Vector

WHAT'S NEW IN VECTOR'S ISSUE TRACKER V7.1

FIRST GLANCE

If v7.0 Issue Tracker was the largest major release in the product's history, v7.1 is probably the largest point release. It provides new functions, new usability and new manageability. This bulletin outlines the changes under those three headings.

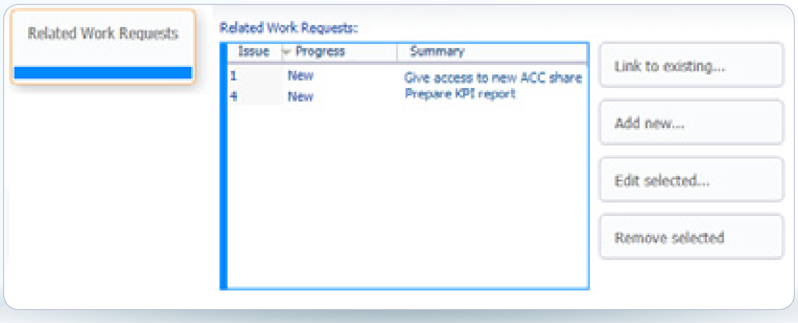
Regarding Issue Tracker's role as the platform for Vector IT HelpDesk, v7.1 builds on the Incident, Problem and Change Request capabilities of v7.0 by providing holistic views across these processes, clearly showing the relationships between individual items in each process category.

The ability to create connections across separate Issue Tracker processes is equally important to customers using Issue Tracker for applications outside IT Service Management, such as customer complaint handling or internal compliance management. For example, v7.1's cross-process connection includes new Work Request and Project processes which enable customers to define the work required to implement a change, allocate it to team members, and track its progress to completion. Changes can be controlled without having to invoke a separate project management tool. Using the same platform means that Change Projects are easily cross-referenced to all related Incidents, Problems and Change Requests.

Whatever your application of Vector Issue Tracker, if you have any special customizations, get in touch with your sales contact, or email **support@vector-networks.com**, to arrange your free upgrade survey.

FUNCTIONALITY

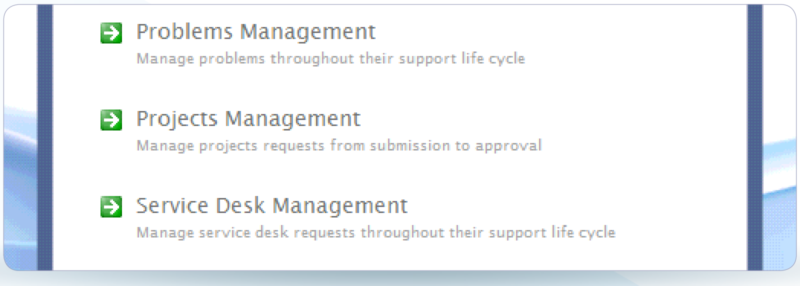
✓ Linking business processes in issue tracker



Many customers have implemented key processes of their businesses with Vector Issue Tracker. Connecting these isolated processes through data sharing can often create additional efficiencies, and this is made easy in v7.1.

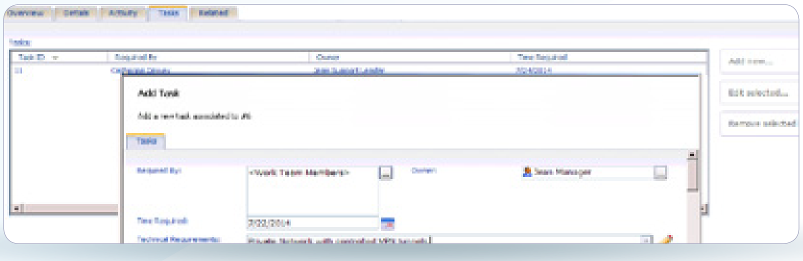
Imagine you have already adapted the Contract Management Process Outline to track information on the mobile phones and tarrifs in use in the organization. Then the support team point out that a good number of the Incidents they are dealing with relate to mobile phone apps. Now, it makes sense to link the two to get better insight on which phones are causing the problems and who is using them.

✓ Projects



When an Incident has been escalated to Problem status, and research has led to a Change Request, the IT team team will need to set out how the Change is to be delivered. This could be a simple half hour effort (see 'Tasks' below) or it could be much more involved – let's say testing a new application version and planning and executing an upgrade, a typical IT Project. Projects usually span a few days and can be subdivided into Tasks (see below). Projects can be related to any number of Incidents, Problems and Change Requests. With Issue Tracker v7.1, managing any major upgrades will be a walk in the park!

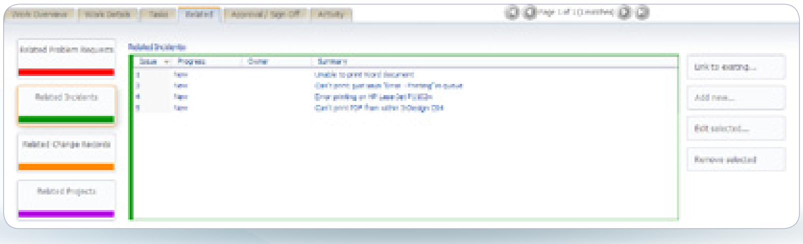
✓ Tasks



To accomplish the application upgrade, you will need to organize your team to deliver on a number of Tasks. Tasks are the discreet pieces of work that are required to complete a Project or a Work Request (see below). They are assigned to people and have their own full life-cycle and workflow. You can specify a Project or Work Request can only be Complete when all the Tasks are complete.

Each Task is time-tracked and work can be measured among members of the team.

✓ Related tab

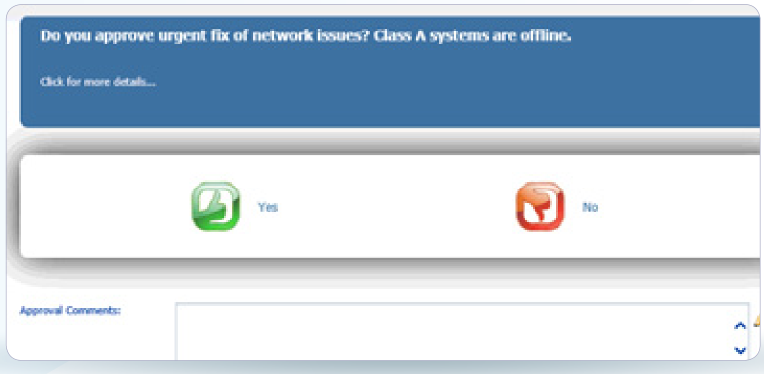


The new Related tab is a simple and highly effective method of achieving a holistic view across your separate IT processes, and understanding related process items. In this screenshot, the Related tab in an Incident Management view provides easy access to all the related Problems, Service Requests, Change and Work Requests for the given Incident.

This means you can quickly spawn a new Problem or Request when you are working on an Incident. You can also link to any existing Problem or Request, documenting and coordinating efficiently with your team while also gaining a high-level perspective of the issue.

The Related tab is present in the Incident, Problem, Change and Projects views.

✓ Owner / analyst / super-user



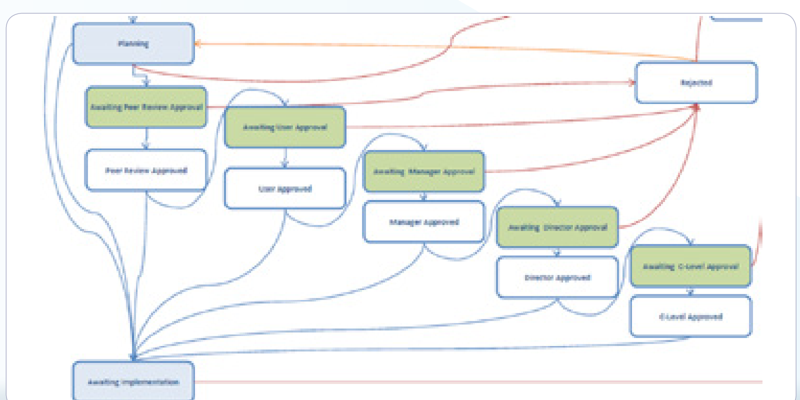
Issue Tracker already enables you to divide your IT activities into categories / segments / modules (choose your own expression!) to which each Incident, Problem or Change can be associated. (Some customers opt for a single level list, others use a tiered or multi-level list.) In v7.1, for each sub-division of your IT activities you can define an **Owner**, a **Business Analyst** and a **Super User**.

Owners are automatically asked to approve requests and change items related to their sub-division of IT. Where the sub-divisions are multi-level, then, based on rules which take into account the impact of a change, an approval process may be extended automatically to include the Owner(s) of the higher level(s).

This new feature was particularly requested by customers in compliance-sensitive activities, such as banking.

Business Analysts and Super Users also have specific roles and receive notifications supporting your internal processes.

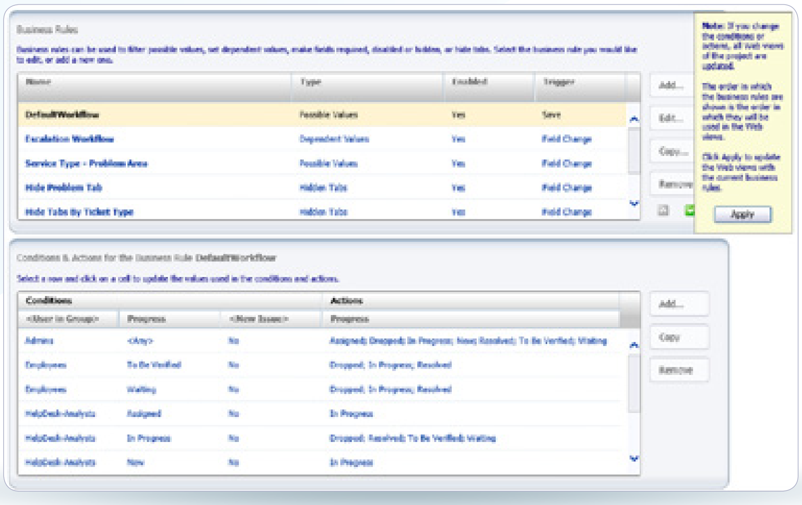
✓ Enhanced approvals and decisions



Your approval workflows require different approvers at different stages of the project or ticket? No problem. No approval process is too complex for Issue Tracker in v7.1, just make sure it reflects your organization's needs. You're limited only by your own level of creativity.

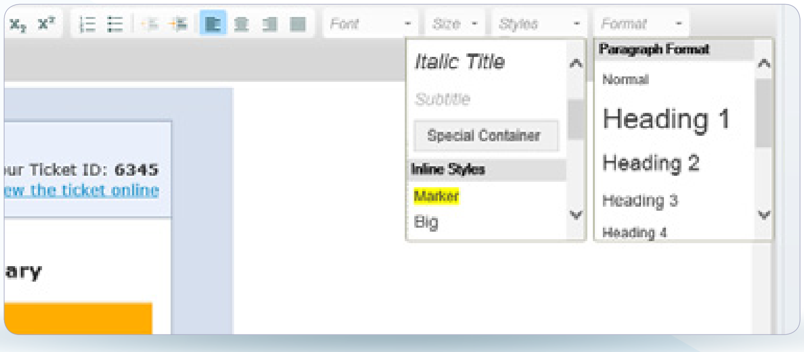
USABILITY

✓ Business rules



Defining your workflows through Business Rules is a great way of ensuring you are meeting business objectives and creating documentation as you go. So we built a new Business Rules editor to allow you to create tailored, powerful and efficient business processes more easily than before.

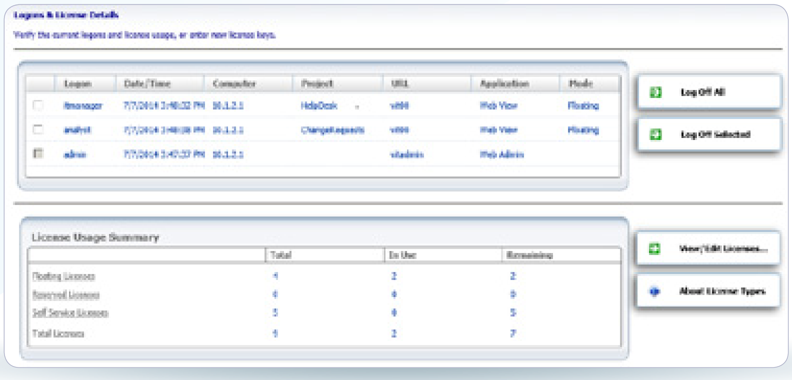
✓ Styles and format



Use the new Styles and Format options to easily apply consistent presentation when writing emails, creating KB articles, defining Problems, etc .

MANAGABILITY

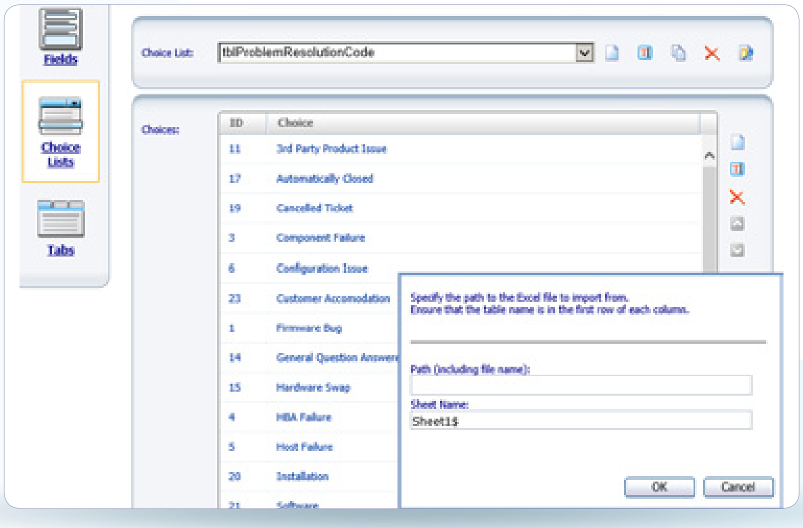
✓ Monitor logons



With customers growing larger, the need has increased for utilities for managing the IT team's activity in Issue Tracker. The Monitor Logons utility –

- provides visibility of who is in what area of your Issue Tracker system at any time;
- reveals peak login times so you can manage your licenses more efficiently;
- allows you to log off a single user or all users easily from the Web.

✓ Input choice lists and their dependencies



It is easy now to import Choice Lists from the Web.

Multiple Choice Lists that have interdependencies can also can also now be imported at the same time, including the dependency rules (e.g. Category -> SubCategory -> Application).

✓ Java runtime – eliminated

The Java Runtime is no longer a requirement for the Web User Interface, including the Web Admin.

AND MORE GOODIES FOR THE ISSUE TRACKER SYSADMIN

- '@' users can modify the FROM identity when sending emails from Issue Tracker and can set a global default, allowing organizations to better enforce their policies.
- Custom default options in the report viewer. Some teams or organizations may want to pre-set the options for viewing reports, like the default viewer type, orientation or selected data filtering options.
- Increased security, stronger ciphers and encryptions with the full support for TLS when sending and receiving emails, in addition to SSL.
- New option to automatically send e-mail notifications with the last files sent from the Contact attached.
- Support advanced text conditions in the Mail Integration Conditions. This allows for consolidation and simpler management of the conditions as in "When the Email Subject Contains hello|hola|bonjour, Then..."
- The administrator can now set from the Web which user groups should be allowed to use a field or who should have read-only access to the field.

DON'T FORGET

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