



KINETIC REQUEST

Kinetic Request 4.0 Features & Benefits

FEATURE	BENEFIT
SERVICE CATALOG PUBLISHING	
Ability to list the active service request forms by category	Groups Request forms into any number of categories, making it easy for users to find what they need.
Ability to search for templates (service request forms) that match a criteria	Makes it easy for catalog users to find exactly what they're looking for through the ability to search on template names (service items).
Ability to list only forms that the user has access to view (based on BMC® Remedy® login)	Ensures, through controlled access, that users can view only the forms that they have rights to access based on their organizational roles. Basing access on BMC Remedy user login means there is no additional security administration effort required.
Ability to set customizable attributes to a service item (e.g., author, version or systems)	Allows service catalog creators to easily add descriptive information (tags) to any service item to expedite processing—with out coding. For example, a software application could be tagged with a specific version number to ensure order accuracy.
Ability to customize the styling of the service catalog and forms within it	Customizes service catalog and order form fonts, graphics and colors to align with corporate, business unit or departmental standards to reinforce branding and ensure consistency across communications.
Ability to include a description of the service item in the service catalog display	Ensure that users understand exactly what they are ordering, to increase order and fulfillment accuracy.
SERVICE REQUEST MANAGEMENT	
Ability to use BMC Remedy SLM/SLA applications to monitor service levels	Monitors the performance of IT service delivery against established service level management/agreements (SLM/SLAs), which is critical to effective quality control and process improvement programs. SLA monitoring is built in to BMC Remedy. With Kinetic Request, there is no need to duplicate this functionality or to build separate SLA monitoring into your service catalog request system.

KINETIC DATA

235 EAST SIXTH STREET, SUITE 400B
ST. PAUL, MN 55101
WWW.KINETICDATA.COM



KINETIC REQUEST

FEATURE	BENEFIT
Ability to configure dependent tasks for a single customer submission (e.g., create help desk ticket, then create change ticket when completed)	Automates the workflow process without requiring additional steps by configuring dependent tasks for a single request. This saves time and money, and ensures that all critical tasks in service delivery are accurately captured.
Ability to monitor status of individual service request tasks, as well as the request as a whole	Provides both business users and management with an “at a glance” update of the status of a service request at any given time, and assists managers in identifying and eliminating bottlenecks in the service delivery workflow process.
QUESTIONS	
Allow for multiple question types (e.g., date, free text, lists, decimal, integer and numeric range)	Speeds the fulfillment process and improves reporting by giving catalog creators maximum flexibility in asking for specific types of information and collecting data in a reliably consistent format.
Ability to include an attachment on a request submission	Allows users to provide supplemental documents and information along with catalog requests in any permitted document format.
Pattern matching for available answers	Ensures data accuracy and compatibility with other applications by defining and checking the format and length of each response. For example, this can be used to ensure that users are entering information such as date, Social Security number and phone number in the correct format with the proper number of characters.
Allow fields to be required	Prevents users from submitting requests with critical fields (e.g., contact details, department or quantity) left blank, ensuring that requests can be properly fulfilled.
Allow fields to be conditionally required	Allows catalog creators to require completion of certain fields based on answers to previous questions. For example, “version number” may be required for certain software applications, or “model number” for specific hardware requests.
Clone questions from another template	Speeds creation of new catalogs, saving time and effort, and ensures consistency and accuracy across service catalogs.
Ability to set a default value for a question	Simplifies request submission and reduces the time required to complete requests by pre-populating fields with common answers to specified questions.
STYLING	
Drag and drop WYSIWYG editing of pages	Makes it easy for novice and non-technical users to create attractive, professional-looking service catalogs that align with organizational, operational unit or departmental branding standards. Reduces the time and effort required to create catalogs.
Allows for grid layout functionality	Improves the professionalism of request form appearance by enabling precise alignment of elements such as logos, text boxes and other graphics.
Attach custom cascading style sheet (CSS)	Makes it easy for web-savvy catalog authors to create and utilize custom CSS files, and enables non-technical users to easily add consistent formatting to pages using existing CSS files.

KINETIC REQUEST

FEATURE	BENEFIT
Link to external stylesheets	Allows non-technical users to easily apply consistent formatting across catalogs to comply with branding, font size and color standards using existing external CSS style sheets.
Apply CSS styling at a template or page level	Provides the flexibility to apply a style sheet at the template level, or to customize the look of each service catalog or even each page for different uses, departments or services.
Set application-wide styling preferences	Enables enterprises to apply a single style sheet across all service catalogs based on a corporate or organizational standard. This style can be over-ridden by specific styles down to the individual question or text element level if needed.
Include text (static and dynamic lookup) in your service catalog	Adds special instructions or supplemental information to catalogs to simplify completion, even with complex questions. Dynamic lookup lets catalog administrators set specific default values based on previous answers in the survey. For example, a field for city or state can be pre-filled based on department or product.
Include images in catalogs	Allows catalog creators to add anything from a simple image, such as a logo for branding purposes, to complex images like photos and diagrams.
Pick images from a central image library	Enables you to easily re-use common images (product photos, diagrams, logos, etc.), that may be utilized for a variety of communication purposes, in internal and external catalogs. There is no need to create and maintain a separate library of such images solely for service catalog use.
Ability to set style information for any element, including text weight, font, color, background, borders, etc.	Provides complete flexibility to design request forms that are attractive, professional-looking and adhere to organizational/operational unit/departmental branding standards for consistency.
APPROVALS	
Assignee and backup approvers	Ensures that service requests are approved and fulfilled in a timely manner, even when a key manager is out of the office.
Multilevel approval support	Provides automatic routing of complex service requests that require line management, financial and/or other types or levels of approval, so requests flow efficiently through the fulfillment process while adhering to budgetary and operational approval requirements.
Ability to use BMC Remedy approval engine	Enables service requests to be fulfilled using existing processes and rules already established in BMC Remedy, with no need to develop separate, duplicate approval processes.
Ability to dynamically determine approver based on service item criteria	Automatically routes requests through the approval process, as defined in BMC Remedy, based on cost level, department, location or other criteria, to ensure that all requests are promptly and accurately routed for approval.

KINETIC REQUEST

FEATURE	BENEFIT
LIST MANAGER	
Ability to easily send out an invitation for a request from the list manager	Allows managers to easily ask specific users to submit particular requests, such as reminding a new employee or group of employees to request access to a required enterprise software application. In short, it enables the catalog to come to the users rather than users going to a catalog to submit a request.
ENVIRONMENT	
Built on BMC Remedy Action Request System (ARS)	Kinetic Request operates in a familiar environment and takes advantage of existing BMC Remedy processes, with no integration effort required.
Support for ARS version 6.0 and above	Works with any supported version of BMC Remedy ARS—so you can update your underlying BMC Remedy applications on your timetable, with no forced upgrade.
Support servlet containers also supported by BMC Remedy Mid-Tier matrix	Gives IT administrators the option of installing Kinetic Request inside a Mid-Tier environment, or having Request handle management and display tasks independently.
WEB COMPONENT	
Uses BMC Remedy published Java API	Enables easy creation of web-based service catalogs and utilization of request routing processes based on the familiar Java support built into BMC Remedy.
Writes web exceptions back into a BMC Remedy form	Automatically captures exceptions within BMC Remedy, so they can be addressed as required with no additional processes or redundant external forms required.
Installs in a standalone web application	Easily integrates service request management functionality into existing intranet or external-facing web applications.
Ability to create your own JSP pages for request templates	Provides complete flexibility for building request forms with the formatting and functionality of Java pages or sites while taking advantage of BMC Remedy workflow processes and user lists, with no integration effort.
Ability to modify existing JSP pages/request templates	Allows web-savvy users to easily change existing request information (e.g., model/version numbers or pricing) on Java-based catalog pages, or to create new pages based on an existing design.
CUSTOMER EXPERIENCE (WEB)	
Limit the total number of characters submitted per page	Protects your service catalogs from malicious submissions that may attempt to exploit web server vulnerabilities.
Hide/show questions and text based on answers/events	Ensures that all required information is collected, and that users are not presented with irrelevant questions, based on the type of request, specifications, user location/department and other variables.

KINETIC REQUEST

FEATURE	BENEFIT
In-page queries and set-field value actions	Automatically populates fields with predefined common values, based on what the user types, as the request form is being completed. Dynamically auto-filling fields reduces entry errors to improve request accuracy.
Allow linking to external web pages	Refers users to other web pages for supplemental information and instructions, such as the requirements for fulfilling a specific request or specifications for the item/service being requested.
Support for other client-side events including mouse-over, on-click, on-change and mouse-out	Provides the ability to change text color, add drop-down menus, provide context-sensitive help or perform other on-page actions based on user activity.
Include “hoverable” help text for any element.	Let you easily add context-specific help, a supplemental explanation (such as a field description or list of acceptable answers) or other information to any field on a request form.
Specify that a user must login (to BMC Remedy) before accessing a form	Enables you to easily control access and add security to surveys without the need to build a separate identity validation system—you can take advantage of the user access controls already established in your BMC Remedy implementation.
MESSAGING	
Ability to control the styling of emails going out to customers and employees	Reinforces corporate, business unit or departmental “branding” and messages—including font, size, color, logo, standard text and other design elements—in request-related emails.
Ability to include fields (answers) in an email message	Automatically verifies responses to questions and entry fields on service request forms through follow-up email messages, to clarify request information and ensure fulfillment accuracy.
Ability to specify an outbound email mailbox	Lets you specify a “Reply to” email address in request-related messages to effectively manage user questions and responses.
Allows for HTML and plain text email handling	Sends the appropriate type of email message to users, based on their email settings and preferences, to ensure that request response emails can be read.
Preview of HTML email messages for message creators	Ensures the accuracy of content and formatting of HTML email messages, to deliver the right information and reinforce branding, while avoiding broken links or other HTML errors.
Include attachments in an email message	Permits inclusion of supplemental information with request-related email messages in any file format permitted by the email system.
Ability to send notifications to managers based on request input	Automatically notifies managers of request details based on type, quantity, location, delivery instructions or any other specified criteria on the request form.
Ability to send reminders to approvers who haven’t submitted a response	Ensures timely approval of requests to maintain workflow process efficiency and ensure that request fulfillment meets established SLAs.
Ability to embed a simple approval in an HTML email	Simplifies and streamlines the request approval process to ensure that requests are routed, approved and fulfilled in a timely manner.

KINETIC REQUEST

FEATURE	BENEFIT
REPORTING	
Includes preconfigured reports	Provides standard, out-of-the-box reports to support SLA compliance, quality control and other documentation needs with minimal administrative effort.
Uses Crystal® (Business Objects®) reporting facilities	Takes advantage of existing reporting tools you already have installed and with which your users are already familiar—eliminating the need to purchase and install additional reporting tools or train users on an application-specific tool to create customized service request reports.
Include preconfigured dashboards of customer submissions	Provides a dynamic “at-a-glance” view of service request metrics for management and quality assurance purposes—for example, a pie-chart visually illustrating specific request types or completion times.
Ability to export data from a request	Enables easy use of request information in external reporting, analysis, presentation or other tools.
Ability to report across similar requests	Lets you easily view and analyze request data based on any common feature—such as cost range, requesting department—for management and decision-making purposes.
Ability to modify existing reports	Minimizes administrative time and effort by enabling you to use Crystal Reports to easily customize existing reports or create new reports, based on existing templates, to address your specific information needs.
Ability to import custom reports	Eliminates the need to re-create existing reports in your service request management system, saving administrative and management time and effort.
AUDITING	
Auditing on change of a customer's submission/answers	Provides an audit trail to track changes made to a request submission to ensure the accuracy of fulfillment, approvals, workflow routing and SLA compliance, while avoiding misplaced blame in the event of an error or delay in processing.
Auditing on change of a template (in active status)	Ensures that managers, approvers and staff are informed whenever a request form is changed so that processes and interdepartmental charges remain accurate.
INTEGRATION	
Integrate to other external applications (non-BMC Remedy) via web services, Java API or other BMC Remedy-supported integration capabilities.	Kinetic Request provides a variety of familiar methods for your IT group to integrate service request management with other third-party applications so your team can use their preferred integration approach, minimizing the development time and effort required and ensuring integration integrity.

KINETIC REQUEST

FEATURE	BENEFIT
Events on any BMC Remedy-based form can trigger one or more request invitations to a customer based on rules	Automatically triggers request invitations to any user based on an associated event within BMC Remedy, e.g. a title change, move, or receipt of new equipment. For example, if a user receives a new laptop, Kinetic Request can automatically invite that individual to request installation of specific applications based on rules you've established in BMC Remedy.
Create records in other BMC Remedy-based forms on submission by a customer	Eliminates data re-entry effort and ensures accuracy by automatically creating required records in other BMC Remedy forms based on user submission of a request—for example, updating the CMDB to reflect a new hardware purchase.
Ability to send requests in a batch based on a qualification	Simplifies workflow and approval routing by enabling common requests (based on criteria you specify) to be "batched" rather than handled individually—for example, provisioning employees in a new office, granting application access to a group of new call center employees or aggregating purchases from a specific vendor.