

ITIL® for a New Generation of IT Help Desks

PIIT Viper is a full featured IT Help Desk application to facilitate efficient Problem and Incident Management. As the frontline tool for the IT Help Desk, **PIIT Viper** focuses on the speed and proficiency of managing Incidents to restore normal service operation as quickly as possible. Preventing the recurrence of Incidents using robust Problem Management improves Help Desk service levels. Advanced root cause analysis and problem resolution techniques allow Known Errors to be documented and proactively communicated. Instant mobile device notifications keep your IT Help Desk engineers engaged with all critical issues and updates.



PIIT Viper addresses the requirements of ITIL® volume four, Service Operation, including the set of best practices for Problem Management, Incident Management and Knowledge Management. **PIIT Viper** leverages Stone Cobra's deep integration of the ITIL® recommended KT ResolveSM methodology for rational troubleshooting and problem solving. Also integrated inside PIIT Viper is the best practice of Knowledge Centered Support (KCSSM) utilizing Salesforce Knowledge. These leading-edge business processes and your custom workflow are combined to improve first-time-fix rates, mean time-to-restore service, mean time-to-resolution and other Key Performance Indicators for IT Help Desk excellence.

Technical Features

- **Native Force.com Application:** All the benefits of the world's top SaaS provider. Natively built with Apex and Visualforce.
- **Salesforce Knowledge:** Salesforce Knowledge is integrated throughout the application for robust Knowledge Management.
- **Twitter Integration:** New Incidents and Problems are tweeted to the appropriate queues. IT Technicians receive instant direct tweets when their assigned items are updated by others allowing them to respond quickly.
- **Salesforce Answers (Future):** Integration of Salesforce Answers allows the IT Help Desk to collaborate internally and allows users to interact with the Help Desk for less critical issues.
- **Investigation Teams:** Support for collaborative work environments with Investigation Teams assigned to Incidents and Problems as well as an identified Owner.
- **Search Auto-Complete:** Lookup contacts, accounts, and technicians without pop-ups, streamlining the natural workflow and saving valuable time.
- **Scalable & Fluid UI:** Interface elements collapse and expand providing a more powerful and rich experience with all the relevant information at your fingertips.
- **Real-Time Tagging:** Tag keywords as you enter critical Incident or Problem information eliminating duplicate data entry and contributing to leading indicators.
- **Search KB's:** Instant tagging of key ideas allows the technician to search early and search often, increasing the visibility of the communities' knowledge.
- **Dynamic Prioritization:** Interactive UI sliders and widgets allow for a full range of responses, engaging the user for higher adoption. PIIT Viper dynamically sorts the highest priority concerns to the top of an Incident to present the most relevant information first.
- **In-Line Search:** Find Incidents, Problems, Technicians, etc. within the same context of your current process instead of multiple clicks and pop-ups.
- **Coaching Model Support:** Support best-practice process coaching by subject matter experts, integrating mentoring and real-time assessments into Incident and Problem Management in a just-in-time model.

Key Modules

Incident & Problem Management: A highly productive and powerful Incident Management and Problem Management application that leverages the best practices of ITIL® and the efficiencies of Web 2.0 to give the IT Help Desk an agile and easy-to-learn interface that works the way today's Help Desk engineers expect technology to work.

Knowledge Management and Knowledge Centered Support: Capture and reuse the knowledge of your Help Desk engineers to improve the first-time-fix rates, decrease mean time-to-restore service, and decrease mean time-to-resolution. Knowledge Centered Support is the adopted practice for scaling your IT Help Desk to handle a larger scope and volume without increasing costs.

ITIL® Troubleshooting & Problem-Solving Methodology: Kepner-Tregoe ResolveSM is the only proprietary methodology acknowledged by ITIL® as the best practice for problem analysis and troubleshooting. KT ResolveSM dramatically increases performance against key indicators helping to restore normal service operations as quickly as possible.

E 2.0 Collaboration: Collaboration is the cornerstone of problem resolution. In the absence of technology, engineers still collaborate over the wall or on the phone to help gain the knowledge needed to resolve an issue. Highly integrated collaboration tools facilitate the internal collaborative process giving it greater reach and bringing together geographically dispersed teams.