



## Introduction

Over the course of the holiday season, we spent a lot of time working on changes in the very core of the **BOSS** system. The most appreciated ones will probably be the possibility to save a personal configuration of each view or Instant Messaging integration. Find more about these changes on our [website](#).

Other improvements, we have been working on, are in the **DataBoxes** module where we prepared an extension for automatic check of the validity of electronic signatures and time stamps for long-term validity of your electronic documents. By implementing it, you can **save money** if you currently use the Data Vault by the Czech Post.

One of our new customers attended twice the same training provided by the BOVA agency on electronic invoices. After that, the company ordered the extension mentioned above. This means that both the extension and the training are most probably worth the money.

When speaking about **Data Boxes**, there are three interesting pieces of information we would like to share with you: a) you can **save** a lot of money by implementing electronic invoicing, b) there are a lot of benefits in the **ISDS system**, and c) the President has signed a novel which allows you to send data messages at the **recipient's expense**.

This time, we will focus on our **Service Desk** module. It solves an area specific enough to have its own name, **BRight**, as well as a Product Manager, Olga Vitkova. In the future, we plan to issue its own newsletters and will be happy to hear if you would be interested in receiving it.

Enjoy the reading

Martin Humpolec  
Product Manager



## In General – About user sets

Diving deep into the **BOSS** system: User access rights and their evaluating at the lightning speed. We are really proud of this area!

Once we introduced the organization structure, competencies and substitutions, evaluating of access rights got really complicated and we risked significant slowdown of the whole system. Therefore we decided it was time to redo the core and implement some new features at the same time.

The most obvious new feature is a new dialog for the rights configuration. It is implemented in several modules nowadays – **Documents, Agreements, Directives** and **Facility**. It allows you to define the access rights in a flexible way and gives you the option to add rights to a specific person, the whole organization unit, a specific position or to people with the required competency. It can even support additional settings based on the used module. This whole configuration can also be defined for subordinate, superior or side organization units.

OK, to wrap up the whole paragraph again: With just a few clicks, you can define that the document you have just created will be available to its author and all of his superiors up to the top of the organization structure; or you can opt for any other setting. That is what makes it important to you.

Technically speaking, we have a new HUGE SQL table in the background, where we have all connections between people and records they are allowed to see or change, including the information based on which they have been assigned these rights.

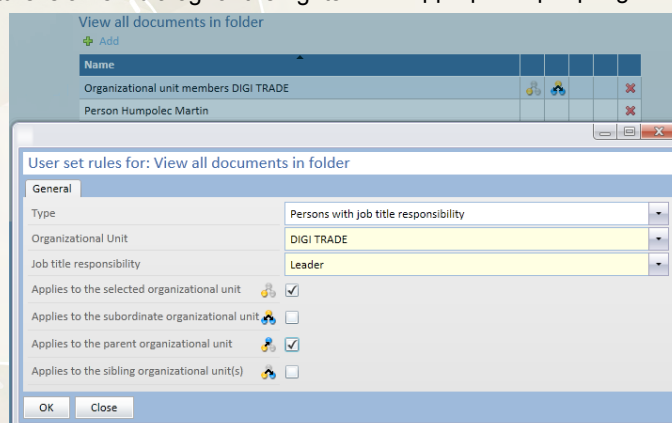
Some actions are reflected in this table immediately while others are refreshed in specific intervals so that the system does not get overloaded. Once the rights to specific documents are assigned and the action is confirmed, the appropriate people get access to the documents in question.

If someone has access to a document based on their position in the organization hierarchy and there is a change in this hierarchy, the person will lose or gain the access after the table is refreshed the next time. Due to this setting, we can minimize the load on the system, as one simple change can affect a huge amount of records.

Locating and selecting records to be displayed is pretty easy in this system – it is just one simple SQL command, which brings a rapid

response to the users and minimizes the load on servers for administrators.

Finally, let's take one more look through the eyes of the users: Before, we had to have a lot of different rights set in the system (can be displayed in the same OU, in subordinate OUs, etc. ...), now, it is possible to set up this right in the user set without any need to make changes regarding these advanced options in the specific module.





## Focus on: BRight Service Desk

**"To provide customers (including internal users) with the best quality service alongside with minimized running costs." Have you ever heard this request? A cliché or your goal or, perhaps, a constant battle for you... Would you like to move the issue forward, but you don't know where to start? ITIL, the most worldwide recognized methodological framework for IT Service Management, has quite a clear answer for you. Start with the Service Desk, the central point of contact between the customers and IT service providers (whether internal or external), and corresponding processes.**

Maybe, you're wondering, why a neologism is introduced here. It was always referred to as the HelpDesk, not Service Desk, so let's briefly explore this new approach. This, let's say deviation, is caused by still more significant penetration of the methodological frameworks for IT Service Management, especially the ITIL, into the everyday culture of IT. The HelpDesk perception is more technical – to manage incident resolution, while the Service Desk is perceived in a broader context – its function is a complex support of processes for managing IT services and business processes and a wider range of additional services.



What will such Service Desk tool based on ITIL best practices bring to you and your company? *BRight Service Desk* assures automation and optimization of the incident and request management process and transparency of the entire ticket life cycle in the form of incident record and all its changes history. No more lost or forgotten requests, no speculations about time of entering. IT staff members have clearly set rules, know what tickets are in the queue, with what priority and till when they must be solved.

Thanks to the Service Catalogue, the users and management know exactly what services are available to them. Solvers can be assigned automatically to each service so that the tasks can be divided effectively across the entire IT team. Service

Catalogue is also crucial for Service Level Management (specifies service level requirements for each service, i.e. the parameters for ticket solving) and the escalation rules, which the system monitors on its own.

Many IT managers have confided to us that the primary motive for purchasing the Service Desk tool is to justify the size and workload of their teams. Permanent report compiling based on "he said / she said" is no longer perceived as credible. The fact that the IT staff spends a large proportion of their time solving user unfamiliarity with the system and repeating incidents is not easily explicable. For such cases, *BRight Service Desk* has both the Knowledge Base and linked incidents. Two or more tickets linked together allow you to automatically inflict the same change on all other tickets in the link by changing any thus linked incidents. A reporting and analytical tool will help you protect your resources.

Thanks to the option to sort tickets according to the services, it is possible to clearly quantify what services bear the greatest costs and where there is room for improvement. Based on that you can decide what corrective action should be taken for running cheaper operations. For example, in the case of repeating user issues, it will suffice to organize user training; otherwise, a change at the infrastructure level will be needed.

Besides the overall increase in service quality and user satisfaction, the *BRight Service Desk* is a large contribution in a form of cost savings: the number and time of failures is reduced and user productivity is not restricted. The reduced ticket resolution time and less administrative load on IT staff also reduce the support costs such as the analytical information provides useful resource helping to detect weaknesses and improve effectiveness.

"To provide customers (including internal users) with the best quality service alongside with minimized running costs." Maybe, now you know where to start!

[www.brightsd.net](http://www.brightsd.net)



## Video: Directives

To create a new directive remains the most challenging task after installation of our *Directives* module. To familiarize people with them (which used to be the biggest hassle) is easy. The module can even automatically generate and evaluate tests in the assigned intervals. Covering new people or changes in the organization structure is another task it can help you with.

Give it 3 minutes of your life and fall in love with this module right after that. Watch on [YouTube](#) or type in the <http://bit.ly/DirectivesVideo> address.



## You are not alone

We have implemented the *DataBoxes* module including its new optional extension for checking validity of electronic signatures and time-stamping in the ALCAR BOHEMIA company. It took a while to manage to respect all the specifics of different formats, but we got it done.

*„During July 2011 our company implemented the BOSS system from the DIGI TRADE company. After the first weeks of use I'm pleased to say that the system met our expectations and we substantially simplified and clarified the work with data boxes messages, incoming invoices (electronic and paper), automated control system with electronic digital signatures of incoming invoices and automated archiving of incoming invoices in their original form, i.e. with an automatic timestamping before the previous one expires. I would like to thank the DIGI TRADE company for smooth implementation.“ Ing. Josef Mares, Chief Financial Officer, ALCAR BOHEMIA.*