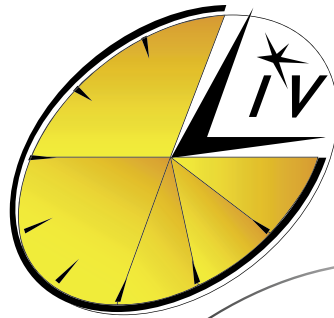


## Q2 2005

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# Quarterly

### Your opinion matters.

As usual, we invite you to contribute comments, articles, questions or suggestions for inclusion to [quarterly@livetime.com](mailto:quarterly@livetime.com).

"LiveTime is, without any doubt in my mind, the best company I have ever dealt with in terms of customer support."  
*Trevor Fuson. UNBC*

### Did you know...

*In a survey published by Support Management Magazine, 34 vendors of software support products indicated that it should take a typical customer an average of about 20 days to make their applications operational.*

*We think that's too long. The average time for a LiveTime deployment is just one day.*

Next Release: **3.6**

As this quarter draws to a close, version 3.6 of LiveTime's Help Desk and Support Desk products are due for release. The addition of an embedded CMDB extends users ability to configure the application to their own requirements. Other changes include:

- Extended custom fields to include boolean, integer and string lists
- New dashboard drill-down capability
- Incident allocation rules refined
- Ability to personalize 'view' attributes
- Incident time allocated on per tech, per escalation basis
- Asset management integration now includes LANDesk & Zenworks.

Page 2 outlines the impact the new CMDB has on UI and workflow. And just in case you need more incentive to read on, you will also find a preview of plans for 4.0.

### CASE STUDY

## LiveTime passes the UNBC test with distinction.

by Julie Torpy

The University of Northern British Columbia (UNBC) is based in four locations and has 3500 students with over 700 staff. The in-house IT support department is segmented into four departments: Computing and Telecommunications Service, Administrative Computing Services, Computer Science and the Library. A Medical support area is soon to be added.

Over time the UNBC has used a mix of home-grown and open source solutions to track and store support requests. However the limited feature set of these applications did little to prevent service requests being lost through informal communication, nor did they load balance work to the most available technician or provide details regarding individual workloads. A solution with features suitable for a university that would cater for the cross platform environment and be fully accessible via the web was required to formalise the support process throughout the numerous locations.

After completing extensive research into products available in the Help Desk market, UNBC concluded there was no exact fit for its requirements. They conceded that UNBC could work with a software vendor to tailor a support solution to work in the academic environment. As it was also vital that the application be easy to use for customers and support staff, LiveTime Help Desk was chosen from their short-list of vendors.

UNBC's confidence in LiveTime has grown as the product's feature set is expanded to meet the challenges encountered during the implementation process. "LiveTime has added numerous features to facilitate the efficiency of using the product in an academic environment," said Trevor Fuson, UNBC Systems Analyst. The inclusion of enhanced team-based escalation, automated Active Directory synchronization and implementation of department-based assets all serve to validate UNBC's decision to invest in LiveTime Help Desk.

Working closely with the LiveTime support team to install the Help Desk solution, Trevor has found their product knowledge to be excellent. "It is a sign of a good company that knows their own product very well," he said. "LiveTime is, without any doubt in my mind, the best company I have ever dealt with in terms of customer support."

### Focus on...

## Active Directory and LDAP setup.

by Steve Harrison

### About LDAP –Lightweight Directory Access Protocol

Before the age of the network dawned, we all relied on printed company directories. These small, private phone books were a day-to-day necessity and were considered an essential tool.

LDAP is the modern answer to the printed directories of yesteryear, it allows organizations to maintain a single running list of their personnel that is always up-to-date, and to organize that list in such a way as to make it easily searchable and exportable. LDAP was developed at the University of Michigan as a way to adapt an older, LAN-centric directory server to the needs of modern email clients.

One of the primary uses of LDAP continues to be as an external address book for email client programs. Most mainstream mail clients are capable of logging into and searching the contents of an LDAP server. Many email servers take the concept one step further and integrate directly with LDAP, meaning that, from a server's perspective, there is no difference between a user's mail account and their LDAP account.

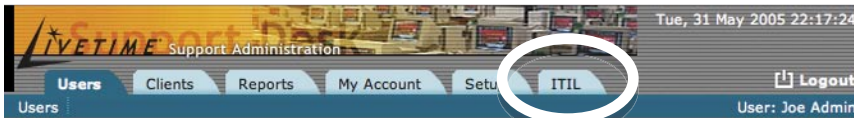
### Single sign-on networks

One of the most popular uses of LDAP is to use it as a repository for authenticating access to enterprise applications. LDAP solves the problem of enterprise authentication by providing a common protocol with which all manner of network-enabled

...continued...

## Q. When is an Asset not an Asset? *A. When it is a CI.* Assets in 3.6 are now called Configuration Items.

With the release of version 3.6, you may notice the introduction of a new tab called 'ITIL'. This tab allows administrators to set up and manage the configuration items (CIs) and define their relationships via the service catalog.



### New terminology for version 3.6

You will notice several changes in terminology in version 3.6, which include:

Terminology	Replaces
Item Category	Asset Types
Item Types	Products
Items	Assets
Problem type	Category
Incidents	Cases

### Service Catalog / Relationship Builder

The relationship builder is an editor that is used to define service catalogs. Service catalogs define items and all relevant relationships the service depends upon. This information can be used to assess the impact and/or severity of an incident

### Item Categories —previously called Asset Types

Users have the ability to define templates for each item type in the system —service, software, hardware etc.

### Item Baselines

All changes recorded against an item are logged as a separate entry or baseline. Users can then revert to a baseline of an item if the need arises.

## What's planned for 4.0?

Our next release will focus on integrating the remaining two Service Support ITIL processes —Problem Management and Change Management.

LiveTime Help Desk and Support Desk are both being expanded to include Problem Management. This will allow users to refine their support service delivery by differentiating incidents, problems and known errors. It will maintain these relationships and automatically close incidents when associated problems or errors are resolved. For LiveTime users wanting a fully ITIL compliant product, an upgrade to LiveTime CSD that includes Change Management will be available. LiveTime CSD will embed an extensible workflow engine that allows users to model its enterprise change management life cycle within the system. Being fully integrated with the CMDB, it will also support the concept of Request for Changes (RFCs).

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## Tips and Tricks for version 3.5:

### Cool Tricks...

- To add or remove multiple users from escalation layers hold the "Shift" key and select each of the members. Use the arrow buttons to move users between lists.
- To search for specific words in a full text search of all cases, insert parentheses ("") before and after the terms. Example: "LiveTime Support 3.5"

### Handy Tips...

- Administrator: To re-enable deleted users, execute a user/client search and select the "Deleted" option. From the returned list of deleted users, select the user and click the "Enable" button.
- URLs can be entered into case notes and later accessed by clicking the link.
- Encourage your user base to use the "Rate this Article" feature to determine if your Knowledge Base articles are helpful to your customers. View an article's statistics to see the results!
- Users who have multiple roles can change their default role by simply navigating to the "Preference" tab and switching their role to the one that is most commonly used.

...continued from page 1

applications and devices can easily integrate and authenticate against the LDAP repository rather than against the application's own internal list. Network-enabled applications can then integrate with LDAP and put an end to the 'lost password' problem forever.

### LiveTime Integration

LDAP and Active Directory enjoy solid implementations in the LiveTime family of products. They are an important component of our products' standards-based architecture and forward-looking, network-friendly design. LiveTime offers real-time LDAP authentication along with automated synchronization of its own users with those stored on the LDAP server.

LiveTime integrates just as easily with Microsoft Active Directory, Microsoft's implementation of the LDAP protocol. Your network administrator creates groups on your LDAP or Active Directory (AD) tree that will hold LiveTime users of various types. There are seven different user types (or roles) within LiveTime (clients, supervisors, technicians, partners, administrators, managers and finance users). Each role should have a corresponding group on the LDAP/AD server. All groups should be placed in a common location. Under LDAP, they should be of type 'groupofuniquenames' ('groupofnames' will not work).

Under AD, the groups should be of type 'universal distribution'. Names of groups are configurable through the LiveTime interface. By default they are labeled 'LiveTimeSupervisors', 'LiveTimeClients', 'LiveTimeAdministrators', etc.

Any users within LDAP that should be considered clients should then be added as members to the 'LiveTimeClients' group. Those that should be considered supervisors should be added to 'LiveTimeSupervisors' and so on. Users may be members of more than one group, meaning they can act in more than one role. Supervisor, technician and partner roles count against your license — thus a single user can only be a member of one of these three groups (i.e. can possess only one of the three roles).

Be careful not to assign more than one of these roles to a single user as it wastes licenses and can cause the application to lock out users for licensing reasons if you accidentally exceed your seat limit.

Another thing to watch out for is users on the LDAP/AD server that have no email address defined. LiveTime uses the account's email address to look up the corresponding account in the LiveTime database. If it doesn't exist, the account is simply skipped. The inverse is also true — be sure that the user accounts on the LDAP/AD server have unique email addresses. If not, the LiveTime application is forced to choose one.

Likewise, be careful to avoid creating more than one user in the LiveTime database manually with the same email address.

Users on the LDAP/AD server need only to be added as members of the LiveTime groups —they do not need to be moved from their current locations in various nodes of the tree.

When LiveTime synchronizes with an LDAP/AD server, it does so completely. So, any users present in the LiveTime groups that don't already exist in the LiveTime database are imported. Any users that exist in the LiveTime database but do not exist in the LiveTime groups are deleted. Users that exist in both locations are updated.