



## Help desk system with asset register technical specifications

Features	Complaint (Yes/No)	Notes/Ref/Evidence
<b>General Technical Requirements</b>		
Web Based application(Responsive design)		
Arabic interface for Endusers and Admins		
The system should support 10 fixed login (admin) and unlimited number of employees		
The solution should support unlimited number of endusers		
The solution can use Active Directory accounts for authentication.		
The solution can achieve SSO		
The solution can integrate with Active Directory for import of users and meta data (such as phone number, manager, country, department etc.) User metadata is accessible from an open ticket.		
The system should provide different level of privileges and authentications for the users that will restrict their access to the data		
The system should allow attachment uploading		

Should provide ticket categorization		
Should provide severity for each ticket		
Should provide efficient search criteria		
Should provide dashboards and KPIs on the tickets		
Should provide customizable workflow for the tickets the ticket can be forwarded to employees or departments and measure the response time for department and give explanations and feedbacks , Once the ticket is registered it will be forwarded to specific user who will validate and assign it to another user or department for follow up , the system will send a notification Using email to the assigned user		
The System should be bilingual (Arabic And English)		
<b>Incident Management Functional Requirements</b>		
Ability to escalate one Incident for multiple assignees based their level of support.		
Ability to manage and link incident records to SLA service modules.		
Ability to Define incident management process including identification, logging, categorization, prioritization, initial diagnosis, then escalation 2nd level identification, diagnosis, resolving and recovery, then closing and logging		
<b>Service Level Management Functional Requirement</b>		
Ability to provide different level of support for the same service		



Ability to provide different type of severity definitions for SLA's		
Ability to automate service availability and performance thresholds monitoring against defined SLA's		
The solution must use real-time technique to identify malware within a file, describe all technique used.		
Ability to store Service Level Management information (SLA's, OLA's, reports in CMDB as structured data		
Ability to integrate with project management systems		
Ability to automate the management of service level targets in the terms of automated business rules, alert, escalation and notifications		
Ability to report on SLA achievements vs SLA targets.		
<b>Asset Management Module</b>		
The System should be able to discover assets such as PCs, Servers, SNMP enabled devices and assign it to specific user or department		
The system should support 500 IT assets, and unlimited number of non-IT assets		
The System should be able to add assets manually in CMDB		
The system should give inventory information of the PCs and servers such Processor, Memory, Disk space, Serial number, installed software ... etc		
The system should give the technician the ability to make remote control on the user pcs or to be integrated with other remote-control tool such Microsoft remote connection		
The system should track the changes happening on the asset and its ownership		



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The system should give the ability to import the asset from Excel sheet or CSV and assign automatically to their users		
The system should be flexible to add any custom fields/attributes to the assets with different formats such data, numbers, text, single/multiple lines or Dropdown list		
The system should discover installed software's automatically and able to check Software licenses compliance including windows licenses.		
<b>Knowledge Management Functional Requirements</b>		
The system should provide Built-in knowledge base service		
The system should provide an easy way to search articles in knowledge Database by using different methods such as search by using (words, number, category, etc.)		
The system can raise visibility for most relevant and used solution		
Supports different types of search methodologies such as search by (including metadata, hierarchical/drill-downs, attribute, category, Web, and so on .)		
Ability to create knowledge management entries from incident, problem and change modules		
Ability to manage full life cycle of knowledge articles through administration capabilities (such as editing, review, approval, publishing, usage monitoring, etc.)		
Ability to have a rich-text editor (RTE) that supports links within documents, document-to-document links and attaching images to documents		

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Ability to embed Web links, images and objects into knowledge articles e.g., screenshots, image, PDF, Excel, etc.		
<b>Reporting Functional Requirements</b>		
Generate reports for statistical and historical analysis		
Ability to report time, materials, and cost spent by incidents, problems, and projects		
The System should have a powerful reporting tool to utilize some ready reports or customized reports		
Reports should be able to export to PDF, XLS, CSV or HTML		
The solution management interfaces should be intuitive and flexible, it should allow for graphical explanation of an alert or an attack.		
Reports should include Charts to help to take decisions		
The System should provide Dashboards to view any required charts or data including Incidents and SLA and Assets Information.		

### Evaluation criteria

ID	Factor	Weight
1	Product rating and evaluation	15
2	Technical merits of specifications, system capabilities, reliability, and flexibility	50
3	System Design and Implementation	10
4	Warranty terms	5
5	Comprehensiveness of proposal and adherence to format	5
6	Company partnership level – with references	5
7	Reference from 5 customers with same help desk application	10
8	<b>Total Points Available</b>	100

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