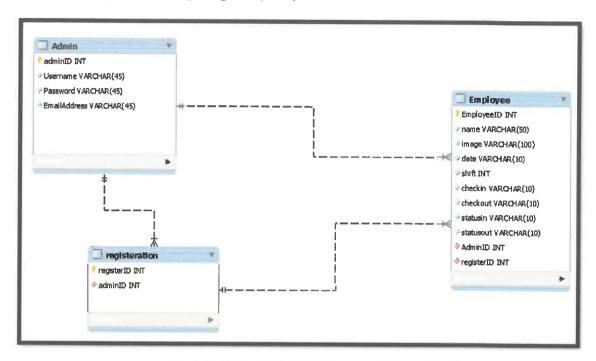
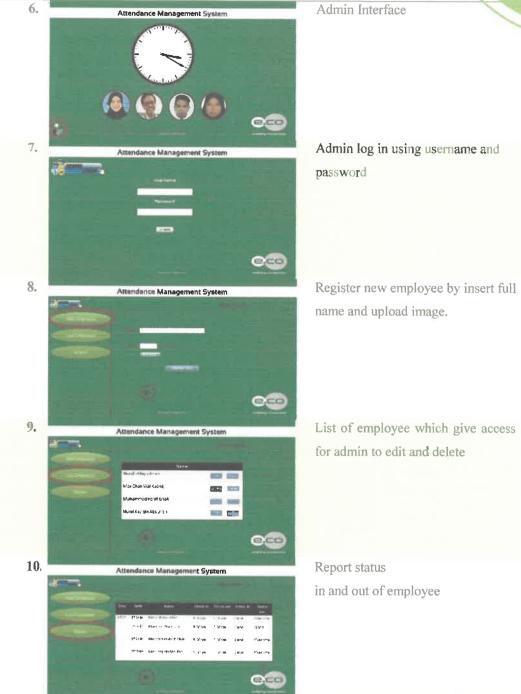
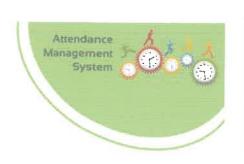


Figure 4: Entity Relationship Diagram (ERD) of AMS

- An admin can view many employee data
- Many employee data can be viewed an admin
- An admin can make many registration
- Many registration can be made by an admin
- A registration can have many employee data
- Many employee data can be found in a registration.







# Storyboard

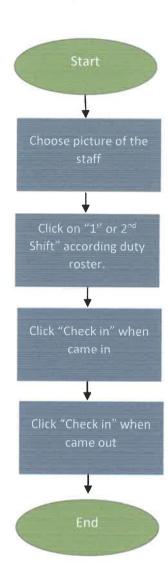
Table 2: Storyboard of AMS





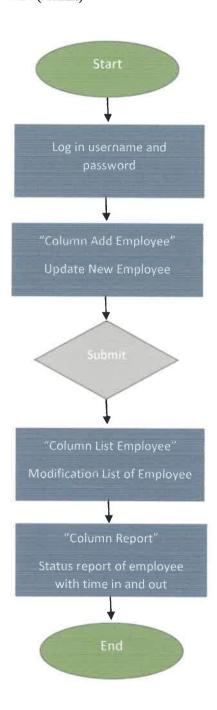
#### **Workflow Process**

a) Data Flowchart (Employee)





#### b) Flowchart (Admin)

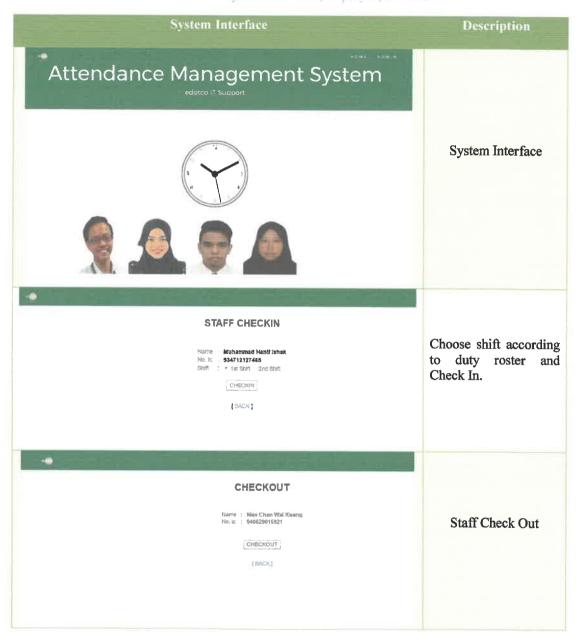


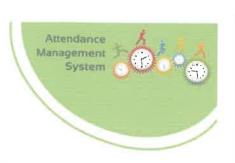


# IV) IMPLEMENTATION

System Interface (Employee)

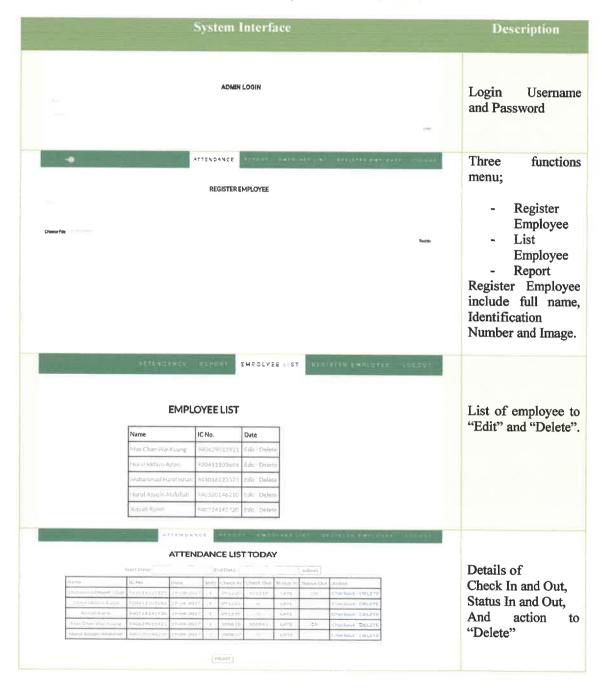
Table 3: System Interface (Employee) of AMS





System Interface (Admin)

Table 4: System Interface (Admin) of AMS



Appendix 4: Manage Engine Service Desk Plus Gantt Chart



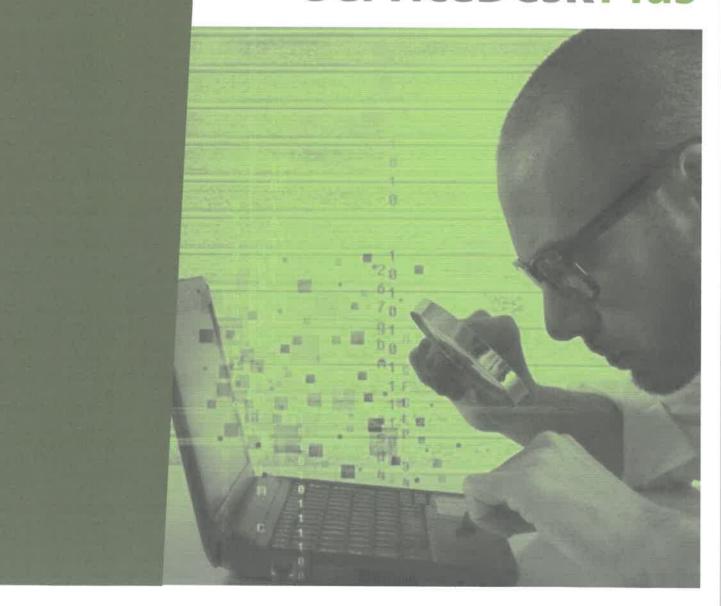
Task Name			
Planning	31 d	02/16/17	03/30/1
Meeting with supervisor	1 d	02/16/17	02/16/1
Define scope	7d	02/17/17	02/27/1
Identify previous system worldlow	7d	02/28/17	03/08/1
Determine Request management of edotco's environment	7d	03/09/17	03/17/1
Determine Asset management of edotco's environment	9d	03/20/17	03/30/1
First Draft	264	03/31/17	05/05/1
Categorization of Asset components	7d	03/31/17	04/10/1
Analyse Manage Engine Service Desk Plus system	10d	04/1/1/7	04/24/1
Import categorization of ticket to the system	2d	04/25/17	04/26/1
Design system worldlow of Request management	7d	04/27/17	05/05/1
Review	34	05/08/17	05/10/1
Finalize system worldlow of Request management	2d	05/08/17	05/09/1
Updated Categorization of Asset	16	05/10/17	05/10/1
Second Draft	74	05/11/17	05/19/1
Design standardized template of User Gulde	1d	05/11/17	05/11/1
Update user guide on System Configuration	3d	06/12/17	05/16/1
Discuss Service Level Arrangement (SLA) requirement	1 d	05/17/17	05/17/1
Introduction of Asset Management Report	2d	05/18/17	O5M9M
Second Review	34	05/22/17	05/24/1
Finalized standardized template of User Guide	24	06/22/17	06/23/1
Updated user guide on System Configuration	16	05/24/17	06/24/1
Final Draft	84	05/25/17	08/06/1
Update user guide on Report Generation	2d	05/25/17	05/26/1
Design Worldtow RequestManagement in charts	2d	05/29/17	06/30/1
Update process of adding IT Asset on system	44	05/31/17	06/06/4
Maintenance	9 d	08/08/17	08/18/1
Obtaining maintenance request	7d	06/06/17	06/14/1

Appendix 5: User Guide Manage Engine Service Desk Plus



# **User Guide**

# ManageEngine ServiceDesk Plus



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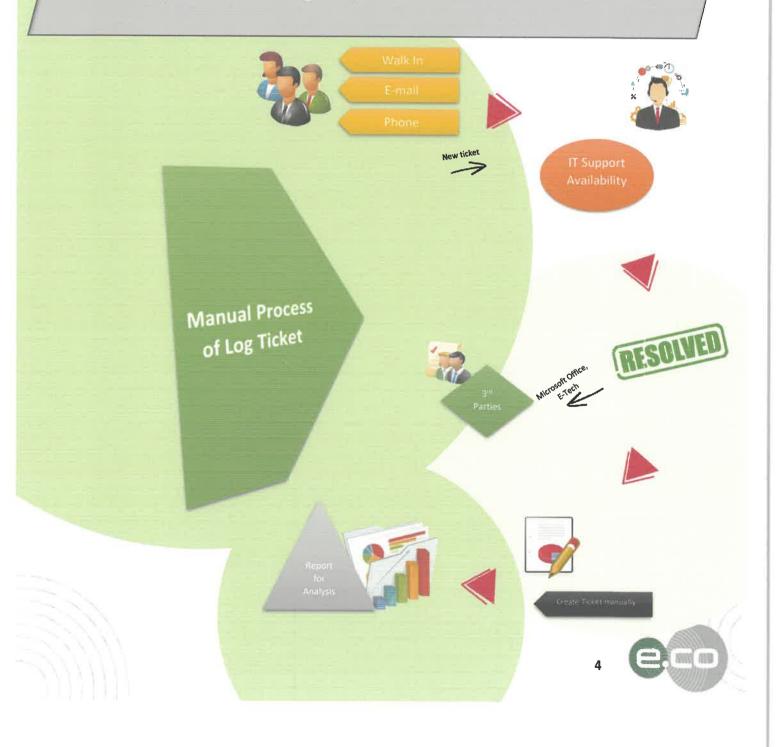
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## Introduction

Manage Engine Service Desk Plus (Cloud) is a comprehensive Help Desk and Asset Management software that provides help desk agents and IT managers an integrated console to monitor and maintain the assets and IT requests generated from the users of the IT resources in an organization. The IT help desk plays an important part in the provision of IT Services. Manually, ticketing process on the following below;



# Setting Setup



Configure all your service setting such as Users & Permissions, Organization Settings, Mail Settings, Customization, Template & Forms, Automation and User Survey.

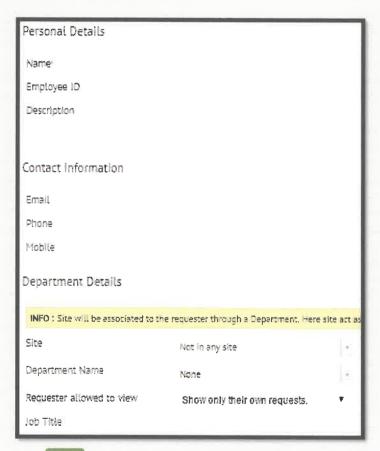
1. Log in Username and Password on https://edotcoitme.sdpondemand.manageengine.com/
Username should be email address

Users & Permissions

LIGERS

#### Requesters

- 1. To add requester, click New Requester (add requesters manually)
- 2. Filled in the details below;



3. Click Save





#### Users & Permissions

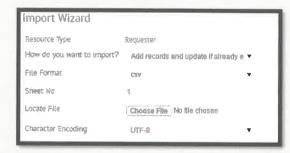
Heard

#### Requesters

1. To add requester from CSV, click Import Users > Import from CSV



2. Filled in the details below;



3. Click Next

#### List of Requester

- Click Actions > Delete Requester(s), to delete requester (Only Organization Admin can perform this)
- Click Actions > Assign to Department , to assign requester's department. By tick on specific requesters.

These are the list of requester after import file from CSV;







#### Users & Permissions

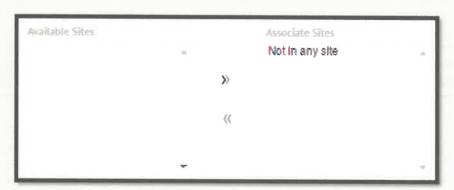
User

#### **Technicians**

- 1. To add new technician, click
- 2. Filled in Personal Details below;



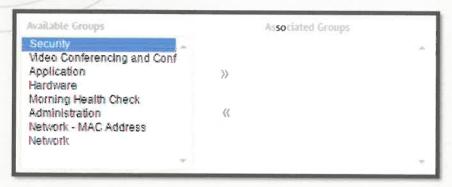
3. Assign the site(s) for the Technician. By Select available sites, and click ">>".







4. Assign the group(s) for the Technician according to their expertise. By Select available group, and click ">>".



5. Click Save





- Admin has authority to change Company Details according to Site. Must fill in column with "  $^{\ast}$  "
- Change Currency according to site.

Company Details	
Technician with "Organization	Admin' role/privilege can update Company/Organization details
Name '	edatoo Group Sdn Shd
Currency '	Malaysian Rinocit - MYR (RM)
Description	edatco Group 5dn 8hd
ĺ	
Address	
Door Number	Level 30,
Street	Akists Tower, 9.
Landmark	Jalan Stesen Sentral 5,
City	Kusia Lumpur.
ZIP/Postal Code	59470
State/Province	Wilayah Persekutuan
Country	Malaysia
Time Zone	( GMT 8:0 ) Mataysta Tima (Asia/Kuata_Lumpur)
Contact Information	
E-mail (D	
Phone No.	
Fax No.	
Web URL	
Company Logo	<b>©</b> ==)





## Regions

- 1. Insert Region Name of Edotco Group
- 2. Click to edit Region Name and Description

# Regions New Region Region Name A Description Bangladesh Cambodia Malaysia Myanmar Pakistan

#### Sites

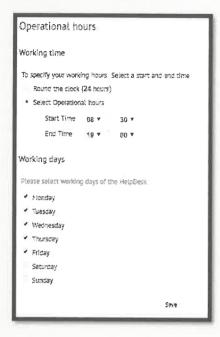
- 1. Insert Sites Name of Edotco Group
- 2. Click to edit Sites Name





#### Operational Hours

- 4. Insert region's Working time and days and click
- 5. Below are according to Edotco Group Sdn Bhd



#### Holidays

3. Insert region's Holidays by click

New Holiday







1. Insert leave types by click

New Leave Type

and click



2. Click to edit Leave Types

These are the types of leave;

Type of Leaves	D	escription
Annual Leave	For example, employee on vacation. Table below according to <i>Compulsory under Employee Act 1955</i>	
	Year in Service	Minimum Entitlement
	1st to 2nd	8
	3 <sup>rd</sup> to 4 <sup>th</sup>	12
	5 <sup>th</sup> and above	16
Sick Leave	Year in Service	Minimum Entitlement
	1st to 2nd	14
	3 <sup>rd</sup> to 4 <sup>th</sup>	18
	5 <sup>th</sup> and above	22
Maternity Leave	Period of absence I and after the child	for working mother before of the child.
Marriage Leave	Normally 3 days	_
Paternity Leave	Leave for the birth of child for working father. Normally 1 or 2 days.	
Childcare Leave	As a working parent, staff is allowed to take childcare leave to look after their sick children aged below 12 years. Normally 1-5 days	
Examination Leave	Employee Form needed that enable them to pursue examination	
Compassionate Leave	For example, death of a family member	

Leave Types	
New Leave Type	
Name A	Description
Casual Leave	Used when technician is on vacation
© ✓ Comp Off	Used when a technician is unavailable as h
© ₽ On Duty	Used when a technician is unavailable due
🖺 🧳 Sick Leave	Used when a technician is not well





#### Departments

- 1. Insert Department by click
- New Department
- 2. Fill in Site and Department Head and click



#### Group

- 1. Insert **Department** by click New Group
- 2. Fill in Group Name and Selected Technician in this group
- 3. Click Save



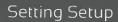


- Insert Region's Currency by click
   Fill in Currency Name, Code and Symbol.

Regions	Currency Name	Currency Code	Currency Symbol
Bangladesh	Bangladesh Taka	BDT	b
Cambodia	Cambodia Riel	KHR	\$
Myanmar	Burmese Kyat	MMK	K
Pakistan	Pakistani Rupee	PKR	Rs
Sri Lanka	Sri Lankan Rupee	LKR	Rs

3. Click Save

Edit Currency		x
Currency Name •	Maleysian Ringgit MYR	
Currency Symbol •	RM	
	Save Cancel	

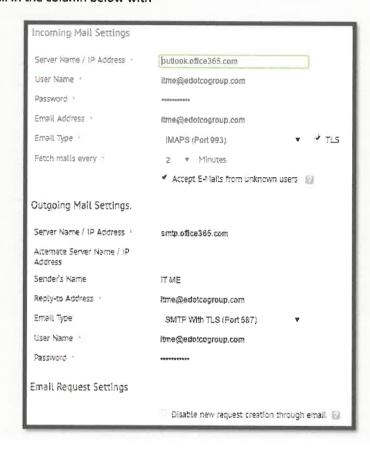




#### Mail Settings

#### Mail Server Settings

• Fill in the column below with " \* "







#### Customization

Help Dest

#### Category

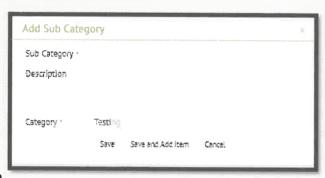
- 1. Click on New Category
- 2. Filled in Category Name \*> Save and Add Sub Category



#### **Sub Category**

Click on New Sub Category OR

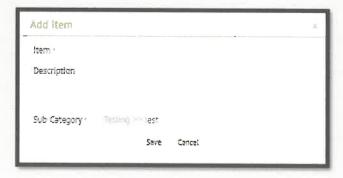
3. Filled in Sub Category \*> Save and Add Item



#### <u>item</u>

Click on New Item OR

4. Filled in Item \*> Save







#### Customization

#### Help Desk

#### **Status**

- 1. To add new status, click
- 2. Filled in Name \* , Type, Color and Description
- 3. Click



New Status

#### List of Status

Below is the list of In Progress and Completed

Description	Timer Status	Color
In Prog	ress	
Request on Hold	Stop	No color
Request Pending	Running	#0066ff
Comple	eted	
Request Completed	-	#006600
Request Resolved, waiting for approval by Requester	-	#OOff66
	Request on Hold Request Pending Comple Request Completed Request Resolved, waiting for approval	In Progress  Request on Hold Stop  Request Pending Running  Completed  Request Completed -  Request Resolved, waiting for approval





#### Customization

#### Help Desk

#### Level

- 1. To add new level, click New Leve
- 2. Fill in Name \* and description.
- 3. Click Save



## List of Level

Below is the list of request level.

Name	Description
Tier 1	Non-Critical Issue such as Hardware Failure
Tier 2	Critical Issue such as Network Failure





#### Customization

#### Help Desk

## Mode

- 1. To add new mode, click
- 2. Fill in Name \* and description.
- 3. Click Save



#### **List of Mode**

Below is the list of mode.

Name	Description
Email	Request through email
Phone Call	Request through Phone Call
Walk In	Request through Walk In
Web Form	Request through Web Form





#### Customization

#### Help Desk

#### **Priority**

- To add new priority, click
   New Priority
- 2. Fill in Name \*, Color \* and description.
- 3. Click



## **List of Priority**

Below is the list of priority.

Name	Description	Color
High (Incident)	Affects Business	#bb0000
High (Service)		#ff0000
Low (Incident)	Affects Individual	#003399
Low (Service)		#0099ff
Medium	Affects Service	#ff6600





## Task Type

- To add new task type, click
   Fill in Name \*, Color \* and description.
- 3. Click

New Task Ty	/pe	)K
Name -		
Color Description	<u></u>	
	Seve Cancel	

#### List of Task Type

Below is the list of task type.

Name	Description	Color
Implementation	Implementation of the planned work.	#999900
nstall/Uninstall	Install/Uninstall of the software.	#666666
Maintenance	Maintenance task to ensure the good condition of the system.	#ff6600
Planning	Design/Re-design the new/existing system.	#ff66cc
Release	Roll in of the developed system to the production.	#00ff00
eplacement/Repair	Replacement/Repair of the Hardware.	#ffff00
Testing	Ensuring the quality of the system.	#990000
Troubleshooting	Finding the root cause of a problem in the system.	#00ffcc





#### Templates & Forms

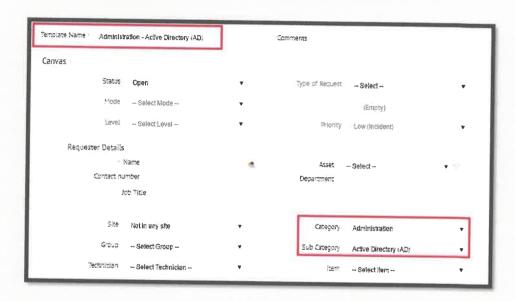
#### Incident Template

1. To add new incident template, click

New Incident Template

Fill in *Template Name* \* for *Category* and *Sub Category* related.
 Such as

Category	Administration
Sub Category	Active Directory (AD)
Template Name	Administration – Active Directory (AD)



3. Click Save

#### **Edit Incident Template**

- 1. To edit incident template, click
- 2. Edit the incident template form
- 3. Click Save



#### Templates & Forms

#### Resolution Template

1. To add new resolution template, click

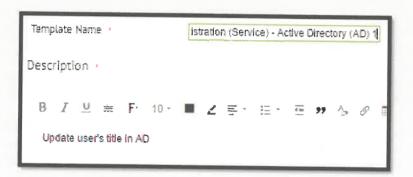
New Resolution Template

 Fill in *Template Name* \* and write resolution related with template name on Description column
 Such as

Template Name	Administration (Service) – Active Directory (AD) 1		
Resolution	Update user's title in AD		

Multiple of resolution can be applied by rename template name "2"

Template Name	Administration (Service) Active Directory (AD) 2		
Resolution	Reset user's password in AD		



3. Click Save / Update





#### Automation

Notification Rules

#### Request

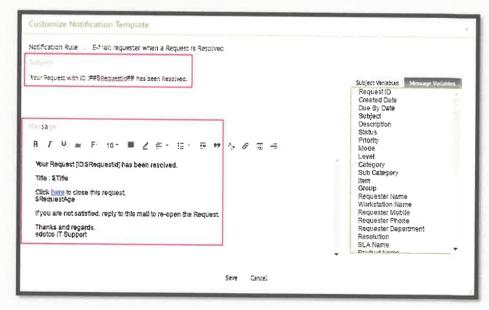
To set the notification rules, select the relevant check boxes beside each of the statements listed. You can also customize the email template of the notification rules, if required.

#### Requester Notifications

1. Tick "Email Requester when a Request is Resolved" > Customize template



- Change Subject and the Message content by typing the text of your choice and adding other variables that you wish to display as a part of the subject or message content.
  - To add more variables, just click the corresponding variable from the list box beside the respective field.



3. Click Save



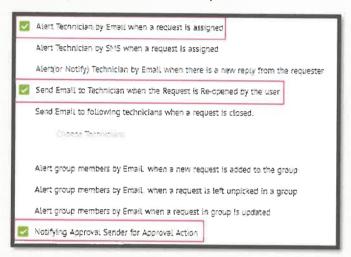


#### Automation

Notification Rules

#### **Technician Notifications**

1. Tick following task > Customize template



## 2. Change Subject and Message by your choice > Se

Alert Technician by Email when a request is assigned	Subject	Request Id ##\$RequestId## has been assigned to you		
	Message	Request details are :  Requested by : \$RequesterName Created by : \$CreatedBy Due by date : \$DueByDate Category : \$Category Title : \$Title Description : \$Description Click for details : \$RequestLink		
Send Email to Technician when a Request is Re-opened by the	Subject	Request ID :##\$RequestId## has been Re-Opened by the user.		
user	Message	Request [ID:\$RequestId] has been Re-Opened by the user. Title : \$Title Description : \$Description Resolution is : \$Resolution		
Notifying Approval Sender for Approval Action	Subject	Action taken on approval sent to \$ApprovalSentTo		
	Message	Request ID: \$RequestId Title: \$Title Approval Status for Request: \$RequestApprovalStatus Status: \$ApproveStatus Action Date: \$ActedOn Comments: \$ApproveComments		



Automation

Request Closure Rules

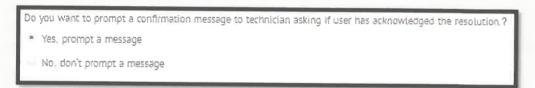
#### Mandatory fields for Closing Request

5. Tick any Mandatory fields for Closing Request to be appeared when request is closed



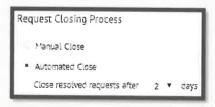
#### Confirm User Acknowledgement

1. Choose whether technician want to prompt a confirmation message to technician asking if user has acknowledged the resolution?



#### Request Closing Process

2. Choose whether technician want to manual or automated close. If Automated close, state close resolved requests after how many days.



#### Closing Requests Associated with Task

3. Choose whether want move request status to closed or resolved when tasks area all completed



4. Click Save





#### User Survey

Survey Settings

## Enable Survey

- 1. Tick whether want to enable or disable User Survey
  - Enable User Survey

#### Survey Notifications

2. Modify content of Email to be seen by Requester in order to close the ticket >

Subject Your Request with ID :##\$RequestId## I Closed.			
Message	Dear \$RequesterName,		
	Your Request [ID:\$RequestId] has been closed.		
	Title: \$Title		
	Please help us to improve our service by completing this short survey. Your feedback and comments will help us to improve our service. We appreciate your time here.		
	Click here to answer this survey.		
	Thanks and regards, edotco IT Support		
	Note: This is an automated email. Do not reply to this email.		

#### Survey Details

3. Modify content of the message of your choice

Welcome Message	Please help us to improve our service by participating in this brief survey.	
Success Message	Your feedback has been sent and comments will be considered.	
Fallure Message	Your survey information for this request has already been received for consideration.	
Thanks Hessage	Thank you for taking part in this survey.	





#### User Survey

Define Survey

#### **Ouestions**

- 2. To add question survey, click Add Question
- 3. Click Sav
  - a. To edit, click
  - b. To delete, click
  - c. To move up, click
  - d. To move down, click



#### Satisfaction Levels

Satisfaction levels scales from bad to good, Good at the bottom and Bad at the top. Moving up or down changes the satisfaction levels

- 1. To add level, click Add Level
- 2. Click Save
  - a. To edit, click
  - b. To delete, click
  - c. To move up, click
  - d. To move down, click #



Satisfaction Level 1 Poor
Satisfaction Level 2 Below Average
Satisfaction Level 3 Average
Satisfaction Level 4 Good
Satisfaction Level 5 Excellent





#### User Survey

Survey Preview

## Question survey will be appeared on the following below

Please help us to improve our service by participating in this brief survey.
Please rate our response to your request.
Poor
Below Average
Average
Good
Excellent
2. What is your overall satisfaction rating with our services?
Poer
Below Average
Average
Good
Excellent
Please share other comments or suggestions here

#### Survey Results

## All list of request will be appeared on Survey Request

- Subject
- Requester Name
- Created Date
- Technician
- Score
- Overall Rating (%)
- Ic

Subject •	Requester flame	Created Date	Technician	Score	Overall Rating [%]	94
Add new group email on MS Outbook (assist in ms outbook)	Nurul Ad Jah Mahamed A	Apr 18, 2017 04:06 PM	Nurut Asylqin	2.0	20.0	295
Desktop frome and keep booting by itself	Fatimahtul Zahrah Dulk	Apr 20, 2017 04:13 PM	Hanif Ishak	2.0	20.0	337
Morning Health Check 1st 36	Nurul Iddayu Azian	Apr 21, 2017 09:23 AM	Max Chan	4.0	40.0	344
Marning heath Check Ivi 19	Nurus Iddayu Aztan	Apr 18, 2017 11:51 AH	Hand Ishak	2.0	20.6	290
Notebook connected to WiFi but no internet connection	Suhaida Zakaria	Apr 25, 2017 10:59 44	Nurul Asylgin	2.0	20.0	352
Passward Expired	Mohid Shahrull Nizam Moh	Apr 18, 2017 06:44 PM	Harrif Israe	2.0	20.0	305





#### User Survey

Survey Results

#### View Survey Results;

- Survey Details
- Satisfaction Level Summary (%)
- Requester's comments and suggestion
- · Requester's Answers







## Modules available when Login as a Requester



#### Requests

- Create Incident Requests
- Create Service Requests
- View all the request that have raised
  - o My Open or Unassigned
  - Unassigned Request
  - o My Open Request
  - o My Request on Hold
- Pending Request
- o Completed Request
- Requested Created Today
- o All Request

#### Solutions

- Based on Knowledge Base Module
  - By quickly search solution of the issue before raising a request
     OR
  - Raising Service or Incident as a Requester

#### Users and Permissions

Modify and maintain with the latest Users and Permissions of

#### Requesters and Technicians

- o Name
- Employee ID
- a Job Title
- o Email
- o Phone
- o Department Name
- o Job Title







The Helpdesk dashboard gives you a summary of the status of various requests such as open, on-hold and overdue. It facilitates you to have data based on technicians, category, priority level and mode of requests. Details regarding requests violating SLAs are made available alongside. The number of requests created or closed within the application in a day can also be known from these dashboards



- Scheduler
- <sup>2</sup> Tasks
- <sup>3</sup> Reminders
- 4 Announcements
- 5 My Summary

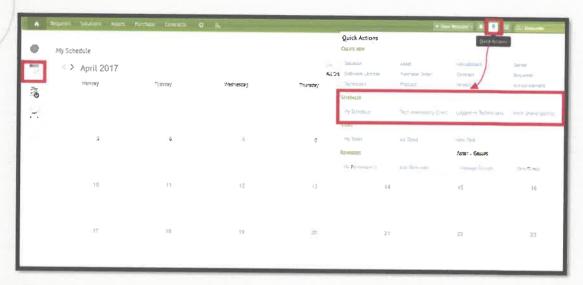
- 6 Notifications
  - 7 Quick Actions
- 8 Recent Items
- 9 Settings
  - Reports



#### Scheduler

Scheduler is a calendar view displaying the number of open requests, problems, changes, tasks and reminders assigned to a technician for a given month. The calendar also shows the availability of the technician for a specific day in a given month by go on *home page* and click;

- Quick Actions > My Schedule OR
- My Scheduler Tab.



Use My Scheduler, can perform actions such as,

Mark Leave by click on icon below and choose Leave Type from Date till To



Add Task

You can also add, view and re-assign the tasks to other technicians. The tasks can be added to technicians for the current day and the forth coming days. To add task refer Add Tasks.



#### Scheduler



- Viewing requests/task/problems/change
- Re-assigning requests/task/problem/change
- View Logged in technicians

You will be able to view the logged in technicians by clicking on the logged in technician's icon on top right corner of the Scheduler ..., you will be able to view the list of technicians currently logged into the application.



#### Add Reminders

The reminder option is available only for the logged in technician, that is, if the logged in technician is an administrator then the reminders of other technicians cannot be viewed by him. To know more on reminders, refer Reminders.





#### Task

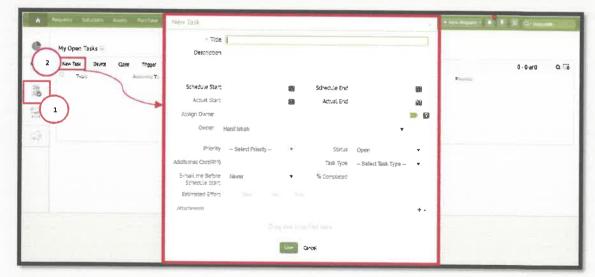
Tasks on the left-hand side of the home page, shows all the Tasks assigned to you. These tasks could be added by you as a personal reminder of the due by tasks. Or it can be the tasks assigned to you by other technicians.

- Quick Actions > Tasks > New Task OR
- Task Tab



#### Add New Task

- 1. \*Specify the **Title** of the task in the given text field.
- 2. Specify relevant information about the tasks in the **Description** field.
- 3. Select the Scheduled start time and Scheduled end time for the task from the calendar button.
- 4. Specify the Estimated effort for a task and Task Type
- 5. Assign the Owner and group for a Task.
- 6. Enter the Actual start time and Actual end time.
- 7. Click on Save. If you do not wish to add the task, click Cancel.
- 8. Tasks listed under My Open Tasks in ascending order based on the scheduled start time.

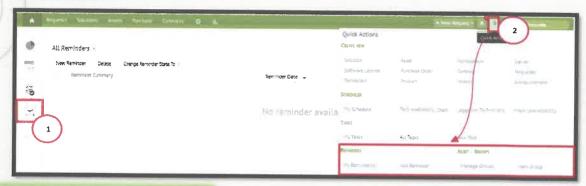


# ManageEngine ServiceDesk Plus

#### Reminder

Service Desk Plus On-Demand provides you with the option of tracking your tasks every day. The tasks that you add to the My Reminders list act as substitute for your sticky notes or post-it notes which you would use to remember your tasks for the day.

- Quick Actions > Reminders > My Reminders OR
- Reminders Tab



#### Add New Reminder

- Enter the task Summary in the text field provided.
- 2. Select the Date & Time for the reminder
- 3. Click **Save**. The new reminder is added and is listed along with the already existing reminders in the ascending order based on date and time.



#### Changing Status

- 1. Go to Change Reminder State To.
- 2. Click Completed.



## My Summary



Service Desk Plus On-Demand displays My Summary page with information on the request summary of the requests assigned to the user who has logged in. In the case of requesters, My View displays information regarding the requests that have been raised by them.

My Summary Tab



#### Display Information

The technician / administrator login of Service Desk Plus On-Demand, *My Summary* tab displays the following information:

- 1. Number of requests assigned to the logged in technician that are overdue.
- 2. Number of requests assigned to the logged in technician that are due for that day.
- 3. Number of requests assigned to the logged in technician that are pending.

## Request



The Information Technology (IT) department have a wide range of template to offer to the IT users.

On Requests

page, there are list of details after users submit a ticket.

- Subject
- Requester Name
- Assigned To
- Group
- Due by Date
- Status
- Created Date



On Page, functioned to create a ticket with easy-to-use by describing the template offered in a categorization of ticket. You can also conduct a search for the desired categorize item by enter a keyword in the search field.

- Administration
- Application
- Hardware
- Network
- Security





## Categorization of ticket in Manage Engine Service Desk Plus



#### **Application**

- **OneDrive**
- Office 365
- Adobe
  - Acrobat Pro
  - Reader
- Windows Movie Makers
- Microsoft Office
  - Outlook
  - Azure AD Server
  - Word

Hardware

Notebook

Polycom

Camera

Polycom

Logitech

Camera

Printer

Mouse

Clicker

cable

Ipad

Mobile

Desktop

Monitor

Loaner

Device

Remote

UPS

HDD

SSD

IMA+D

USD Drive

TV

Keyboard

**DVD** Reader

USB /VGA

Projector

Spider Phone

- Excel
- **Power Point**
- Visio
- **Project**
- Access
- Exchange
- **SharePoint**
- Skype
- **PRISM**
- **ePTW**
- Tarantula
- Acsys
- IToc
- **KPMG**
- **KPISoft**
- **IDM**
- **VPN**
- **Company Portal**
- Clarizen
- eKPI
- Payroll and Leave
- HeRo
- Concur
- Symantec
- Case
- BoardPac
- **WINRAR**
- Powershell
- Rapid
- **Browser**

- Active
- Scanning

Security

Virus

Pin

Bandwidth

Windows

Bit locker

Connect to

Credential

Cannot

Hotspot

PIN

Network

Wi-Fi

Mac

**Address** 

Shared

Folder

Network

Adapter

- VC- Video Conference Call Support
- Conference
- Support

- License
- Office 365

- Call Support
- Camera Test
- Admin Privilege

- Directory

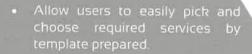
- Standby
- Camera Set Up

# Features in Manage Engine Service Desk Documentation



## Information Technology Knowledge Base

Respond to and resolve tickets faster



- Deflect tickets away from the IT help desk by enabling users to submit and track tickets using the web-based self-service portal.
- Keep end user's approvals on ticket progress within the selfservice portal.
- Reduce walk-ins, calls, and duplicate tickets by making announcements of outages and planned maintenance

- Create knowledge rich articles to provide solutions, workarounds, and FAQs.
- Include rich text, images, and attachments to the knowledge base content.
- Ensure the quality of knowledge base content with a streamlined approval mechanism.
- Organize knowledge articles under configurable topics to let end users and technicians easily browse and access.
- Provide advanced keyword search capability and the solutions auto suggest feature to enable end users and technicians to quickly pull out relevant knowledge articles.

#### Self-Service Portal

Empower Your End Users



Speed up Ticket Resolution with Instant



- Send automated IT help desk alerts to end users and IT staff in response to specific events.
- Set up a notification for end users, including acknowledgment of new tickets and notification of ticket updates, resolution, and closure.
- Inform IT technicians when tickets are
  - o created,
  - unassigned
  - o left unpicked.

Notifications can also be sent when the tickets are assigned to a single technician.

 Construct custom email templates for each notification to ensure standardized communication without redundant typing.

**Ensure Timely Resolutions. Stop SLA Violations** 

- Create site-specific SLAs to ensure better service across all your operational sites.
- Configure separate SLAs for <u>incidents</u> and <u>service</u> requests.
- Configure response time SLAs and appropriate escalations to ensure faster response to end users.
- Pause SLA timers when awaiting end-user responses to prevent unnecessary escalations and violations.

Gain Insights Quickly. Straight Out of the Box.

- Keep tabs on IT technician performance with <u>SLA compliance</u> and generate reports of the time spent on tickets
- Export reports in a variety of formats such as HTML, CSV, PDF, and XLS and schedule automatic report generation and circulation to key stakeholders.

Create Custom Help Desk Reports in Minutes. No Coding Needed.

- Choose from four different report formats such as Tabular, Summary, Matrix, or Audit.
- Select display columns, add filters, group and order data, and
- summarize information to suit your needs.
- Select display columns, add filters, group and order data, and summarize information to suit your needs

## **Help Desk Reports**

Gain IT Help Desk Intelligence.

Make Better Decisions.

SLA Management

Solve Tickets. On Time. Every
Time.

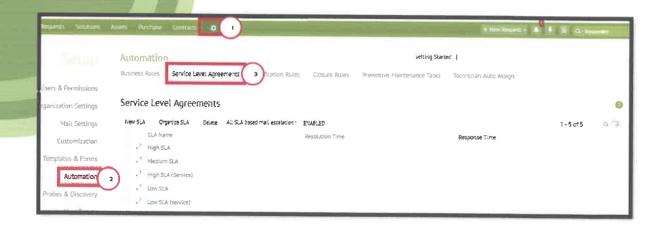


# Service Level Agreement (SLA)



Service Level Agreement (SLA) created to ensure better service across all your operations. Below was SLA applied in Edotco Group Sdn Bhd to measure IT Technician's performance. Modification of SLA can be implemented on Settings > Automation > Service Level Agreement.

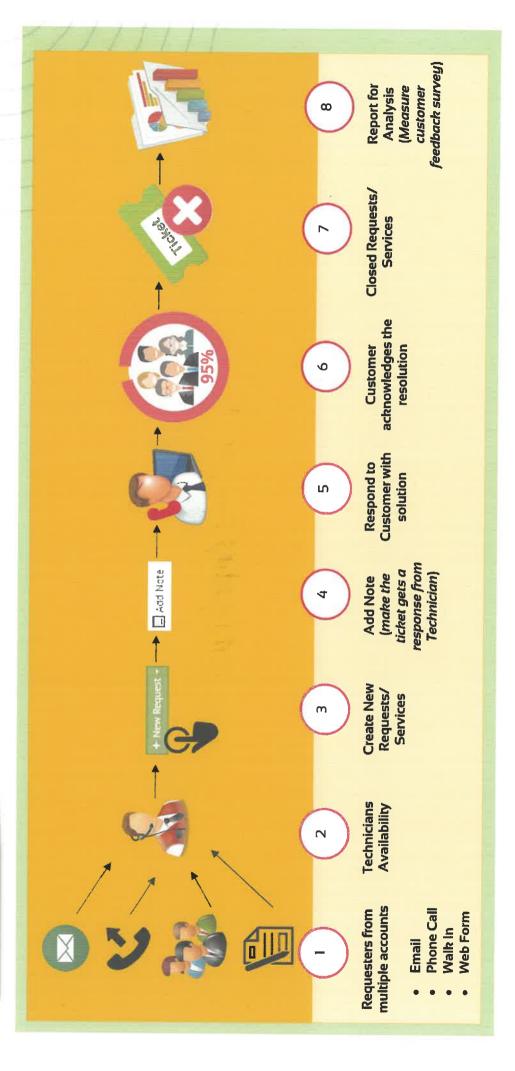
Severity	Action	Turnaround Time	KPI
Critical Failure (Priority 1)	Response Time	<u> </u>	95%
( none, i,	Restoration*		
	Permanent Solution	<u> </u>	
Major Failure	Response Time	-	95%
(Priority 2)	Restoration*	-	
	Permanent Solution	<del>-</del>	
Major Failure	Response Time	-	95%
(Priority 3)	Restoration	•	
	Permanent Solution	-	
Service Request (High Priority)	Request Fulfilment	-	95%
Service Request (Low Priority)	Request Fulfilment		95%











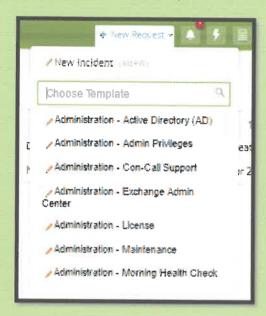




#### Creating New Incident

The users can easily raise a new request by raising a new incident or new service/request.

- Log in Username and Password on <a href="https://edotcoitme.sdpondemand.manageengine.com/">https://edotcoitme.sdpondemand.manageengine.com/</a>
   Username should be email address
- 2. Click + New Request > Choose template that relates with the issue OR



New Incident

2.1

Choose Template

Default Request

Administration - Active Directory (AD)

Administration - Admin Privileges

Administration - Con-Cail Support

Administration - Exchange Admin Center

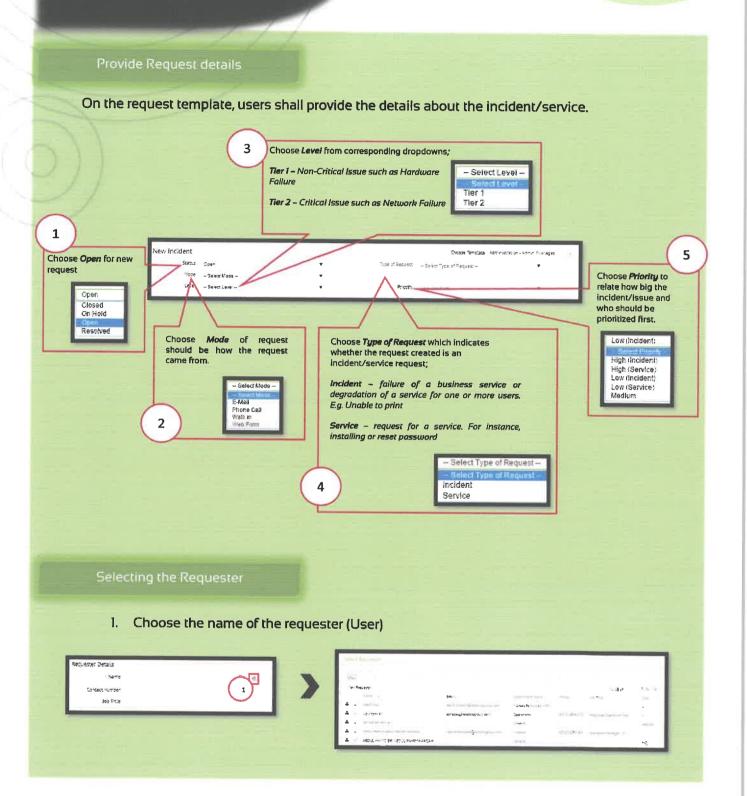
Administration - License

Administration - Maintenance

Administration - Morning Health Check









#### Selecting the New Requester

1. Add new requester if the name of the user does not exist. Ex: Vendor and interns

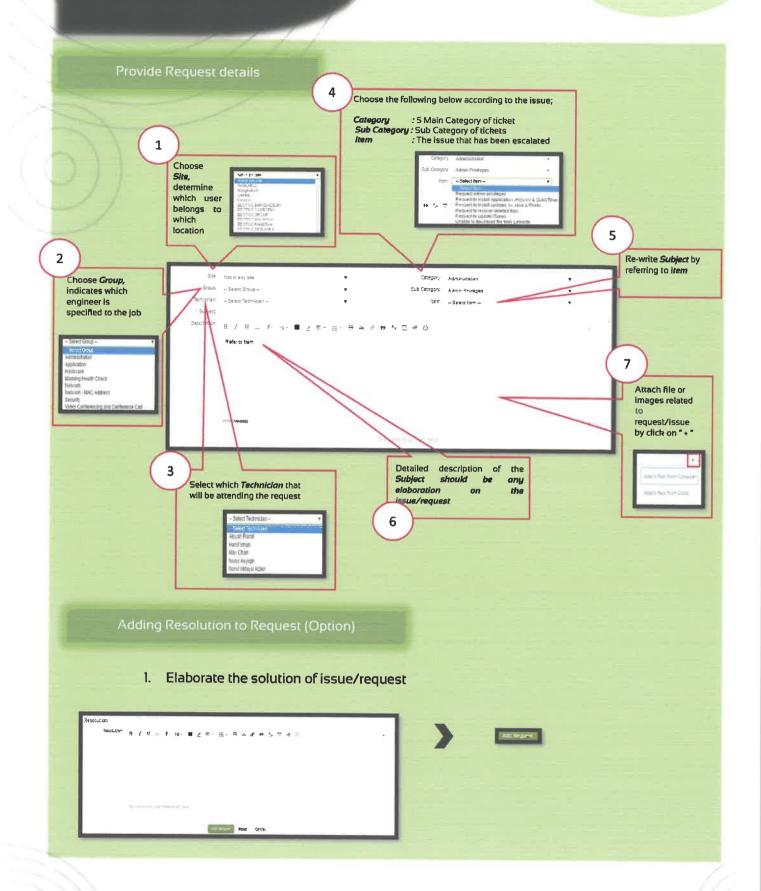














#### Requests List View

## These are the total requests created by the user.



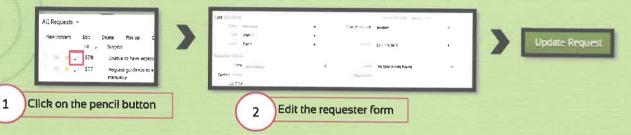
#### On this Page, you can;

Services	Description
Automate refresh action	Set a 3-, 5-, 10-, or 30-minute interval to auto-refresh the
Customize and manage views	request list view page.  Sort and view specific data on form
	System  System
View requests by category	Sort and view specific requests listed in the drop-down on the requests list view page
Limit requests displayed on a page	<ul> <li>Using the drop-down to limit number of requests displayed on a page.</li> <li>Use the Next and Previous buttons to navigate through the pages.</li> <li>To view the total number of requests, click</li> </ul>
Raise a new request	Click "Now Dogwood" or "Now be side will
Perform bulk operations	Click "New Request" or "New Incident"  Edit, delete, pick up, close, merge, or assign several requests in one go.
Identify status and incident and service requests easily	Available on the Request List View with representative icons.
Be warned of an approaching SLA	A yellow flag next to the due by time appears when 70% of the total SLA time for completion is exhausted



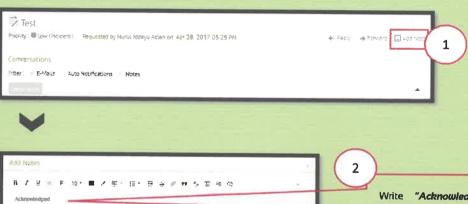
## Editing a Requests

A request can be edited by using there steps:



#### Add a Note

Adding a note will make the ticket gets a response from Technician by following these steps;





Write "Acknowledged" as if means that the technician will be attending to this request



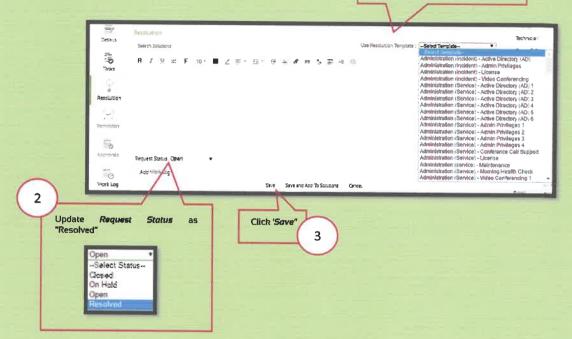


#### Resolution

Resolution template is needed when the ticket has been attended by a technician.

These are the steps to resolve the ticket.

Resolution of the issue can be found on *Use Resolution Template*Tab. If it's a New Resolution, Technician must manually write on the Description Box.



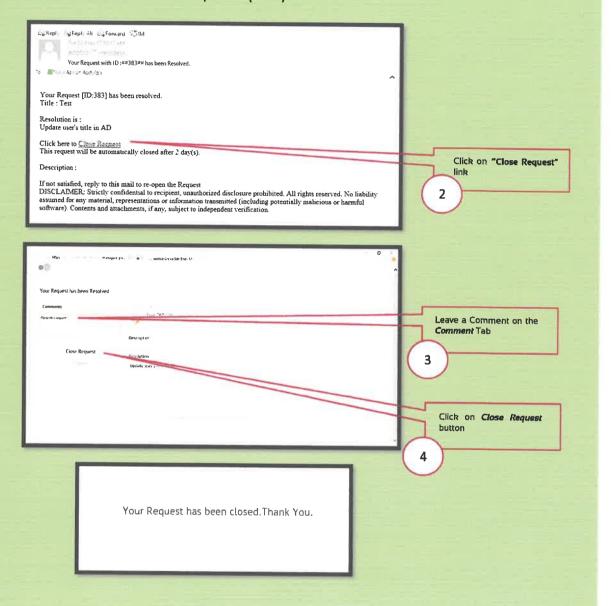




## Closing a Request

A request should be closed after being resolved by a technician. A ticket can be closed by following these steps:

1. An email will be sent to the requester (User)





1. Log in Username and Password on

https://edotcoitme.sdpondemand.manageengine.com/

Username should be email address

2. Click report icon, in the header page

#### Custom Reports

- 3. To produce a custom report, click which will help user to navigate on steps by steps to create a custom report.
- 4. Write a Report Title \*. This is a mandatory field.
- 5. Choose Report Type such;

Poport Type	Definition
Report Type	Dennidon
Tabular Reports	List your data based on certain
	criteria. You can select the columns
	to view and group the output data.
Matrix Reports	Provides the data in a grid manner
	(m x n format). It allows you to study
_	different scenarios based on the
	chosen criteria.
Summary Reports	Detailed reports that allow you to list
	your data based on certain criteria.
	You can select the sub reports to
	view
Audit Reports	Detailed history report that allow you
	to list your inventory history data
	based on scan time criteria

- 6. Select a module depend on your choice such (Requests, Time Spent, Survey, Resources and so on)
- 7. Click "Produce to Report Wizard"

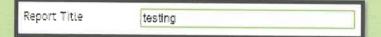






#### Tabular Reports

1. Write Report title



#### Select Columns to Display

- 2. Choose column items that wish to be displayed on report
  - a. Click ">>" to move right
  - b. Click "<<" to move left



#### Filter Options

- 3. Choose data filter by select column items of your choice
  - a. Choose times frame From until To.

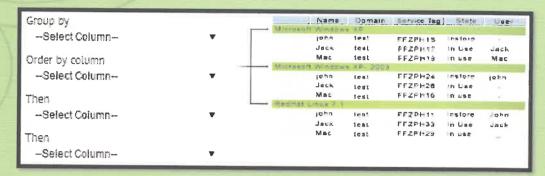






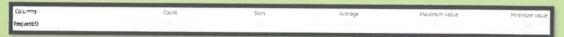
#### Select Column to Group

4. Choose column items by Group by, Order by column and others



## Select Summaru Tupe

5. Decide whether want to tick on Count, Sum, Average, Maximum value and Minimum value



#### **Charts**

6. Choose chart type to be displayed such below;

Chart Type	Example
Pie Chart 3D	TOTAL BOOK STATE OF THE STATE O
Bar Chart 2D	Theready and Packers   June Packers   June Packers   State Pac
Bar Chart 3D	Approximate Contract
Time Series Chart	Greek Greek





Chart Type	Evamala
Chart Type	Example
Ring Chart	TOTAL PROPERTY OF THE PROPERTY
Pie Chart 2D	TO TAX
Bar Chart Stacked	**:
2D	Management Page Acceptance
Bar Chart Stacked	History Survey
3D	France Brains
Line Chart	Stands Sauces
Area Chart	To the second se

7. Click

Run Report





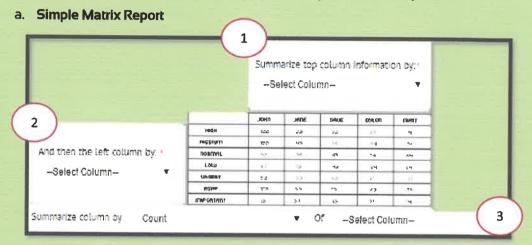
#### Matrix Reports

1. Write Report title

Report Title testing

## Select Columns to group

2. Choose following Matrix Report to be displayed on report \*mandatory filed



Choose column below to be summarized on top column below;

1

Request finde
Group
Request finde
Group
Requester
Department
Category
Sub Category
Sub Category
Rem
Greated By
Urgescy
Irguetz
Franchischen
Ste
Region
Service Category
Template
Approved Stetus
Priority
Level

Choose column below to be summarized on left column

2

3

Summarize column by;

Count
Sum
Averlage
Marman value

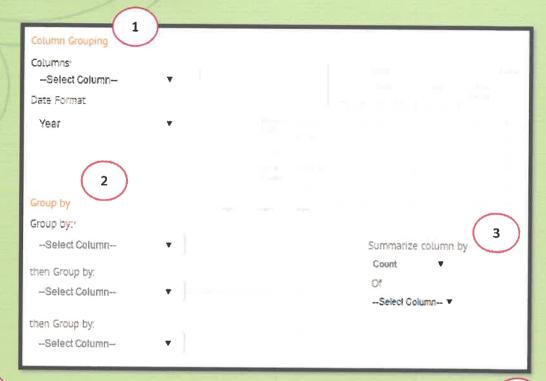
Summarize column of "3" of column below

-Select Column
--Select Column
--Requestio
Time Elapsed





#### b. Advanced Matrix Report



Select Column prepared and Date Format to be displayed on top of the table.

1

Summarize column by;

Count
Sum
Average
Minimum value
Maximum value

Summarize column of "3" of column below

-Select Column
Requestin
Time Elapsed

Choose Group by which will be displayed on the ride side of the table. From wide to narrow category.





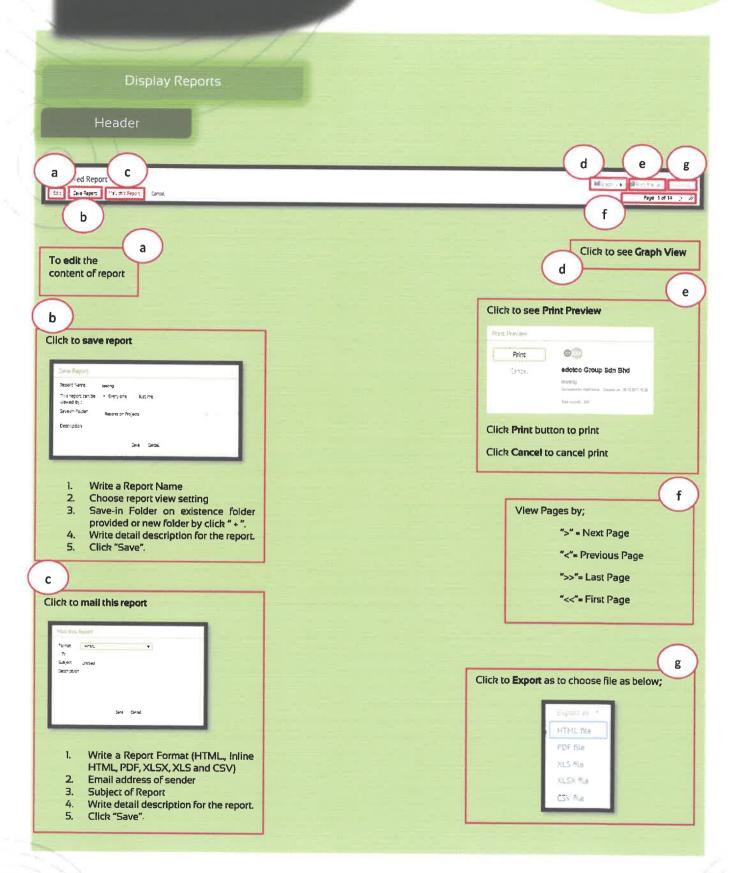
## Filter Options

- 3. Choose data filter by select column items of your choice
  - a. Choose times frame From until To.



**e** 







# Tabular Report

Below is the sample result for Tabular Report after run report, with list of all request with a pie chart 3D.



Anna de la comp	Asquester	Deportment	Category	Sub-dategary	dem	Subject	Crasted By	Technique
TOTAL Professional Contract Co	On to hear	Edward Tomosp	Americani	Active Dysolate Active Dysolates	Personal or disease 2 may 10	Name a desired of	Provide Toron	Mar. Dran
17 'St Agegred	Shed Stillers Astern	Not Assigned	Administration	Admin Processor	Small are magazine	Marriage Paulin Chapter	Sur Ter-	No. J. Aspenier
202 Adressissor	Seriel Management	Obsessions & Gazantain Submit	Administration	Admin Prolingias	Required polytropics	Section Section Section	Sept agrees	Nov Assert
224 //	Section (Section 2)	Engraving	Administra	Name Transport	Problem schart provinces	Name and Address of the Owner, where	1915/19	Note Assessed
385 Admirations	the Farman State Com-	Contracto & Surress Basser	American	Almin Physicians	Personal school privileges	These services	The Service	No. of Persons
Mark Frederick	VIOLENNES HARE SOME	Gordon	Apriliano	Street Street	Pai Pay-grad	George Harth State	Hitrof Solson	Destroine
Morang Halds Chaix.	Nova Motern Autom	Not Assumed	Administration	Morang Haste Drack	Morang resear Oneou Lic 19	The state of the s	Mid-Solver	Sept being
Warry Hall Ded	Nata Militara Autori	Not have great	Amindrati	Morrory risulty Chara.	Marring Health Check List 30	Marting Hadder Charle Lut 28	FBIOT Sebals	Maria Astropri
Slavery restr Cross	"Notification Adon	No Assared	Adversarios	Street with Date	Stimus meth Sheek by 30	Very mater (Section 2)	Stoffen	No. One
- Storang Haven Chaos.	Hora Rossoca Aurora	Not Peergred	********	Morring reason Descri	Moving Heath Check Lie 35	Management Copes (as 30	YEAR TOTAL	No Chri
349 Marring Health Chapt	Net Marchine	No house	NOTION ACCESS	Nomina rights Creat,	Sec. 100	Mary Park Day of 16	Settlenb	Territoria.
Marriery Phones Check	NAVA MIRTALL RATIO	Not Assigned	Adversarian	Norwegi Hader Creat	Montrig rieson Check Lat 35	Management Chick of 20	Sections.	No. Oran
(24 Marry man Druce	No Straden	to Augre	Account	Monney baser Check	Variety forest Dress Le 30	Name and Add to the	Flored eartists	No Sec
26 April 2007	ancier more	Not American	Association	Specie	Not Assepted	(Indian primari palimento)	Next Assess	Name Associate
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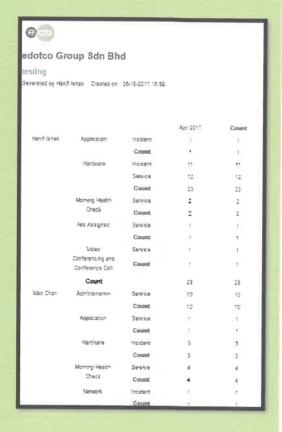
## Simple Matrix Report

Below is the sample result for Simple Matrix Report after run report, summarize according to top column and left side of column.



## Advanced Matrix Report

Below is the sample result for Advanced Matrix Report after run report, summarize according to top column and left side of column.



Appendix 6: User Guide Manage Engine of Asset Management



# **User Guide**

# ManageEngine ServiceDesk Plus





Asset Management on Manage Engine Service Desk Plus helps to manage all your IT and Non-IT assets. Service Desk Plus offers a single view to track and manage all your assets with Service Desk Plus, you can track and manage ownership of

IT, Non-IT and Asset Components

Software Asset Management

Below example manual list of Asset Management;

				ı		ı							
	Serial	Bitlocker Status	Status	Date	Group	Model	Tag NO	<u>ଅ</u>	00	PO DO Notebook Mac	Phone	Location Leasing	easing.
	Number	Status		Assigned				No.	Zo. /	No. Address	Mac		Expiry
											Address		Date
Rabin Kumar	PFOOVWVN ON	NO	Laptop	5/3/2015	5/3/2015 EDOTCO LENOVO		A236023			7C:7A:91:6D:3F:AB		HQ OH	Jun-17
			Replacement		MALAYSIA THINKPAD	THINKPAD							
						X240							
Subramaniam	PFOOVWWF	NO	Laptop	5/3/2015	EDOTCO	LENOVO	A236026 -		1	7C:7A:91:6D:44:7B		F OH	Jun-17
			Replacement		GROUP	THINKPAD							
						X240							



Not	ebook		IT ASSETS
Product Type Name	Product Name	Model	
	Lenovo ThinkPad x240		
	Lenovo ThinkPad x250		
Notebook	Lenovo ThinkPad x270		
Notebook	Lenovo ThinkPad T440		
	Lenovo ThinkPad Helix 2		
	XI Carbon		
	XI Yoga		
De	sktop		
Product Type Name	Product Name	Model	
Desktop	Think Centre M73E Desktop		
	Lenovo Think Station P300		





М	onitor	IT ASSE
Product Type Name	Product Name	Model
Monitor	E1922S Wide LED Monitor	
	Docking 40A00065UK	
Pr	inter	
Product Type Name	Product Name	Model
	Apeos Port – VI C5571	
Printer		= _
	Color imageCLASS Laser  Multifunction Printer	
Confere	ence Cam	
Product Type Name	Product Name	Model
onference Cam	Logitech BCC950	4
The second second	Conference Cam CC3000e	2



# ASSET COMPONENTS

#### Keyboard

Product Type	Product Name	Model
Name		
	E19225 Wide LED Monitor	
	Lenovo T2254-22 Monitor	-
Keyboard		
	Docking 40A00065UK	4

#### Mouse

Product Type Name	Product Name	Model
Mouse	M105 Corded Optical Mouse	
	ThinkPad USB Laser Mouse	





# NON-IT ASSETS

Projector

Product Type Name	Product Name	Model
	NEC NP-ME331W Portable Projector Review	
Projector	Hitachi CP-X2542WN LCD	
	Projector	16.4





For your Information, configuration for organization Settings and Mail Settings, can be referred on User Guide of Manage Engine Service Desk.

Log in Username and Password on <a href="https://edotcoitme.sdpondemand.manageengine.com/">https://edotcoitme.sdpondemand.manageengine.com/</a>
 Username should be email address

#### Customization

#### Asset Management

## **Product Type**

- To add new product type, click
   Add New Product Type
  - a. To edit, click > Edit Product Type > Save
  - b. To delete, click <sup>1/2</sup> > OK
- 2. Fill in **Product Type Name**, **Type** (Asset, Component or Consumable), **Category** (IT or Non-IT) and **Description**.
  - a. Example of Product Type Name are;
    - Notebook
    - Desktop
    - Monitor
- 3. Click Save







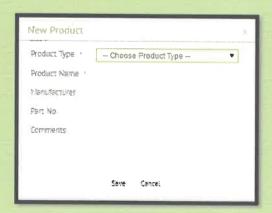
#### Customization

# Asset Management

## **Product**

- 1. To add new product, click New Product
  - a. To edit, click > Edit Product > Save
  - b. To delete, tick any **Product** > click Delete > Ok
- 2. Choose **Product Type**\*, **Product Name**\*(Model Type), **Manufacturer**, **Part No** and **Comments** 
  - a. Example of Product Name are;

Product Type	Product Name
Notebook	Lenovo ThinkPad x240
	Lenovo ThinkPad x250
Monitor	E1922S Wide LED Monitor







## **Vendor**

1. To add new vendor, click

New Vendor

2. Filled out details below;

- 1. Filled in Vendor Name such, Fuji Xerox. (Mandatory field)
- 2. Filled in Region's currency.
- 3. Enter in Description field
- 4. Specify Vendor's address
- 5. Specify Contact Info

	Vendor		
Ē	Name ·		
	Currency *	Malaysian Ringgit - MYR	Ģ
Ī	Description		
	Contact Person		
	Address		
	Door Number		
	Street		
	Landmark.		
	City		
	ZIPIPostal Code		
3	State		
	Country		
3	Contact Info :		
ı	E-mail ID		
	Phone		
	Fax		
	Web URL		

3. Click Save



# Software Type

Default content on Software Type were on following below;

Software Type	Description		
Excluded	Handles the software that need not be managed		
Freeware	Freeware		
Managed	Handles all Managed software		
Prohibited	Software those are prohibited for their existence		
Shareware	Shareware		
Unidentified	Handles unidentified software		

1. To add new software type, click

New Software Type

a. To edit, click > Edit Software Type >

b. To delete, click = > Yes

- 2. Filled in Software Type (mandatory field)
- 3. Filled in any details in description box
- 4. Click Add Software Type



## Software Category

## Default of software category are;

- Accounting
- Database
- Development
- Game
- Graphics
- Internet
- Multimedia
- Operating System
- Others
- 1. To add new software category, click New Software Category
  - a. To edit, click > Edit Software Category > 58
  - b. To delete, click => Yes
- 2. Filled in Software Category (mandatory field)
- 3. Filled in any details in description box
- 4. Click Add Software Category



## Resource State

# Default of resource state are;

Resource State	Description		
Disposed	-		
Expired			
In Repair	-		
In Store			
In Use	-		

- 1. To add new resource state, click New Resource Sta
  - a. To edit, click > Edit Resource State >
  - b. To delete, click e > Yes
- 2. Filled in Resource State (mandatory field)
- 3. Filled in any details in description box
- 4. Click Add Resource State



#### Data Administration

#### Import Data

#### **Import Wizard**

- 1. To import data from another format, click " Import Wizard
- 2. Filled out details by select "Workstation, Asset, Components or Software Licenses" Module



3. Click Next

#### **Import Data**

Below is the list of import history with Import Result, Job Date, User Name, Module, File Imported and Status

Smport Result	Job Date 🖕	User Name	Madule	File imported	Status
Result	Apr 28, 2017 03:46 PM	North Asyldin	Asset	Asset for ME cay	IMPORTED
Result	Apr 28, 2017 12:57 PM	filmat Asylgin	Asset	Copy of Asset for ME.cav	EMPORTED
Result	Apr 28, 2017 11:01 AM	Nural Asylgin	Workstation	Copy of Asset for ME.csv	IMPORTED
Result	Apr 27, 2017 03:12 PM	Nurut iddayu Azlan	Asset	Copy of Asset for MEcsv	IMPORTED



# Home



The home page for all users of Manage Engine, Asset Management has various useful information displayed that enables an administrator, a technician, and a requester to take necessary action. Based on the login credentials of the user, the following are available in home page,



- 1 IT Assets
- 2 Non-IT Assets
- a Asset
- 4 Software
- ( 5 ) Groups

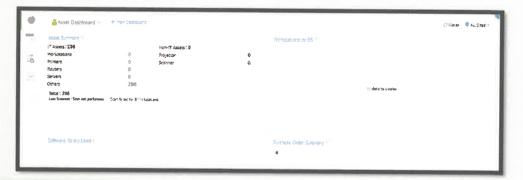


## Dashboard



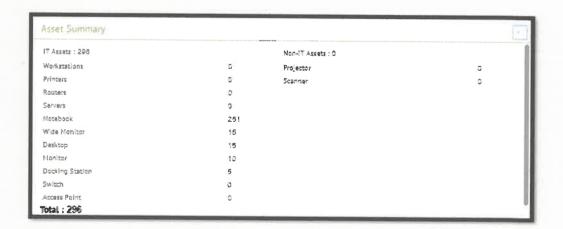
The default dashboard of Manage Engine Asset Management login home page displays the following,

- Asset Summary
- Workstations
- Software
- Purchase Order Summary



#### Asset Summary

- 1. IT Assets and Non-IT Assets are listed
- 2. Total of IT Assets and Non-IT Assets with date of last scanned
- 3. Click to view all





# Dashboard



4. Can view the graph of resources by Site, Region, State or Asset Summary



## Workstations

 Workstations shows the graph of Workstations by OS, Processor Type, Department, Site, Region, State, Unaudited Workstations and Workstations by Manufacturer



#### Software

 Software shows the graph of Software Rarely Used, Microsoft Software License Compliance, Software Vendors By Volume, Software Vendors – Noncompliance, Software Licensing Status and Software by Category.





# Dashboard



#### Purchase and Contract

- 1. Purchase and Contract Summary can be showed by graph
- Purchase Order Summary shows Overdue Purchase Orders, Due in next 7 days Purchase Orders and Due in next 30 days.
- Contract Summary shows Contact which expired in the last 7 days, Contracts expiring in 7 days and Contracts expiring in 30 days.





# IT Assets

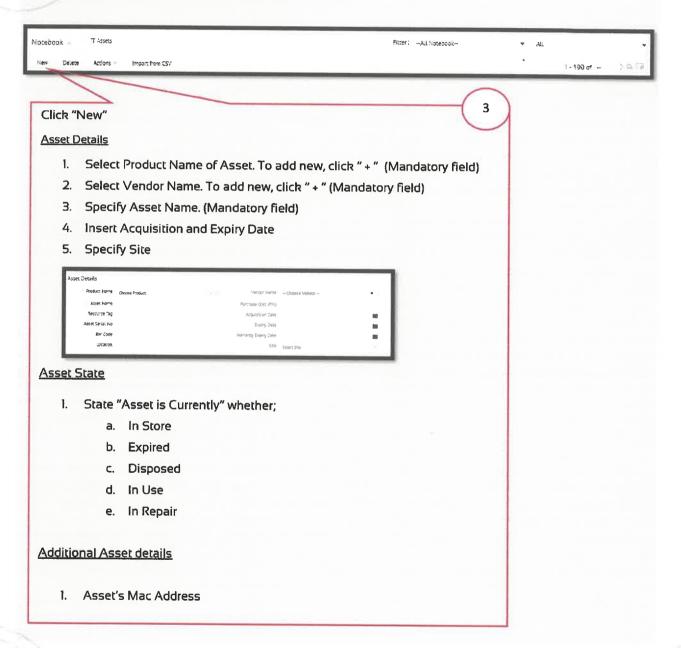


1. Log in Username and Password on

https://edotcoitme.sdpondemand.manageengine.com/ Username should be email address

#### Adding IT Assets

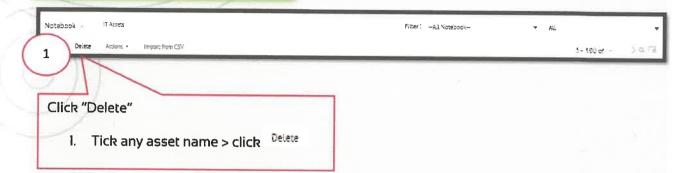
2. Open Asset Dashboard > choose IT Assets.



# IT Assets



#### Delete IT Assets



#### Actions in IT Assets



## Click "Action" whether to

## Add to Group

- Tick any asset name > click "Add to Group"
- 2. Choose Existing static group or New Group. If New Group, insert Group Name > Save.



## **Configure Depreciation**

- 1. Tick any asset name > click "Configure Depreciation"
- 2. Choose depreciation method > Save

## **Assign to Department**

- 1. Tick any asset name > click "Assign to Department"
- 2. Select Department > Save

## Assign to Site

- 1. Tick any asset name > click "Assign to Site"
- 2. Select Site > Save

## **Modify State**

- 1. Tick any asset name > click "Modify State"
- 2. Choose Modify state > Save



# Asset Management



Below category;

Non-IT Assets

Assets Components

Have same procedure in aspect

- To add Assets
- To delete Assets
- Actions in Assets



Appendix 7: Photocopy of Logbook

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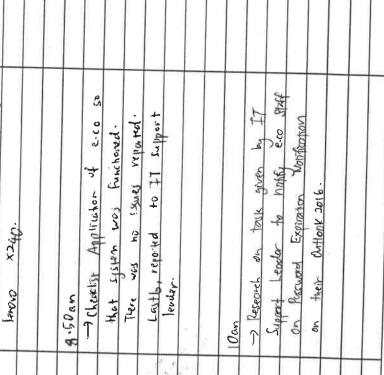
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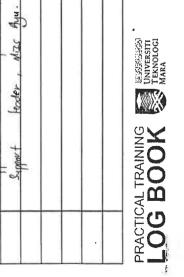
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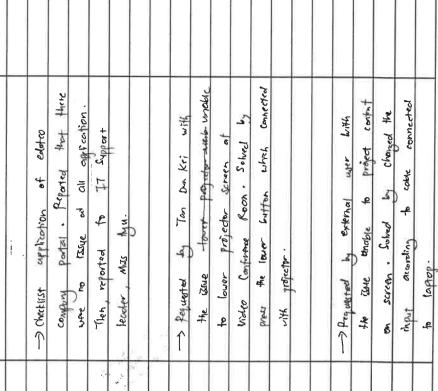
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	Tee Wee Doo	>	>	>	
	Business Analyst				
	Christine Seow Head, Corporate Finance & Decision Support	,	,	>	
	Thushara Sampath Gunasekara Specialist, Business Control	>	>	>	
	Brandon Kok Chan Hong Senior Business Analyst	>	,	,	
	Aida Ahmad Daud Head Of Strategic Finance	,		,	
	Emily Chee	>	,	,	
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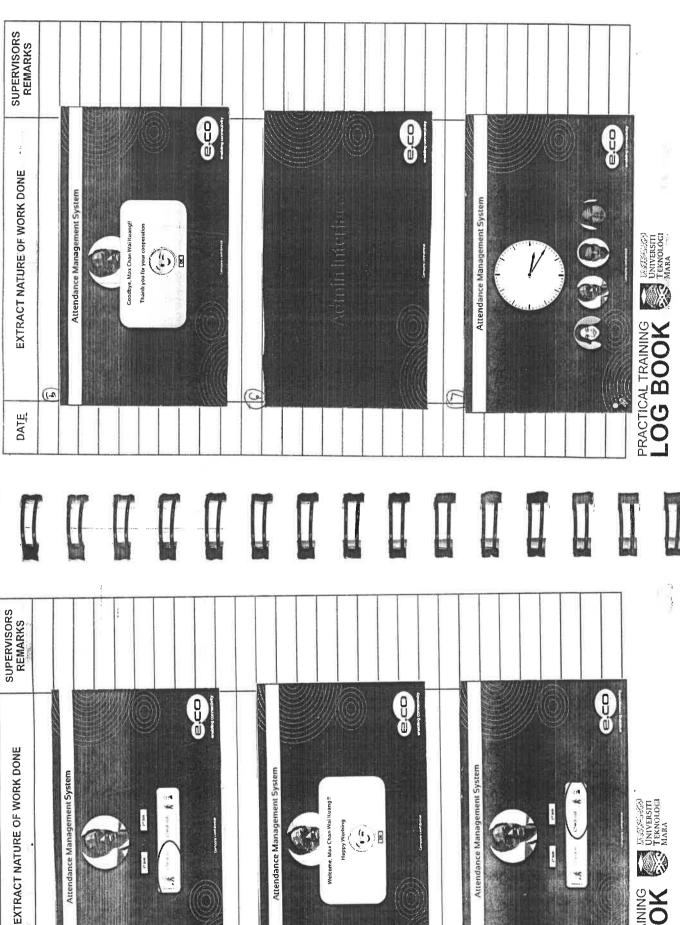
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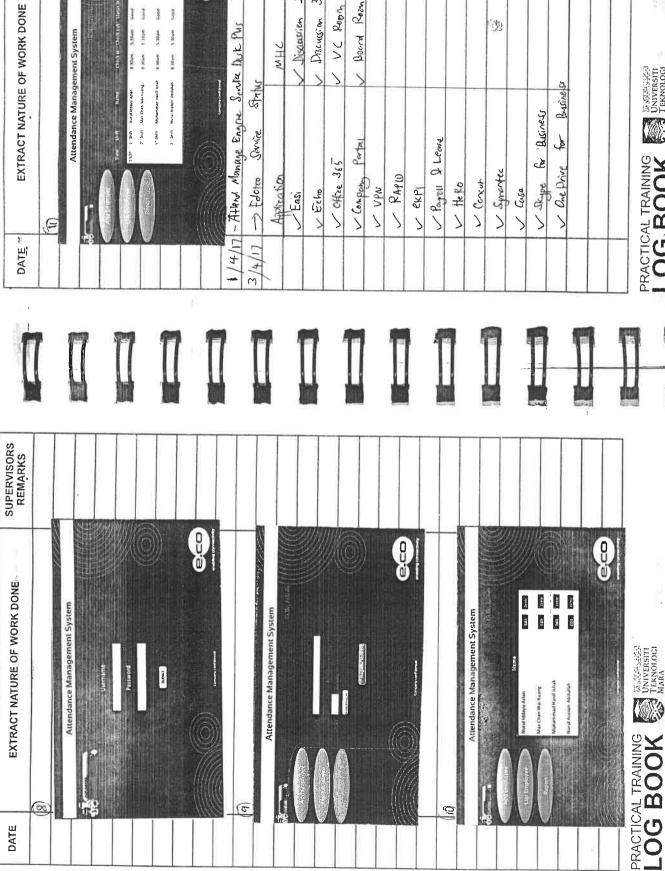
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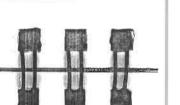
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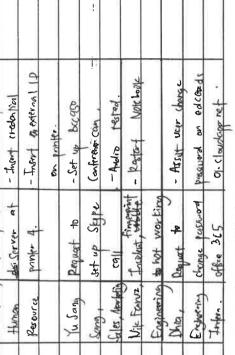
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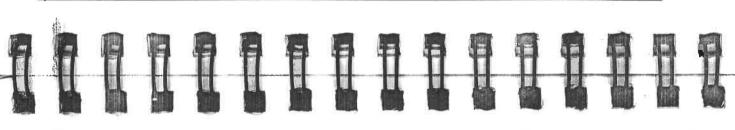
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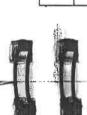
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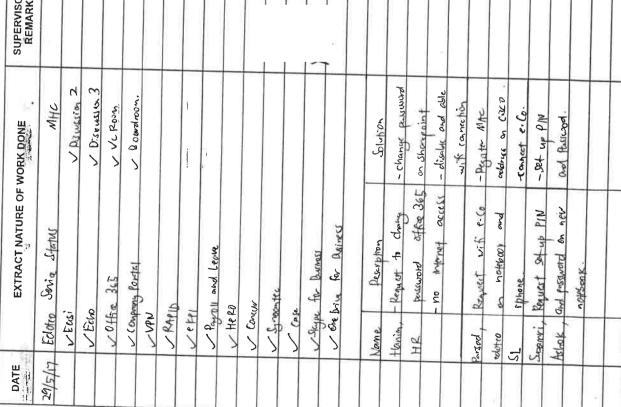
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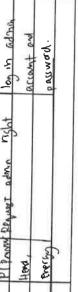
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