1. Core ITSM Operations

Asset Management

This module serves as the central repository for all hardware and software inventory.

- **Inventory Lifecycle**: Tracks assets from acquisition through the **Stock In** process to deployment via **Assign Asset** and eventual removal through **Stock Out**.
- **Asset Details**: Provides deep visibility into individual units, including technical specifications, visual documentation, assignment history, and warranty status.
- **Bulk Operations**: Supports high-volume data entry via CSV uploads for rapid system population.

Incident Management

A structured framework for logging and resolving technical issues.

- **Ticketing Workflow**: Manages incidents through a defined lifecycle: Created $\rightarrow$ Acknowledged $\rightarrow$ Assigned $\rightarrow$ Resolved $\rightarrow$ Closed.
- **Categorization**: Features a highly configurable taxonomy covering Hardware, Software, Network, Security, and IT Infrastructure issues.
- **Communication**: Facilitates engagement through activity logs, internal notes, and direct messaging within individual tickets.

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2. Organizational & User Administration

My Organization

Defines the structural foundation of the enterprise.

- **Entity Mapping**: Manages physical **Branches**, internal **Departments**, and professional **Designations**.
- **Vendor Management**: Maintains a directory of external suppliers and their primary contact persons.

User Management & Profile

Controls system access and personnel data.

- **Directory**: A central hub for all users, mapping them to specific branches, departments, and roles (e.g., Admin).
- **Personalization**: The **My Profile** section allows individual users to manage their contact details and account security.

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3. Analytics & Reporting

Dashboard

Provides real-time visibility into system health.

- **KPI Tracking**: Monitors incident volume over 24-hour, 7-day, and 30-day windows.
- **Visual Analytics**: Uses doughnut and bar charts to categorize open tickets (e.g., Hardware vs. Networking).
- **Actionable Lists**: Displays recent activities and assets specifically assigned to the logged-in user.

Reports

Enables data-driven decision-making through specialized exports.

- **Proactive Maintenance**: The **Warranty Expiration Report** identifies hardware nearing end-of-coverage.
- **Availability Tracking**: The **Available Stock Report** provides an instant snapshot of unassigned inventory.