
















## UniDesk Modules

UniDesk is an ITIL based Service Management solution specifically designed for Higher Education by Higher Education with the underlying software provided by TOPdesk. Being a UniDesk member institution has significant value from shared best practice based on ITIL standards with community-driven changes to functionality. As a managed service we provide the ITIL-aligned processes for the core modules and a streamlined implementation process.

UniDesk    TOPdesk  
Enterprise

		UniDesk	TOPdesk Enterprise
<b>Self-Service Portal</b>	<p>The Self Service Portal allows customers to log and track their calls and request services. The Self Service Portal Designer and Forms Designer allow institutions to design the look and feel as well as create simple forms for capturing all details required on a call.</p> <p>The Knowledgebase has options to publish articles to the Self Service Portal allowing instructions (or FAQs) to be delivered easily. Broad service disruptions can also be advertised through the Self Service Portal through integration with the Call Management module.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Call Management</b>	<p>The Call Management module is where all Incidents, Service Requests and System Events are handled. The intuitive interface allows calls to be profiled and processed in line with best practice. Calls can be created through the operator interface manually, through Self Service or email imports on a team-by-team basis. All calls progress through a simple lifecycle which includes statuses that accurately reflect which phase the call is in.</p> <p>Processes are built-in to the module to align operator usage with best practice. Automated and manual customer touchpoints are included such as automatic email logging responses, confirmation for closure and reminders that a call has been on hold. To assist the operator with progressing calls, their Dashboard is customised to cover important phases of the call lifecycle.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Problem Management</b>	<p>Problem Management caters for the Problem Management discipline and the Known Error cycle. Processes are built-in to guide operators via their Dashboard. Problem records allow operators to log an issue requiring investigation to identify root cause of an incident or simply be a proactive exercise in resolving an issue. Problems that are understood or have a workaround follow a flow into the Known Error phase.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Change Management</b>	<p>This module covers two Service Management disciplines: Change Management itself and Release &amp; Deployment Management. Change Management guides operators through assessing and approving (or rejecting) proposed changes and then performing post-implementation reviews to ensure that the business case has been met. Release and Deployment Management guides operators through building, testing and deploying changes that have been approved. The Change Planner allows all changes to be viewed at a glance.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Operations Management</b>	<p>Operational Activities can be planned and monitored using this module. These activities typically fall outside of Call, Problem and Change processes and form a "To Do" list. This allows one-off activities to be logged and remind operators that it needs completed. Scheduling can also be applied to log activities at set times or intervals.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

<p><b>Configuration Management (Renamed to Asset Management in Version 8)</b></p>	<p>This module houses the CMDB and allows registration (or importing) of all assets or objects. Configuration Management is the discipline responsible for providing information on a service's constituent parts to all other service management disciplines. It includes Objects and their relationships so that a logical description of the items that make up a service may be mapped. By simply recording the Objects, Configuration Management can answer questions such as "how many licenses do we need?" or "which servers are due for replacement this year?" By including the relationships, Configuration Management can answer questions such as "if this server is switched off, what services will be affected?"</p>		
<p><b>Contract Management &amp; Service Level Management</b></p>	<p>Contract and Service Level Management are Service Management disciplines which are primarily about building and maintaining relationships between people and organisational units.</p> <p>This module will handle Call Target Durations which are then applied to a Service Window and Priority durations. Target times and service windows are fully customisable allowing an institution to set their working hours and call target length. The Service Window defines your institutional working hours and allows for exclusions such as holiday periods.</p>		
<p><b>Knowledge Management</b></p>	<p>This module can be used as an independent knowledge repository for operators or integrated with the Self Service Portal to provide advice to customers. The operator functionality allows designated operators to create knowledge articles and include attachments for information or procedural advice. The module also integrates with the Call and Problem Management modules allowing operators to import information into calls or problems to allow a quick resolution.</p>		
<p><b>Quick Calls Application</b></p>	<p>Quick Calls is a standalone web service that integrates with underlying TOPdesk and Barcode APIs to log calls from standardised templates. It is a simple concept of raising a call by scanning a barcode (or username) and clicking on a button to quickly log a call. The application is frequently used for face-to-face interactions and can help to drive change at helpdesks in your institution.</p>		
<p><b>Barcode Solution</b></p>	<p>Use a barcode scanner to automatically update your CMDB. Simply scan rooms and object labels, and all relevant data is sent directly to TOPdesk.</p>		
<p><b>Project Management</b></p>	<p>Plan, manage and carry out your projects with unprecedented efficiency. You can also run a project according to standards such as PRINCE2. TOPdesk's Project Management and Change Management modules are integrated.</p>		
<p><b>Order Management</b></p>	<p>Order Management helps you manage, direct and gain insight into the process of purchasing items and objects, requests and current orders. Customers can place their orders in the Self-Service Portal.</p>		
<p><b>Long-term Planning</b></p>	<p>The Long-term Planning module lets you easily manage, plan and budget long term property maintenance. By integrating your planning with Operations Management, you can schedule long-term plans directly.</p>		
<p><b>Reservations Management</b></p>	<p>Reservations Management grants insight into the availability of your assets and rooms. Everyone knows exactly when each task should be carried out to ensure that everything is ready on time.</p>		
<p><b>Property Management</b></p>	<p>You can use the Property Management module to register detailed specifications of your buildings, rooms and branches. Stay on top of your tasks with maintenance, persons and inventory overviews.</p>		
<p><b>CTI Module Telephone Link</b></p>	<p>Linking your telephone system to TOPdesk increases your service desk's efficiency. Your employees can see who is calling before they even pick up the phone and view caller histories in one click.</p>		
<p><b>Survey Module</b></p>	<p>Conducting customer satisfaction surveys is easy with TOPdesk's Survey Module. The integrated audit function is ideal for gathering and processing customer feedback.</p>		
<p><b>Visitor Registration</b></p>	<p>Visitor Registration gives you an overview of all expected, present, and recent visitors, helping you improve your service levels and security.</p>		