



MIMOS Light Assignment Task Engine (Mi-Latte)

Growing IT assets/infrastructure and increasing user demands require a complete management solution for assets management and help desk support. MIMOS Mi-Latte offers a full management suite of IT assets, help desk, incident, problem and request management to explicitly tackle and handle such requirements.

Overview

MIMOS Mi-Latte is an Information Technology Infrastructure Library (ITIL) compliant task assignment, help desk and assets/inventory management engine for IT help desk and support. It consists of service/help desk management, IT assets/inventory management, incident, problem and request management with service level agreement (SLA) management for multi-entity environments. Mi-Latte offers traceability in help desk task assignments, activities and status, and enables the tracking of assets and software licences for better decision making and cost reduction planning.

Features

Mi-Latte comprises the following features:

■ Service/Help Desk Management with Task Assignment

Mi-Latte manages the tracking of requests for all types of IT inventory material and assigns tasks according to predefined categories and support personnel. It is capable of recurrent tracking requests for scheduled maintenance.

■ IT Asset/Inventory Management

Hardware management is enabled through OCS-NG or Fusion Inventory for devices, printers, servers, network components, consumables, and software management for software licenses is also available.

■ Incident, Problem and Request Management

Mi-Latte allows management and tracking of incidents, problems and requests based on requester, watcher, assigned category, priority, status, urgency and impact.

■ Multiple Authentication System Support

A variety of authentication methods such as LDAP, AD, POP/IMAP, CAS and x509 are supported.

Technology Benefits

The main impacts of Mi-Latte are:

■ Integrated Service/Help Desk

A centralised dashboard allows tracking and management of hardware and software inventory and simplifies the management of incidents, problems and requests.

■ Multi-Entity Management

Mi-Latte allows easy data consolidation with multi-park and multi-structure management. Users can be attached to several entities with different permission rights.

■ Customisable SLA Management Levels

Mi-Latte allows the specification of SLAs with associated entities with an operational timetable. Each escalation level is customisable according to the defined criteria and actions can be triggered automatically. Custom business rules can also be created and mapped to trouble tickets with appropriate SLA levels.

Technology Summary

Mi-Latte

An Information Technology Infrastructure Library (ITIL) compliant task assignment, help desk and assets/inventory management engine for IT helpdesk and support.

Industries: Enterprise, Government

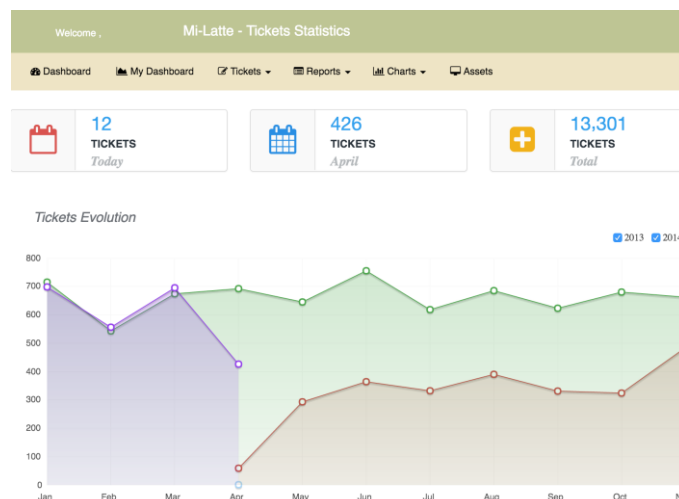
Features

Mi-Latte provides a comprehensive suite that supports help desk traceability and tracking of IT assets/infrastructure through:

- Service/help desk management with task assignment
- IT asset/inventory management
- Incident, problem and request management
- Multiple authentication system support

Technology Benefits

- Integrated service/help desk
- Multi-entity management
- Customisable SLA management levels



MIMOS Mi-Latte dashboard

System Requirements

Mi-Latte	
Hardware Requirements	
Processor	x86-64 3-Core Processor (VM Specification)
Memory	Minimum 8GB of RAM
Disk Storage	Minimum 50GB of hard disk space
Software Requirements	
Operating System	Linux® CentOS 6 or 7 (32-bit or 64-bit)
Web Server	Apache 2 and above
Language Compiler	PHP 5.5

MIMOS is the leader in ICT innovations, pioneering new market creations for partners through patentable technologies for economic growth. For more information on MIMOS technologies, contact fnsh@mimos.my or market@mimos.my or go to www.mimos.my.



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