



## What's New – VIZOR 'Atateken' Release

The latest release of VIZOR brings significant improvements to all three modules. This release consolidates the enhancements delivered in builds 2.5.2.309 through 2.5.2.311. VIZOR 'Atateken' provides a significant increase in the number of reports, improved functionality for asset purchase and approval processes, and notable enhancements for Chromebook management. To top it all off, VIZOR now has a fresh new look!

### IT Asset Management

#### Improved Support for Asset Purchases

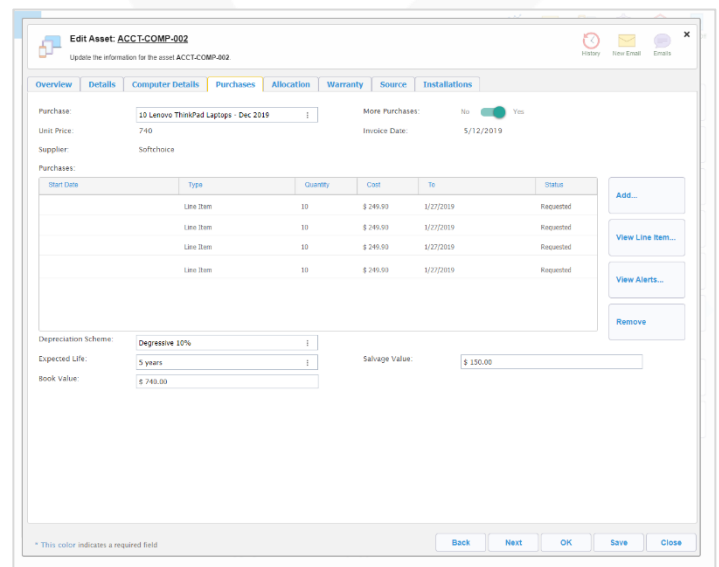
Multiple purchases, such as service contracts, can now be related to a single asset. This functionality makes it easier to see all purchases related to the asset. Also, warranty information relating to the asset is now displayed on a new warranty tab, making it easier to access and update. (Build 2.5.2.310)

#### New 'Computer Summary' Report

There is a new report detailing hardware, software and related peripherals (monitors, keyboards, printers, external hard drives) of a computer. For quick access the report is available directly from each computer's asset details view. (Build 2.5.2.310)

#### New 'Asset Changes' Report

A new *Asset Changes* report displays the history of changes made to a specified asset. This includes allocations to a person, department, project and location. It also lists any changes to the status of the asset. For example, when an asset was in repair. (Build 2.5.2.310)



## Colour Coded Asset Status Fields

The status of an asset is now more obvious with colour coded flags. Each status is represented by a specified colour. This is shown in the *asset summary* list and several asset reports. (Build 2.5.2.310)

## Department Manager Asset View

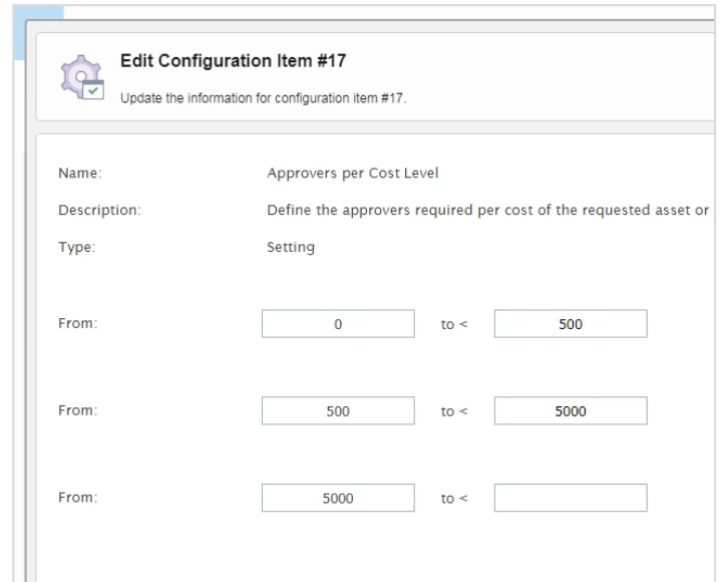
Department managers can now easily view all assets in their department. By default, this view is set to read only. (Build 2.5.2.310)

## Approvers by Cost Level

Approvers can now be dynamically specified by cost level. For example, a Director may need to approve all purchases over \$10,000. This dynamic approval can be added to any approval workflow using a new macro. (Build 2.5.2.311)

## Automatic Set Asset Type Cost

The cost of an asset type (such as phone or laptop) can now be set automatically based on the last purchase of an asset of that type. (Build 2.5.2.311)



The screenshot shows a configuration window titled "Edit Configuration Item #17" with a sub-header "Update the information for configuration item #17." The main content area contains the following fields:

Name:	Approvers per Cost Level		
Description:	Define the approvers required per cost of the requested asset or		
Type:	Setting		
From:	<input type="text" value="0"/>	to <	<input type="text" value="500"/>
From:	<input type="text" value="500"/>	to <	<input type="text" value="5000"/>
From:	<input type="text" value="5000"/>	to <	<input type="text"/>

## Improved 'Asset Book Value' Report

Improvements to the Asset Book Value report show the distribution of book value per asset type and asset types by highest book value. Average Cost and Average Value of each Asset Type are clearly shown with a breakdown of cost and value for each asset of that type. (Build 2.5.2.311)

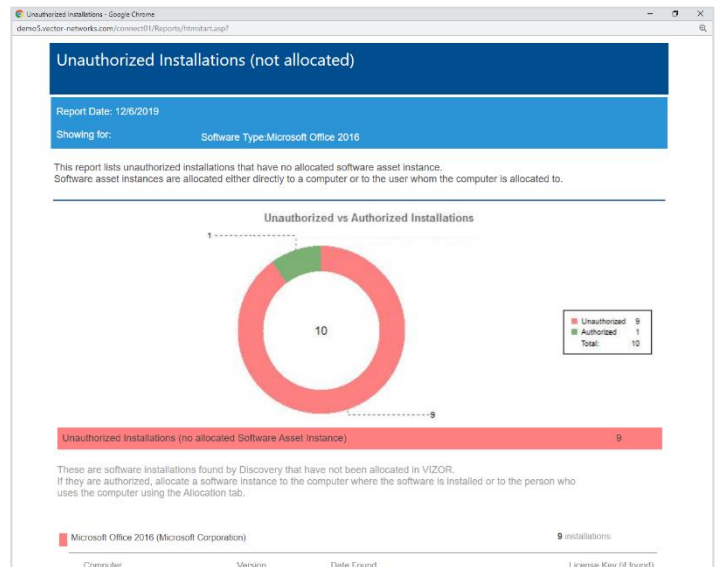
# Software Asset & License Management

## New 'Software Expenses and Expirations' Report

Easily review Software Renewals and Expenses in a new combined report. This report shows Software License Records that have an active purchase and when they are due for renewal. (Build 2.5.2.310)

## New 'Unauthorized Software Installations' Report

Identifies software applications which have been installed on a user's device but haven't been allocated to that user or device. This is helpful for both software compliance and optimisation of SAM processes. The new report enables IT managers to easily identify where software should be removed, or additional licenses should be purchased. (Build 2.5.2.310)



## New 'Software Allocations vs Installations' Report

Identifies software applications which have been allocated to a user or device but haven't been installed. This report identifies missing installations and helps to maximise the usage of software purchases. (Build 2.5.2.310)

## New 'Software Allocation by Department, Location or Project' Report

This report details the breakdown of software allocated to departments, locations or projects. The report is available from Software Assets area. (Build 2.5.2.310)

## Improvements to 'Software Renewals and Compliance' Report

This report now displays the total renewal cost and the average costs per month. (Build 2.5.2.310)

## New Software Purchase Interface

A new software purchase user interface provides a simple summary of any given line item associated with a software license. (Build 2.5.2.310)

## New Software Renewal Alerts Interface

Quickly see the notification schedule and stakeholders for software renewal alerts. Alerts can be configured on the software license purchases tab. (Build 2.5.2.310)

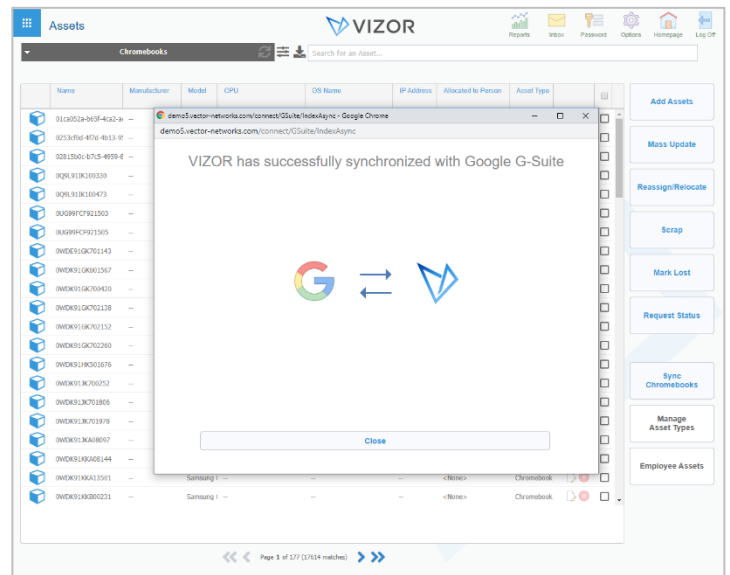
# Chromebook Management

## Improved Support for Managing Chromebooks

Improved synchronization extracts more details for each Chromebook from G Suite (Google Admin Console) including asset tag, notes, serial number and Domain name. There's also a new Chromebook summary list layout which displays this information. (Build 2.5.2.310)

## Automatic User and Location Allocation of Chromebooks

Chromebooks can now be automatically allocated to users (based on email or username) and locations based on information within G Suite (Google Admin Console). (Build 2.5.2.310)



## Set Chromebook Status Based on G Suite Organizational Unit

The status of a Chromebook, such as Retired, In Repair, Lost and In Stock, can automatically be set based on the Organizational Unit of the Chromebook within G Suite. Any actions linked to a status, like sending an email notification or creating a Service Desk ticket, are triggered automatically. (Build 2.5.2.310)

## Updates to Charges and Fees

Updates include a cleaner interface and simplified association of a charge or fee to a student, parent or employee. (Build 2.5.2.311)

## New 'Ongoing Costs' Report

View costs by Department, Location and Cost Center over a given period. Costs include Charges & Fees and any costs associated with a Request. (Build 2.5.2.311)

## **Chromebook Serial Number used as Identifier**

The serial number of a Chromebook device is now used as the primary identifier within VIZOR. Previous versions of the VIZOR used the G Suite unique ID. (Build 2.5.2.311)

# **Service Desk**

## **New 'Issues by Source' Report**

This new report allows Service Desk managers to analyze the source of tickets, such as contact type, category, service type or submission mechanism (email, self-service portal, call). (Build 2.5.2.310)

## **Submit New Helpdesk Ticket Quick Link**

VIZOR administrators can now enable a quick link which allows users to submit a new helpdesk ticket from their VIZOR homepage. This functionality is particularly useful for self-service users. (Build 2.5.2.311)

## **Chargeback to Customer**

The cost of a repair helpdesk ticket can now easily be charged back to the ticket contact by checking "Chargeback to Customer" on the ticket repair tab. This creates a charge in the Charges and Fees area for the repair cost associated with the ticket's contact. (Build 2.5.2.311)

## **State and Severity fields are Hidden by Default**

To declutter the ticket interface the State and Severity fields have been hidden by default. These fields can be enabled if needed. (Build 2.5.2.311)

## **Skip Closed Notifications**

Helpdesk Analysts can now turn off notifications which are sent to the ticket contact (customer or employee) when the ticket is closed. This functionality is useful when the closure has been communicated elsewhere such as during a telephone call. (Build 2.5.2.311)

## New Multiple Select Ticket Closure

Multiple tickets can now be selected and closed from the helpdesk summary list. Upon closure the Analyst can select if they want to *skip closed notifications* (detailed above). (Build 2.5.2.311)

## Paste Images / Screenshot in Ticket Submission

Images and screenshots can now be pasted from the user's clipboard into a helpdesk ticket body. This functionality is supported on Chrome and Firefox browsers. (Build 2.5.2.311)

## New 'Helpdesk Summary' Report

Clearly see the status of helpdesk tickets for a given reporting period. The Helpdesk summary report also details the Closure, Resolved and Dropped rates along with averages for average age and time. (Build 2.5.2.311)

# General

## VIZOR is now FIPS Compliant

FIPS (Federal Information Processing Standards) is a set of security and data processing standards required by non-military US Government agencies and contractors who work with the agencies. (Build 2.5.2.309)

## Refresh UI and Icons

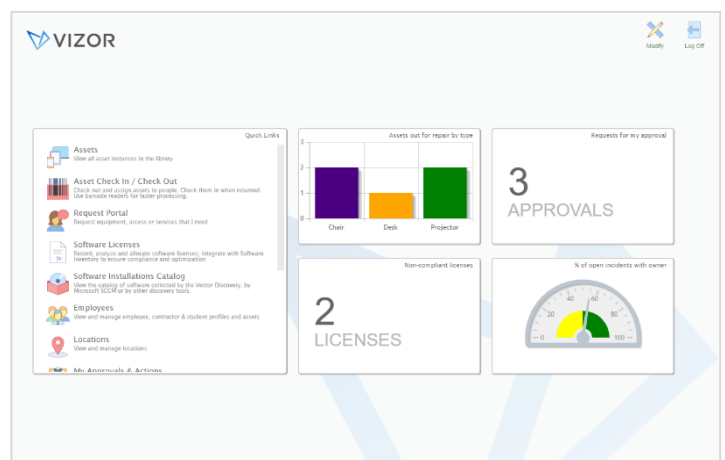
The user interface has been refined with new styled icons and cohesive colour scheme. (Build 2.5.2.310)

## Add Contact Information to Vendors

Multiple contacts can now be assigned to vendors and suppliers. (Build 2.5.2.310)

## Improved Discovery Scan Support for Cloud VMs

Network discovery and inventory scans now support cloud hosted (Azure and AWS) virtual machines that have identical network names. (Build 2.5.2.310)



## Improved Data Import Templates

New templates are now available for importing purchases, line items, asset types, job positions and job titles. (Build 2.5.2.310)

## Improved Web-Based Configuration

Microsoft SCCM and Vector Discovery integrations can now be configured from the new Configuration area which was introduced in the previous release. (Build 2.5.2.310)

## Cleaner Summary List Interface

Summary list functions such as Mass Update, Scrap Asset, Close Ticket now only appear when one or more list items are selected. This results in a cleaner interface and helps emphasize when functions are available. (Build 2.5.2.311)

## VIZOR Workflow Macro Support

VIZOR workflows now support new macros which permit conditions such as, is logged in user an approver, is logged in user the ticket owner and user not in security group. (Build 2.5.2.311)

## Improved Approval Rejection Workflows

Approvals now support workflows and outcomes where all approvers reject, or only a subset of approvers reject. (Build 2.5.2.311)

## Automatic Data Integrity

Background processes now ensure the integrity of data against your policies and procedures. For example, ensuring that an asset isn't marked as Assigned if not associated with a Person. (Build 2.5.2.311)

VIZOR has been officially certified as ITIL® compatible by PinkVERIFY™, an independent and internationally recognized ITIL tool assessment and certification body.



## CONTACT US

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