What's New – July 2019

The latest release of VIZOR brings significant feature enhancements across VIZOR's modules. This release consolidates the enhancements delivered in builds 2.5.2.304 through 2.5.2.308. In addition to improved support for current infrastructures, VIZOR now provides a wider range of out-of-the-box functionality that reduces the workload of common IT tasks. The updates include General Updates, Microsoft Integrations, IT Asset Management, Software & License Management and Service Desk.

General Updates

Full Support for TLS Encryptions

After industry standards changed, VIZOR also updated its system to support SQL Server TLS 2.1 encrypted communication. (Build 2.5.2.306)

Custom Group Members Macros

Information of the group will change dynamically with the newest macro, so the group does not need constant updating. (Build 2.5.2.305)

Public URL

For those with an on-premises solution, it is now possible to create a public URL to access via the internet a specific VIZOR system that is located on your premises. (Build 2.5.2.307)

Billing and Chargebacks

VIZOR now tracks costs incurred by IT services. This permits reporting for internal costs calculations or for billing and charge backs to other departments. (Build 2.5.2.305)

Improved User Experience

The latest release delivered minor improvements to user experience. It includes improved drop-down menu fields and improved performance opening common dialog boxes and an asset record. (Build 2.5.2.306)

Centralized Configuration of Third-Parties

There is now a web-based area to configure third-party authentication providers such as Azure AD. This interface permits centralized configuration of integration settings such as group mappings and sync intervals. (Build 2.5.2.307)

Microsoft Integration

Login with Microsoft Azure Account

Users can now login to their VIZOR solution using their existing Microsoft Azure account. (Build 2.5.2.305)

Login with Microsoft Accounts (MSA)

VIZOR users can now login using existing Microsoft Accounts (MSA) for authentication. (Build 2.5.2.305)

Microsoft Azure AD Synchronization

Integration with Microsoft Azure Active Directory (AD) automatically generates its user accounts in VIZOR as well. Synchronization on a daily, weekly, or monthly schedule updates VIZOR with any changes detected in Azure AD. The groups in Azure AD are automatically mapped in VIZOR. (Build 2.5.2.307)

Full Support for Microsoft SQL Server 2017

VIZOR now officially provides full support for Microsoft SQL Server 2017 as the database server. (Build 2.5.2.304)

IT Asset Management

New Depreciation Schemes

VIZOR now supports three new asset depreciation schemes; Degressive 40%, Linear 10% / Straight Line 10 Year and Linear 33% / Straight Line 3 Year. (Build 2.5.2.304)

Identifying Lemon Assets

VIZOR can now flag a problematic and defective asset as a *Lemon,* after it is set to *Repair* a minimum of three times. (Build 2.5.2.305)

Automatically Retire Lost Assets

VIZOR can now flag lost assets as retired after a given time. This ensures accounting and inventory reports are accurate in terms of depreciation values and stock levels. Any deprovisioning actions are triggered automatically as part of this process. (Build 2.5.2.304)

Scrap Assets

Assets no longer required in VIZOR can be permanently deleted, as opposed to flagged as retired, with the new button named *Scrap Assets*. This triggers an email to the Finance Department indicating that the record of the asset will be destroyed within VIZOR. (Build 2.5.2.304)

Mark Asset as Lost

Multiple Assets can be marked as lost with a single click operation from the Asset Summary list. (Build 2.5.2.304)

Prevent Modifications to Retired/Lost Assets

Optionally, you can enforce that any retired or lost asset record cannot be modified. (Build 2.5.2.305)

Check-In / Check-Out Improvements

When checking a device in or out, information such as person's first and last name, department, and ID picture, now appear on the screen. The allocation process can now also be streamlined by scanning the barcode on an employee ID card and the device's ID. (Build 2.5.2.305)

Default Asset Storage Locations

After defining the default storage location for each asset type, VIZOR will let users know where the asset should be stored once the device is checked-in. For example, all computers are stored in Closet A in the New York offices. If your organization has multiple locations, VIZOR understands that the device is being checked into a different office. It will identify the default storage area for that geographic location. (Build 2.5.2.304)

Tracking Repairs

The *Repair* status was available in VIZOR before, but now it includes information associated to the repair like the cost, parts repaired, and vendor. The repair section also has a checklist to help diagnose the device's problem and keep track of what has been tested. (Build 2.5.2.305)

Asset Containers

Assets can now be allocated to *Containers* within VIZOR. This allows IT to allocate batches of assets to departments, projects or geographic locations, without allocating individual devices to the end-users. A *Container* can also be virtual to create a set or logical group of the assets. A good example is when school districts purchases thousands of Chromebooks. They allocate the *Containers* to teachers who then distribute each device. (Build 2.5.2.305)

Google Chromebook Admin integration

VIZOR now synchronizes devices, Chromebooks and mobile devices, that exist in Google G Suite / Chromebook Manager. Device details such as model, location, serial number and operating system are synchronised with any changes made within G Suite. The synchronization can be performed on-demand by clicking *Sync Chromebooks* directly in VIZOR. Alternatively, the Chromebook summary list can be configured at interval periods. (Build 2.5.2.305)
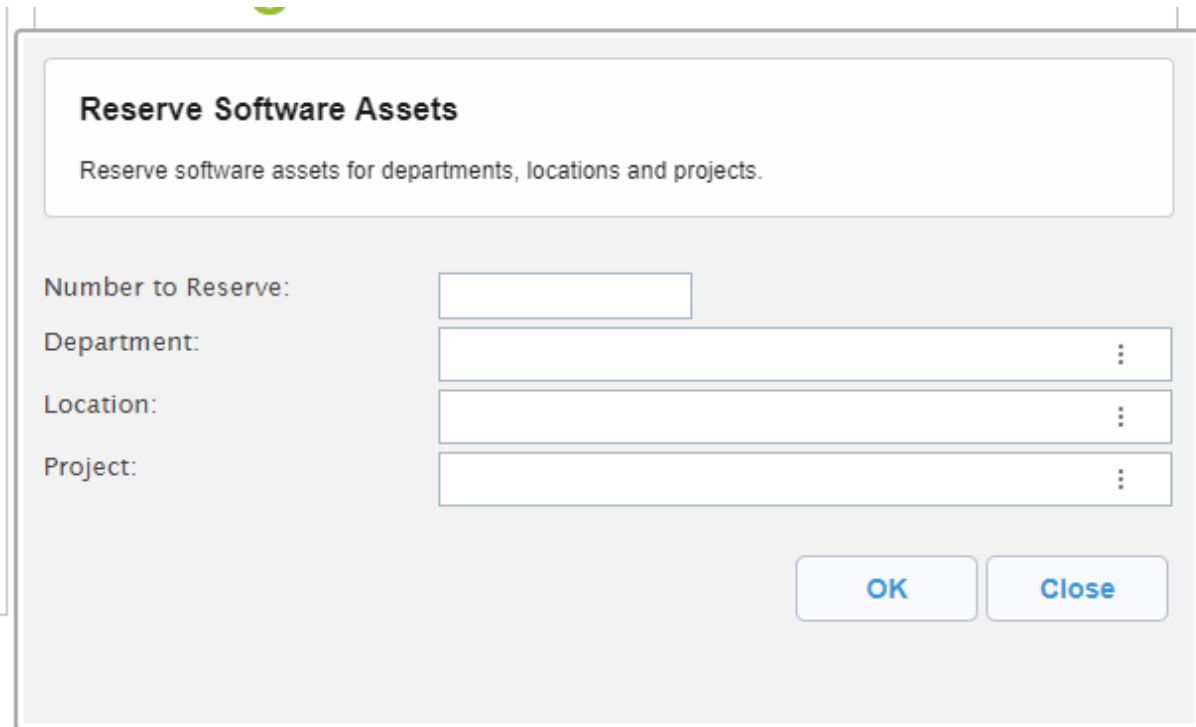

Software & License Management

Simplified License Allocation To Users Or Devices

Allocation of software assets to users or devices has been simplified based on the license type. Previous versions permitted mixed allocations to both users and devices at the same time, this often resulted in complex and conflicting allocations. An appropriate allocation mechanism is now enforced by VIZOR based on the license type. (Build 2.5.2.307)

Simplified License Reservation

A given quantity of software licenses can now be reserved for multiple departments, projects or locations. This allows managers to purchase licenses centrally, but easily reserve given quantities for segments of the organisation. Any user or device allocation automatically takes their allocation from the appropriate reservation pool (for example, an employee of that department). (Build 2.5.2.307)

Improved Allocate Software Assets dialog

A new allocate software assets dialog makes it easier to select users or devices when allocating software assets. The allocation process also automatically reserves licenses for the user's department or takes a license from the department reservation pool based on the department of the user. (Build 2.5.2.307)

Increased performance

Performance has been increased when opening the license allocation dialog and software licence records with file attachments. (Build 2.5.2.307)
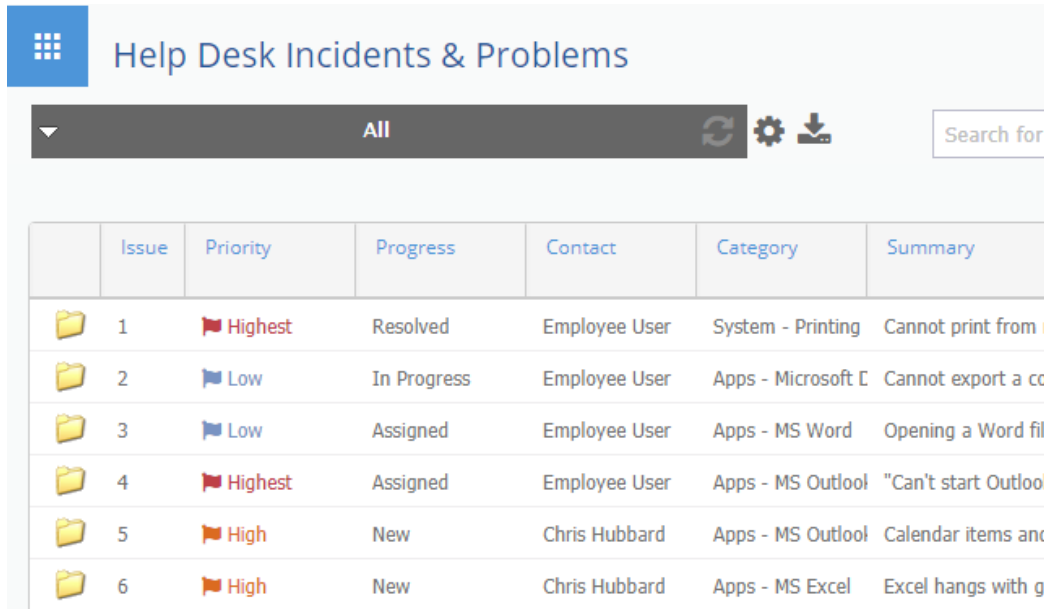
Service Desk

Auto Close Helpdesk Incidents

Helpdesk incidents of a given status, such as 'To be Verified' can be automatically closed after a set time period. Both the time period and status can be configured as required. (Build 2.5.2.305)

Colour coded and Flag icons

Helpdesk incident properties such as Priority and Escalation can now have colours and flag icons assigned to them in the summary list. This helps analysts identify at a glance issues which require their urgent attention. (Build 2.5.2.305)

Communication Received

Helpdesk incidents requiring attention after an end-user or customer update can now be more easily identified with a new *Communication Received* flag. Incidents are flagged as Communication received when VIZOR receives a related email from the end-user or when the incident activity is updated by the end-user via the self-service portal. (Build 2.5.2.305)

Flexible SLA Triggers

Service Level Agreements (SLA) can now be assigned based on any ticket attribute using a dependant workflow rule. This gives IT greater flexibility to assign SLA's (permitting specific response and closure times) based on any value associated to the ticket such as asset type or location. (Build 2.5.2.305)

Round Robin Ticket Assignment

Helpdesk incidents can now be automatically assigned to members of the ServiceDesk team on a round robin basis. (Build 2.5.2.305)

Helpdesk Tasks

One or more Tasks can now be assigned to an Incident or Problem record. Tasks help IT establish clear procedures or steps related to the issue. Tasks are particularly useful when more than one person is working on a specific issue, permitting simple allocation of each sub task to each individual responsible. Tasks can also be used as Checklists to save time and standardize processes such as new equipment build procedures. (Build 2.5.2.306)

Maximum Requests Per Day

Managers can now limit the number of requests for the same due date. This helps managers enforce limits based on the capacity of their team. This is also available for asset requests. (Build 2.5.2.307)

Blackout Dates

Managers can now set blackout dates for requests based on the due date. This can be used to enforce limited team capacity during holidays, special events and vacation periods. Also available for asset requests. (Build 2.5.2.307)

Override Provisioning Time Warning

VIZOR administrators can now allow end-users to submit requests even if the request time is less than the minimum allocation time or blackout dates. If enabled, the end user is warned but can continue to submit the request. Also available for asset requests. (Build 2.5.2.306)

Email Usability Enhancements

New emails now have the *To Address* defaulted to the issue contact. New emails also open with a clean template, other templates can be applied if needed. (Build 2.5.2.305)

Incident Approvals

Approvals can now be enabled and included in the incident lifecycle out-of-the-box without requiring customization. (Build 2.5.2.306)

Wallboard Mode

VIZOR's dashboard can now be configured in wallboard (TV dashboard) mode for organizations with a mounted office screen. This provides all team members with a glanceable view of KPIs such as open incidents. (Build 2.5.2.305)

VIZOR has been officially certified as ITIL® compatible

by PinkVERIFY™, an independent and internationally

recognized ITIL tool assessment and certification body.

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