



- **Asset and Item Maintenance** – Any item in the configuration database can be enabled for maintenance, which allows you to record contractual information as well as specify a start date, reminder date and end date with automatic notifications when these dates are reached. Maintenance can be used for managing:
  - Warranties and upgrades on IT assets including hardware, software and PAT testing
  - Contracts with suppliers including service contracts and hosted systems contracts
  - Maintenance contracts on non-IT assets including equipment managed by Facilities

Asset data can be filtered and exported to Excel directly from the Item List screen.

The screenshot shows the 'Item List' interface with a filter for 'Production Servers'. The table lists various servers with columns for ID, Name, Model, and Serial. An expanded view for a specific server shows maintenance details:

- Warranty Start:** 01/09/2017 00:00
- Warranty End:** 31/08/2018 00:00
- Notify Specialist:** PAUL, PHIL, RICHMOND
- Notify Group:** IT First Line
- Notify Contact:** Kevin Bell
- Extended Warranty End:** 31/08/2020 00:00
- Notify Specialist:** COLIN, RICHMOND
- Notify Group:** IT First Line
- Notify Contact:** Kevin Bell
- Company:** Hardware Centre
- Cover Type:** RTB 24x7
- Reference:** HC8294375-RB
- Comments:** If the supplier cannot resolve a hardware fault within two business days they are obliged to provide a temporary replacement server.

- **Asset History** – Asset History allows you to record what happens to an asset throughout its lifecycle. The feature is enabled on a per-item style and it allows you to see all changes, or focus in on specific changes, for example when an asset has been moved, put on loan, or had some of its details changed or updated. History can be printed and exported.
- **Service Catalogue** – The Service Catalogue allows you to define business and technical services and associate these with assets to give visibility of service dependencies. Once asset relationships have been defined, the ServiceDesk can automatically prompt users when they log incidents against assets that have service dependencies. Services have an availability status, which can be set manually through the service desk, or automatically based upon pre-defined thresholds. For example, if more than 5 people log an incident about printing this could set the Printer service to “Service Impaired”. Service availability can be published through the Customer Service Portal, informing people about the status of services that they use.

**Current Service Status**

- Document Manager**  
 ETA is 04/09/2017 at 09:00  
**Service unavailable**  
 This system is being upgraded. Whilst this is in progress you will still have access to documents but will not be able to add or edit.
 [Raise Request](#)
- Procurement System**  
 ETA is 04/09/2017 at 10:00  
**Service unavailable**  
 We apologise but due to a technical issue, this system is temporarily unavailable. We are working on this now as a very high priority.
 [Raise Request](#)
- Remote Email and Network Services**  
 ETA is 04/09/2017 at 17:00  
**Some functionality impaired**  
 Users that are not logged onto the network cannot access email. We are looking into this now. As a workaround, please login to access email.
 [Raise Request](#)

- **Asset ID Numbering** – ServiceDesk can import asset IDs from data sources and can also apply its own unique asset numbering to any type of asset. The ID can be applied manually, i.e. the person adding the asset provides the ID, or they can be applied automatically i.e. ServiceDesk creates a unique asset number and applies it to the asset.

Other asset features include locking, shortcuts, multi-item copying and adding attachments.