LiveTime Service Management
Version 4.0.7

Release Notes

March 2007

Contents

1. Welcome to LiveTime

LiveTime Service Management solutions provide best practice (ITIL and ISO 20000) service and support delivery for enterpise organizations. Available in 3 editions, Help Desk, Support Desk and Service Manager.

- LiveTime Help Desk and Support Desk includes Incident, Configuration and Service Level Management (Basic) functionality with emphasis on internal or external customer support.
- LiveTime Service Manager is a comprehensive service management solution that is certified by PinkElephant to be fully compliant with Information Technology Infrastructure Library (ITIL) standards. LiveTime Service Manager supports the five core ITIL processes for Incident, Change, Problem, Configuration and Service Level Management. This enterprise-wide solution delivers complete customer service and support for any size organization.

LiveTime solutions are completely web-based, providing web-browser access via Servlet or J2EE Application Server infrastructure. It is highly scalable and can support an unlimited number of users. The application itself can be deployed on Windows, Solaris, Linux or Mac OS X, and supports a variety of RDBMSs, application servers and web servers.

2. System Requirements

The following operating systems, Web servers, databases, and other third-party software have been tested with LiveTime v4.0 using 512MB of physical RAM and 1GB of available hard disk space.

Operating Systems

- Windows 2000, 2003 Server with Java SDK 1.4.2
- Red Hat Linux 7 or above
- SUSE Linux 9 or above
- Solaris (x86, SPARC) 8, 9, 10 with Java SDK 1.4.2
- Mac OS X Server 10.2 with Java SDK 1.4.2
- FreeBSD 4.8 or above
- Novell NetWare with Java SDK 1.4.2
- HP-UX 10 or above
- AIX 5 or above

Web Servers

- Sun ONE Web Server 6.0 SP2
- Apache 1.3.9 or above
- Microsoft Internet Information Server 5.x, and 6.x

Databases

- Oracle 8.1.7, 9 or 10g
- IBM DB2 8.x
- Microsoft SQL Server 7, 2000 or 2005
- MySQL 4.1, 5.x
- Informix DS 9.2 and later
- Ingres r3
- PostgresSQL 8.x
- Sybase ASE 11,12.x
- Sybase ASA 8.0 and later

J2EE Application Servers

- JBoss 3.x or above
- Apache Tomcat 4.1 or above
- Bea WebLogic 8.1 or above
- IBM WebSphere 4.0.4 or above
- Sun Java System Application Server 7 or above
- Oracle 9iAS
- ATG Dynamo
- Pramati 3.5 or above
- JOnAS 4.1 or above
- Geronimo 1.0M5 or above

3. Installing LiveTime

Refer to the appropriate LiveTime Deployment Guide provided on CD.

Upgrading from 4.0.x
For existing users of LiveTime v4.0.x, a ***database upgrade*** will be required. Please follow these steps:

1. Stop LiveTime
2. Install the patch v4.0.7
3. Backup the current v4.0x database
4. Start LiveTime
5. At Database Configuration page, enter the database details
6. Click Test to ensure the database connection is correct
7. Click Advanced
8. Click Upgrade, followed by the next Upgrade button
9. Once the migration is complete click Save
10. When the upgrade is complete, the login page is displayed.

Also, a number of buttons have been changed in this version and will require an update of the LiveTime images folder on the web server. Please consult the Deployment guide for further details.

Upgrading from v3.7
Please refer to the appropriate LiveTime Migration Guide provided on CD.

Please Note: As of v4.0 LiveTime will replace LiveTimeCSD. The new URL will be:

http://localhost/LiveTime/WebObjects/LiveTime.woa

4. Change History

Version 4.0.7 -January 2007

New feature

Team level notify default- Option added to notify all team members when a new incident is created.

Live assignment- Additional option to allow request assignment to be driven by Users who are currently logged into the application.

Client portal Catgory display- Customer portal enhancement to only display Item Categories based on the Items the customer has access to.

Support for IMAPS

ADS query enhancements

General Stability- Several general stability improvements have been made to the product, including fixes to various upgrade issues.

ServiceManager only
Creating an Item in an RFC- When a Group contains a Change Request Quick Call assigned to the Unknown Item, a new Item can be created and assigned from within the Change Request itself.

Bug Fixes

- ‘No account’ email now sending correct message.
- Requests created from a quick call would not inherit the workflow state correctly.
- Fixed Item by Manufacturer report that previously received an exception.
- Incidents created within the customer portal would set an incorrect Priority.
- Item .csv import would not list custom fields correctly for new Item Categories.
- A new Incident would not inherit the status defined within its relating Quick Call.
- An Item Type’s License allocation would update incorrectly.
- Switching Items within Incidents will now assign the new Item’s team and correct support technician.
- To simplify Incident searching in the Customer portal, customers are now able to search for active or inactive Requests.
- Various reporting based calculations and feature improvements

Version 4.0 -July 2006

New features and Enhancements

Incident Management

Incident Management- Enhanced Incident Management module allows for the prompt resolution of incidents by allowing the system automatically identify and retrieve relevant solutions to similar problems based on the incidents description.

Ability to duplicate an incident-To fast -track and simplify the process of creating similar incidents, the option to duplicate is now available. The duplicated request will be grouped with the original request and changed as necessary.

Incident Impact- For a detailed analysis on individual service level targets, breaches and item relationships each incident has an its own “Impact” tab. From within this tab specific summaries for each incident can be accessed.

Finance

Introduction of SLA Contracts- Along with assigning an SLA with the option enabled, maintenance contracts can be created for items, customers and organizational units. Contracts are used to maintain start and end dates for all agreements.

SLA Breaches – To better manage SLA targets, service level breaches have been introduced. Alerts are produced to inform technicians that a target has not been reached, giving them the option to provide an explanation. Breach codes are fully customisable and detailed reports describe each breach.

Additional fields- Custom fields have been introduced for Purchase Orders

Reporting

New Reports- Incident reports have the option of displaying trend. By simply selecting the time period a chart will display the reporting entity over time and its resulting trend within that period.

SLA restoration and resolution timers- LiveTime now provides the option to define the point in time that a SLA timers should stop to calculate restoration and resolution times, primary for reporting. Setting these thresholds, means selecting the states within a workflow and using the options provided.

Enhanced PDF exports- Any report exported to PDF will now display both chart and table.

Other

FAQs – In addition to traditional Knowledge Base articles, FAQ's allow a series of questions and answers to be created and viewed as a complete list from within the customer portal.
With the introduction of Article Groups, relating articles can be linked together. Through the portal, customers will be displayed with a list of relating articles in the Knowledge Base.

Organisational Units (Companies and Departments) - Considered to be a complete structure, companies and departments are now interrelated to form an Organisational Unit. Within the application they are considered to be at its highest point, a company, followed by company-department.

Workflow editors- The incident lifecycle is now full customizable, allowing for existing statuses to be modified and new statuses created.

Single user logins- To alleviate concurrency issues raised by our customers; a user can only have one login session per IP address.

Single Sign –On (SSO)- Users can save their username and password at the login page, letting a user access LiveTime without having to repeatedly login.

Default Support Teams- Optionally, within the application's set up predefined default support teams enables items imported via AMIE be assigned a team. In addition this team will be the default used when creating a new item type.

Public Access Portals- Re-vamped Public Portal access giving direct links to forums, knowledge base and login page. The messages within the portal can now be completely customized.

Renaming- Across the application, the following entities have been renamed:

- Customers *replaces* Clients
- Classifications *replaces* Problem Types

Customer Features and Bug Fixes:

CR#1839 & CR#1838- Organizational Unit lists can be exported to Excel.

CR#1793- The subject line of an email now contains the current status of the request.

CR#1785- Solution emails sent by the system will display the solution text at the top of the email, rather than the bottom as in previous versions.

CR#1774- When adding notes to a group, the option to "Apply to Incident Group" will be unchecked by default.

CR#1614- Email headers including 'To' and 'CC' addresses are added to notes and incident descriptions to notify recipients of distribution.

CR#1569- A customer's password will be included in the message sent when selecting the "Email" button for a customer.

CR#1479- Multiple owners can be assigned to an item through an item .csv import. Using a semi-colon delimited list of usernames within the file will automatically assign each user as an owner to the item.

CR#1478- The ordering of custom fields for an item can now be controlled under Items-> Categories. Selecting the "User Defined" option and icons provided allows the position of each field to be set.

CR#1468- Adding a support team's email address to the "cc" list when sending an email will convert that email into an incident.

CR#1443- During an item import (.csv) ownership mapping is available for both department and company, as an organizational unit.

CR#1289- When an SLA is breached; the team lead can automatically be place in the cc list of any emails sent. This option is set when editing an SLA and selecting the notification options to cc Team Leader On Warning and On Breach.

CR#885- The introduction of article groups links common Knowledge Base articles together. Appearing as "Related Articles" the group can be accessed by customers and public knowledge base users.

CR#849- Deleted items can be re-enabled. By executing an Item search with the "Deleted" option selected, any of the items returned from the list can be re-enabled by editing the item and selecting its "Enable" button.

Additional Notes:

Item Imports (via .csv)- In order to map a department to an item during an import through a .csv, a company must be mapped as well. All teams and clients need to be defined correctly and match what is in the .csv file before they can be imported successfully

Priority Calculation-There is logic used in the background that calculates the priority of a task based on the impact and urgency selected

Service Manager:

Escalation and Change Request- When an SLA triggers and the action is to escalate, the change request will be escalated to the Change Assessment Board (CAB).

Creating a CR for an item change- With the option enabled to create a RFC from an item change, a customer will not be able to create an item in the portal (new button is hidden) and a technician cannot create one during the creation of an incident.

5. Issues & Limitations

Large attachments greater than 40MB may cause out of memory exceptions
Attaching large files to cases may cause the application to run out of memory.
Workaround*:* Increase the memory available to the servlet container and compress any attachments when possible.

Listbox size restriction
In several of the list boxes only the first 250 elements of a list can be displayed.

LiveTime License Manager

The LiveTime license manager allows only one concurrent login per IP Address.

ADS/LDAP Authentication

When ADS/LDAP is enabled, Customer and User accounts can only be created, updated through the appropriate authentication server, and no longer within the LiveTime interface. The synchronization option is the only way LiveTime can be updated with user information.

6. Further Information

About LiveTime Software

Headquartered in Newport Beach, California, LiveTime Software, Inc. is a vendor of Java 2 Enterprise Edition (J2EE) compliant, web-based service management, help desk and support automation software for medium to large enterprises. Many global 2000 organizations and educational institutions use LiveTime's vendor-neutral solutions to lower their costs and improve customer satisfaction. Founded in 1999, LiveTime Software is a privately held firm with offices in the United States, Australia and the United Kingdom. For more information visit http://www.livetime.com

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