

C2IT – CONNECT TO IT: (WEB APPLICATION) systems is a IT Service Management.

Which is a process-based approach to aligning the delivery of information technology (IT) services with the needs of the organization.

C2IT involves a paradigm shift from managing IT as stacks of individual hardware and software components to managing the delivery of support and employee-facing services that help an organization achieve its goals.

Their goal is to track, record, store in databases, and then data mine the information in a way that increases employee relations .C2IT codifies the interactions between System admin, Office admin, software developer and employee, So that you can minimize problem and maximize profits using analytics, IT executive, office admin and software developer from various location sends there reports via mail to respective location IT Manager/General Manager/Branch Manager through this software. C2IT – IT service management now with smart IT, revolutionizes IT-SUPPORT service by minimizing paper work.

C2IT - Process Director empowers business users and IT professionals by providing a connection to IT that encompasses workflow, document management, smart forms and business rules to make lifecycle management and collaboration efficient and effortless. Embedded within C2IT workflow software is a highly collaborative, intuitive, web-based content management system. That system provides the functionality an organization needs to manage and secure both documents and digital content, supporting users in all stages of the document lifecycle.

Dash Board

- ✓ Dash board shows the status carried out by the System admin, Office Admin and software developer activities.
- ✓ Recognize different types of Problem/Issues.
- ✓ Describe recent complaints with resolved/pending stage, with the total pending complaints.
- ✓ Higher authority can monitor/motivate by seeing the records of the particular activities.
- ✓ Hyperlink to know the status and resend and escalation the mail if not resolved.

C2IT Service Support

- Configuration Management physical and logical perspective of the IT infrastructure and the IT services being provided
- Change Management standard methods and procedures for effective managing of all changes
- Release Management testing, verification, and release of changes to the IT environment
- Ticketing: Help desk software to help you raise tickets, resolve issues and assign tasks seamlessly.
- Automation: Service desk automation features to create tasks and tickets when required. Reduce your workload and save time with Fresh service's automation features.



- Incident Management: Keep track of incidents, assign them to relevant agents, document progress and resolve them.
- Problem Management: Check root cause analysis, impact analysis and symptoms to diagnose.
 Add solutions and create a Knowledge base for future reference.
- Change Management: Plan out a proper solution for any changes required. Define and distinguish the reason for the change; prepare rollout and blackout plans.
- Asset Management: Have all your Cl's in one place, making it easier to find assets & details. Which means that everything is just a click away?
- Release Management: Build a plan, & test plan's impact on other changes & processes before releasing.

Application Form Management

- Speeds Internal Routing Processes: Reduces paper handling and manual routing; eliminates errors and reduces the lifecycle of document, content and forms processing
- Automates Business Processes: The workflow engine automates business processes by giving business users easy-to-use workflow tools. It allows existing processes to be mapped into powerful, predefined workflows. Workflow reporter give users control over their workflows.
- Shortens Projects: Time-to-market is critical for all branches. Business process automation and tracking accelerate the approval of internal projects. All members of a group or team can simultaneously perform tasks as part of the workflow process. Automatic email notifications alert members when a task is assigned to them with detail.
- Eliminates Errors and Miscommunications: Ensures process consistency, eliminating errors and problems due to lost or mishandled requests. Pre-defined workflow definitions guarantee that the same process is followed for each project or request. The products provide efficient tracking, management and reporting on all running processes.

Benefits of Application Forms

- Reduce Costly Paper Handling and Manual Routing. Paper-based forms are costly to print, store, distribute, mail, and process. Automation of form processing ensures there is no disconnect between a form and the business process required for that form.
- Tracking, Auditing, and Process Awareness. Instant access to current and prior activity, including completed forms and processes, ensures that authorized users have immediate access to the information they need. Having visibility into a form's complete lifecycle reduces cost, improves quality, and ensures access to vital business information.
- Accelerate the Delivery of Form-Based Information. The Connect to IT software Application
 form automatically routes completed forms to appropriate users for review/approval. The
 routing provides automated email notifications and personalized task lists for users who must
 review or approve a form.



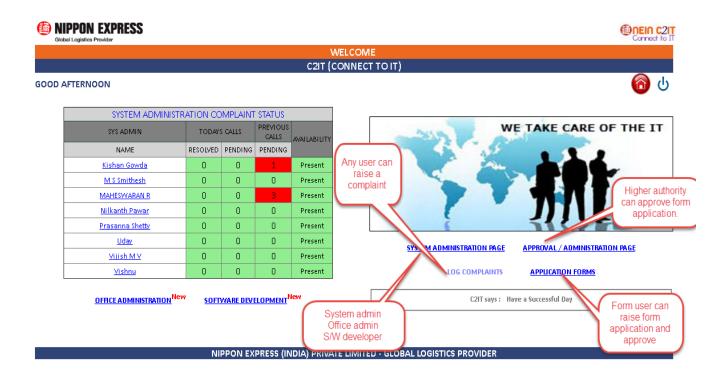
- Reduce Errors and Improve Accuracy. Pre-populating form fields from external sources and
 form segment isolation enable users to input only the data required of them. This results in
 fewer areas to complete, reducing errors and ensuring greater accuracy.
- **Expedite Collection of Quality Information.** Presenting users with Smart Forms that appear similar to their paper-based predecessor eases the transition to the form completion process and improves the quality of information collected. Integrated form help, field pre-population and instant validation improve the end user experience and reduce expensive support calls.

Benefits of IT Management

- Maintain Document Integrity and Security. C2IT stores documents securely on the server, giving authorized users access to the most current version of each document. By assigning roles and granting permission, you can ensure secure access to all documents stored on the server.
- Locate Documents Faster. Integrated knowledge management (KM) features provide users with rapid access to documents based on their classification. Advanced search, indexing and categorization allow documents to be located quickly and easily so users can make timely business decisions.
- **Reduce Software and Training Costs.** The Process Director interface is 100% web-based; native authoring applications are not required to review or approve documents. Documents are viewed inside your browser making the interface easy to use. No additional training is required.
- Eliminate Errors and Miscommunication. Efficiently communicate and collaborate on documents. Eliminate the "print/markup/fax" approach to document and content review, replacing it with easy-to-create. And you can foster real collaboration with members of your team or workgroup.



HOME PAGE:



Complaint Page

- Raising a ticket (complaint): Any user can raise the ticket and send the concern person to resolve that, wait for the responses are else clicking resend to remind.
- Fill appropriate text boxes and selection boxes.
- Report To: option plays a very important role in complaint module.
- IT SUPPORT/Office Administrator/Software developer: System admin is assigned to respective locations, location wise system admin will resolve the problems/issues.
- Click on resend button if not resolved on time.
- User can select option of priority.
- A copy of mail will be sent to user id.
- Escalation option if not resolved.

How to raise Complaint

Complaint might be regarding :Software,hardware,Internet,network,photocopier,printer,Fax machine,VPN,Telephone,Lotus,Newins etc.

COMMON LINK: http://neinsoft.nittsu.co.in:8185/NEIN/

C2IT LINK: http://neinsoft.nittsu.co.in:8185/NEIN-C2IT/HOME.jsp



Follow Steps:

1) Click on Log complaint hyper link:

Complain No. will be created randomly.

All fields are mandatory.

Enter Required Fields, User Name, User Mail ID, Report To, User Location, Type of Problem, and

Category, sub category, Report Problem and priority.

User Name: Your full name

User Mail ID: your valid mail id (you will get a copy of mail to this mail id). Report To: Select radio button, category option will change as per Report-to.

User Location: your location, Admin is assigned location wise.

Type of Problem: Enter problem you are facing Report Problem: Enter detail of your problem

Priority: Select Priority

Re-select Report to and sent to options, if you are not getting desired mail id.

Once Complain is raised

Concern Person will once resolves, you can see on click on concern IT support hyperlink

Complain ID will show you complete detail of your complain (Resolved/Pending)

User can re-send complaint to same system administrator / reminder by clicking re-send button. A copy

of mail will be re directed to IT MANAGER

NOTE:

Complain will be shown and raised on same day

Complain No. hyper link will show you complete detail

Complain will be resolved by concern person to whom user have sent mail

Priority: Based on priority System <u>admin</u> will resolve problem.

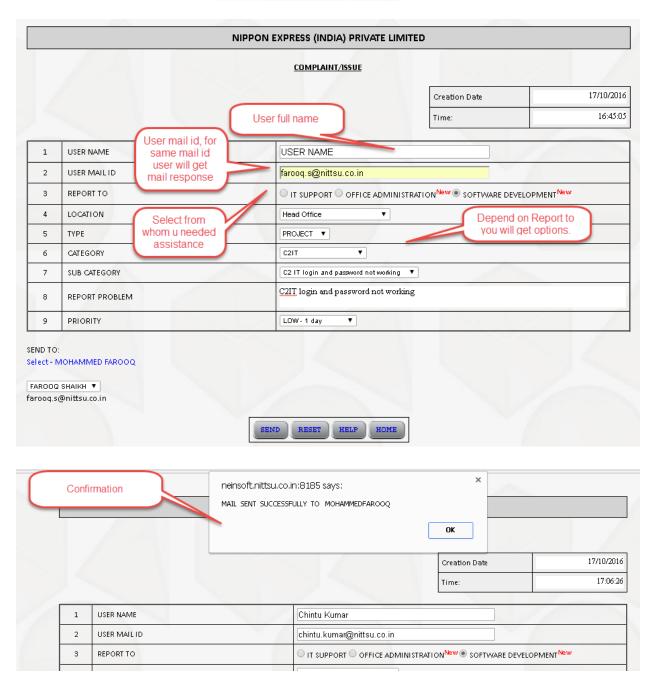
If System administrator not exists for particular location, you will not get system administrator name in send to field.

Now User can ESCALATE problem/issue to next level.

Once click on link, you will be navigated to new Page,

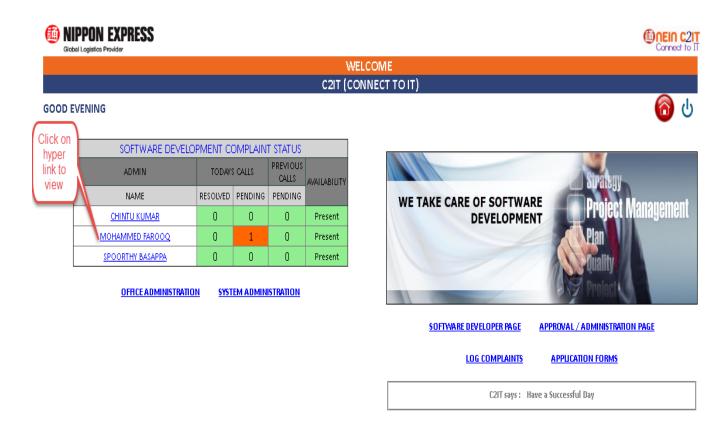
- 2) Fill all the fields and click on send.
- 3) Mail will be sent to respective location system admin to resolve your issue and a copy of mail will be sent to you.
- 4) RESEND: In case System admin did not resolved your issue, you can resend same complaint by click resent on your complaint.
- 5) Once System admin resolves your issue, you will get confirmation mail.





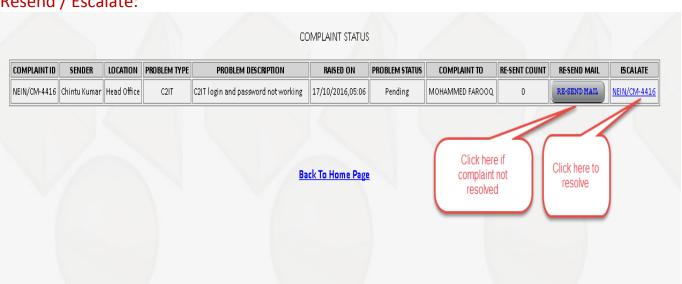


User Can View his Complaint



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Resend / Escalate:





Software Developer received mail.



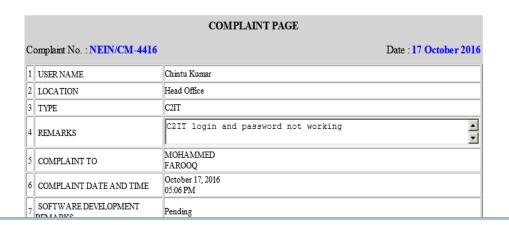
NEIN-C2IT Complaint No.: NEIN/CM-4416

Chintu Kumar to: farooq.s

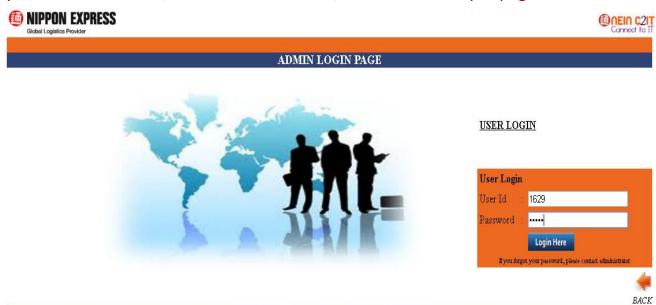
Chintu Kumar request you to Resolve NEIN/CM-4416

Priority: URGENT
Open the following URL

C2IT LINK - http://neinsoft.nittsu.co.in:8185/NEIN-C2IT/HOME.jsp COMMON LINK - http://neinsoft.nittsu.co.in:8185/NEIN

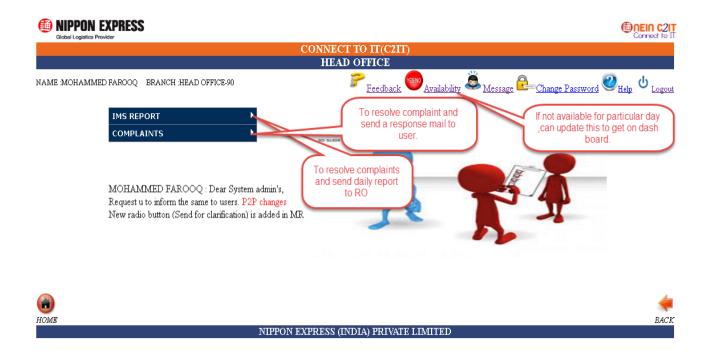


System administrator / Office Administrator / Software developer page:

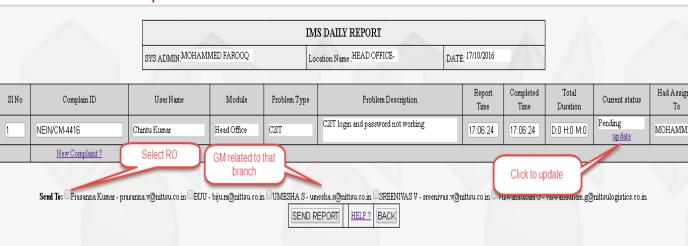


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How to resolve complaint:



IMS Report Contains

System <u>Admin</u> Name, Location and present date will be captured auto. Daily Complaint are displayed in the Module

System <u>Admin</u> need to resolve complaints, till then status will be Pending, Number of Resolved/Pending will appear in dash board in home page, by clicking update link System <u>Admin</u> can change status



Resolve Complaints only if you are raising it. (Which might be from phone call?)

Update link, contains complete information about complaint of specific complaint, system <u>Admin</u> need to select if he resolved with remarks, click on save.

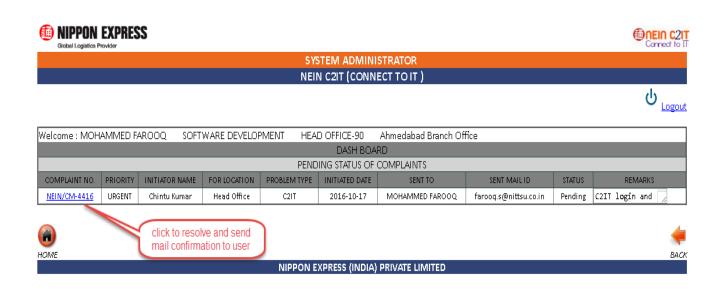
To enter New Complaint if any Click New Complaint link Fill the required fields. Click on save button.

Daily Work log will be appear on the screen

Location wise IT Manager, Admin/IT in charge, General Manager, Branch Manager will appear.

Click required higher authority check box to SEND IMS daily Report. Mail will be sent with attachment of IMS report to required Higher Authority.

Had Assigned to column is been assigned to other but u have taken initiative and resolved it, mail will go behalf of your name and mail id.





Software developer resolving complaint:



Application Form user guide:

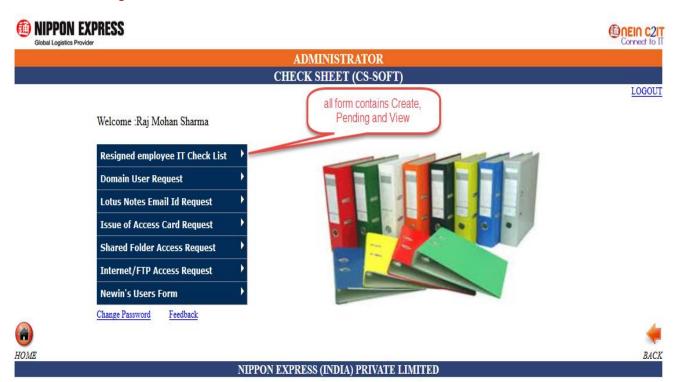




Enter the Credentials:

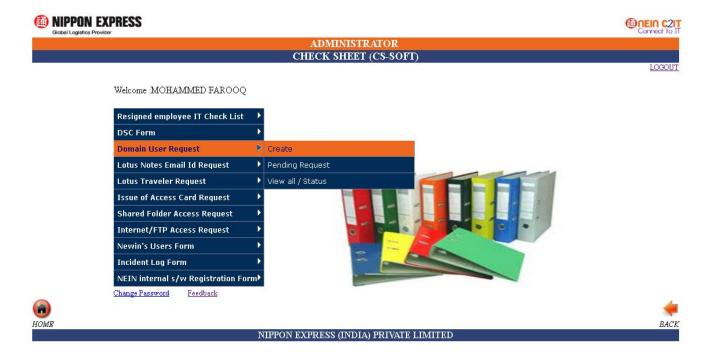


To Create New request

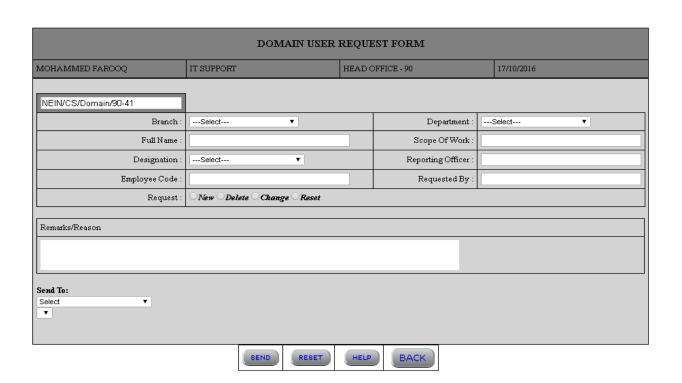




Sub Form for Domain User Request: Create, Pending request and view all.

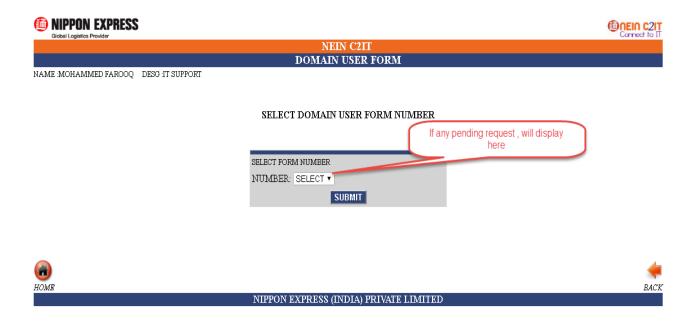


To create new form:

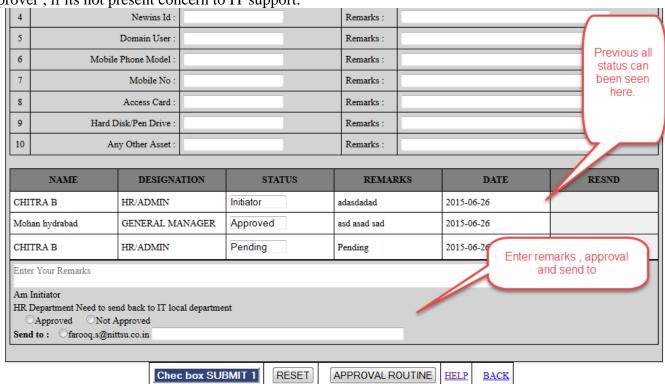




If you received any request, select pending request button.



Form number will appear if you got any request, Select the form number **Request Response:** Enter remarks, Approval request and mail id: mail id will be of next approver, if its not present concern to IT support.





Summary:

- 1. Mail will be sent to respective approver.
- 2. Mail id will be of next approver, if it's not present concern to IT support.
- 3. Approval routine will be strictly followed for IT clearance and NEWINS.
- 4. Concern department can enter in their fields.
- 5. Difference in date will calculates at backend.
- 6. User can see the entire approval request.
- 7. Pending request will be viewed only by concern approver.
- 8. Users can see all form respect to their location.

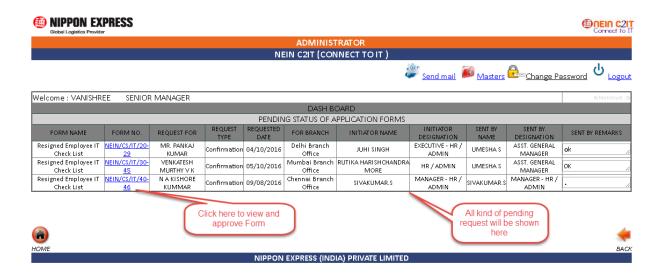


Super Admin Page:

Contains 4 Links:

- FORM LINK For Approval: It will open with a pop up for Approval Routine.
- Form Link only for IT Manager, which will open with pop up for Remaining reminders.
- Logout: To Logout from Super Admin.
- Change Password: Super Admin Can change password.
- Feedback: Super Admin can give feedback/complaints/Queries regarding Project, which will send a mail to IT Team.
- Master: Shows all Masters, Creating Admin, Super Admin, Form users, Reports, All Forms
 Details and reports.

HOME PAGE FOR SUPER ADMIN:



ON Click On Approval FORM Link:

Admin Will Get A pop up form : of requested Form No. Example of It clearance .Admin Will get An IT CLEARANCE FORM :