

Asset Management & Fault Reporting

A PeoplePoint Product from Connect Internet Solutions Ltd

Features

- Easy to configure and use asset register
- Fault reporting and fault tracking
- Record and manage software licences

Benefits

- Ensures that your software assets meet the standard of compliance as set out by the Federation against Software Theft
- Asset resource information is centrally located and easily maintained from a single access point
- Direct and efficient fault reporting and response management
- Simple form based input streamlines the admin process and makes the company asset register easy to maintain
- Searchable, up-to-date records ensure compliance with ISO9001 and ISO27001 standards

Easy to configure and use asset register

To administer the Asset register you need 'Asset Admin' permission. The asset register is easily configured for both hardware and software. Hardware types are introduced as illustrated below. Each hardware type is given a name and description. If the hardware type is in use within the asset register, then the 'Enabled' box is ticked. If software can be associated with the hardware type then the 'Software Enabled' box is ticked. If you are using the 'Room Booking' product and you want this asset type to be bookable within a room then you tick the 'Bookable' box.

Add/Edit Hardware Type

Enter hardware details (fields marked * are mandatory)

* Name	<input type="text" value="Desktop PC"/>
Description	<input type="text" value="A Desktop PC including Keyboard, mouse internal memmory and disc."/>
Enabled	<input checked="" type="checkbox"/> Yes
Software Enabled	<input checked="" type="checkbox"/> Yes
Bookable	<input type="checkbox"/> Yes

You can display a list of all hardware types in the system. This list can be maintained from this page as each hardware type has a link via which it can be edited.

Hardware Types

Add Hardware Type	Print Version			
Edit	Name	Description	Software Enabled	Bookable
Edit	Lap Top	Laptop PC with wireless internet connection	Yes	Yes
Edit	Data Projector	Portable data projector	No	Yes
Edit	CCTV camera	A CCTV monitoring device	No	No
Edit	Desktop PC	A Desktop PC including Keyboard, mouse internal memory and disc.	Yes	No
Edit	Printer	a printer either black and white or colour, shared or personal.	No	No

To introduce a hardware item into the asset register you need to give details of the asset and indicate where the asset is located. You do this using the Add/Edit hardware form which is shown in the following graphic. Fields which are marked with a red star are mandatory whilst other fields are optional. To allow for the introduction of a batch of hardware a 'Submit and Clone' button is present. This will submit the current item and pre-populate most of the fields of the form for the next item. Fields which are unique for an item such as 'Serial Number' are left blank.

Add/Edit Hardware

Add/edit hardware details (fields marked * are mandatory)

Clone No.	2
* Hardware Type	Desktop PC
* Service Status	In Service (Allocated)
Location	Express Service HQ
Room	Room E1 (Office 1)
Dept.	Executive
User	Jones, Hermione
* Asset No	PC0372
Machine	Hermione Jones's personal PC
* Description	Dell Vostro 420 Tower
Model	Vostro 420 Tower
Ram	4gb
Hard drive	200gb
Monitor	19"
Serial Number	HX2KJ1K
Mac Address	001143B7B879
* Delivery Date	Day 03 Month Mar Year 2009 You must select a valid delivery date.
Purchase Date	Day 07 Month Feb Year 2009 Select all blanks, or a valid purchase date.
Cost	430.20
Comments	
Enabled	<input checked="" type="checkbox"/> Yes

Submit

Submit and Clone

Cancel

The asset register can be searched by an asset administrator by setting filter fields on the 'Manage Hardware' page. Each of the filters are combined and a report of assets which correspond is generated by pressing the 'Go' button.

Manage Hardware

Search

Search Asset Name	<input type="text"/>				
Advanced Hardware Search	Type	<ul style="list-style-type: none"> CCTV camera Data Projector Desktop PC Lap Top Printer 		Department	<ul style="list-style-type: none"> Sales Operations Executive Marketing Technical
	Location	Express Service HQ			
	Room	<ul style="list-style-type: none"> Room L1 (Sales Office) Room L2 (Small Meeting Room) Room E1 (Office 1) Room E2 (Office 2) Room E3 (Office 3) 		Staff	<ul style="list-style-type: none"> Alderson, Steve Bhebe, Evelina Black, David Booth, Dan D'Arcy, Jane
	Columns To Display in Report	<ul style="list-style-type: none"> Allocated Dept. Allocated Room Allocated User Asset Number Comments 		Include Disabled Items	<input type="radio"/> Yes <input checked="" type="radio"/> No
Service Status	In Service (Allocated)				
Narrow Search by Detail	Hard Drive	Only display entries where 'Hd' is empty?			<input type="checkbox"/> Yes

The following report was produced from the above set of filters

Hardware Report

View Detailed Report	Add Hardware	New Search				
Edit Asset	Asset Name	Asset No	Hardware Type	View Software	Edit Software	
Edit	Dell Vostro 420 Tower (Clive Decon's personal PC)	PC0371	Desktop PC	None	Edit	
Edit	Dell Vostro 420 Tower (Harmione Jones's personal PC)	PC0372	Desktop PC	None	Edit	
Edit	Dell Vostro 420 Tower (Albert Simmon's personal PC)	PC0373	Desktop PC	None	Edit	
Edit	Vostro 420 Tower (Sally Smith's personal PC)	PC0374	Desktop PC	None	Edit	

A user can view the details of the hardware which has been allocated to them by visiting the 'My Hardware' page. Full details of each hardware item can be obtained by following the 'Hardware Name' link

My Hardware

Hardware Name	Hardware Type	View Software	Report Fault
Dell Vostro 420 Tower (Clive Decon's personal PC)	Desktop PC	View	Report Fault
LaserJet 4050N (PS1)	Printer	View	Report Fault

Fault reporting and fault tracking

A user can register a fault on a hardware item by following the 'Report Fault' link associated with the hardware item. The user selects a 'Fault Priority' and gives a description of the fault. Once submitted information about the fault is accessible to the team who are responsible for servicing faults; members of this team will have been given the permission 'Hardware Fault Manager'

Report New Fault

Enter fault details (fields marked * are mandatory)

Faulty Hardware	LaserJet 4050N - 4050N (PS1)
Location	E1 Office 1 ()
* Fault Priority	<input type="text" value="Low"/>
* Fault Description	<input type="text" value="Papertray registering as empty when it still has paper in. have to manually feed paper."/>

A user can inspect the status of their faults by viewing the 'My faults' page.

My Faults

Search

Status	<input type="text" value="Open"/>
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Report

[Report New Fault](#) [Print Version](#)

Fault No.	Status	Reported Date ▼	Reporter	Hardware	Inspection Date	Completion Date	Assigned To	View / Edit
181	Open	31-MAY-09	Decon, Clive	LaserJet 4050N			,	View / Edit

A member of the service team (having the permission 'Hardware Fault Manager') can go to the 'Manage Faults' page and inspect the status of all faults. Filters are provided to search through the faults. In the example below a list of 'Open' faults for the 31st May 2009 is generated. Action on a fault can be taken by following the 'View/Edit' link of a fault

Manage Faults

Search

Show	Status	<input type="text" value="Open"/>	Owner	<input type="text" value="All"/>
Priority	<input type="text" value="All"/>		Reported By	<input type="text" value="All"/>
Date Reported	From	Day <input type="text" value="31"/> <input type="text" value="May"/> <input type="text" value="2009"/>	To	<input type="text" value="31"/> <input type="text" value="May"/> <input type="text" value="2009"/>

Fault Report

[Print Version](#)

<u>Fault ID</u>	<u>Status</u>	<u>Priority</u>	<u>Reported Date</u> ▼	<u>Reporter</u>	<u>Hardware</u>	<u>Asset No</u>	<u>Room</u>	<u>Inspection Date</u>	<u>Completion Date</u>	<u>Assigned To</u>	<u>View / Edit</u>
181	Open	Low	31-MAY-09	Decon, Clive	LaserJet 4050N	P0211	Room E1 (Office 1)			,	View / Edit

In the illustration below, the newly reported printer fault is allocated to 'Mike Doyle' of the operations team to investigate.

Update Status

Edit fault status (all fields are mandatory)

* Allocated To	<input type="text" value="Doyle, Mike"/>
* Action Type	<input type="text" value="Add a new comment to this fault"/>
* Comment	<input type="text" value="Mike can you look at the printer as soon as possible"/>

Log For This Fault

[Back to Manage Faults](#)

<u>Log Date</u> ▼	<u>Status</u>	<u>Comment</u>	<u>Expected Date</u>	<u>Logger Name</u>	<u>Assigned To</u>
31-MAY-09	Open	Papertray registering as empty when it still has paper in. have to manually feed paper.	-	Decon, Clive	,

Mike investigates the fault and fixes it. Mike adds to the fault log details of the fix and closes the fault

Update Status

Edit fault status (all fields are mandatory)

* Allocated To	Doyle, Mike
* Action Type	Close this fault (explain reason below)
* Comment	Have replaced the faulty paper detector switch. Printer now detects paper in the tray

Submit

Log For This Fault

[Back to Manage Faults](#)

<u>Log Date</u> ▼	<u>Status</u>	<u>Comment</u>	<u>Expected Date</u>	<u>Logger Name</u>	<u>Assigned To</u>
31-MAY-09	Memo Comment	Mike can you look at the printer as soon as possible	-	Black, David	Doyle, Mike
31-MAY-09	Open	Papertray registering as empty when it still has paper in. have to manually feed paper.	-	Decon, Clive	,

The user who originally reported the fault can go to their 'My Faults' page and inspect the fault log at any time, as shown below.

Log for this Fault

[Back to My Faults](#)

<u>Log Date</u> ▲	<u>Status</u>	<u>Comment</u>	<u>Expected Date</u>	<u>Logger Name</u>
31-MAY-09	Open	Papertray registering as empty when it still has paper in. have to manually feed paper.	-	Decon, Clive
31-MAY-09	Memo Comment	Mike can you look at the printer as soon as possible	-	Black, David
31-MAY-09	Closed	Have replaced the faulty paper detector switch. Printer now detects paper in the tray	-	Doyle, Mike

Record and manage software licences

Users with 'Asset Admin' permission can add software licences to the asset register. This is done with the 'Add/Edit Software page. Fields marked with a red star are mandatory whilst other fields are optional. If you are using the Address Book product you can set up a 'Global' group 'software_vendors'. You place software vendor contacts into this group, and you can then assign the 'Vendor Contact' from whom you purchased the licence. An example of adding a software licence is shown below.

Add/Edit Software

Add/edit software details (fields marked * are mandatory)

Department	No Department allocated
Vendor Contact	Smith, David (ISC Networks)
* Licence Type	Per Machine
* Software Product	Microsoft Office XP Pro
Licence Number	
* No Of Copies	6
Cost Each	316
Purchase Order No	Invoice No 503/PD 136
Total Cost	1896
* Purchase Date	Day 19 Month Feb Year 2003
Expiry Date	Day -- Month -- Year -- Select all blanks, or a valid date.
Notes	Purchased for the Exec & admin staff
Enabled	<input checked="" type="checkbox"/> Yes

Asset administrators can access a report of the available software licences. For each software package there are two edit links. The first is to edit the licence itself, while the second is used to assign a copy of the licence to actual hardware

Software report

View Detailed Report Add Software Print Version			
Edit Package	Software Package	Copies Allocated	Edit Hardware Assignments
Edit	Microsoft Office XP Pro	6 (5 remaining)	Edit
Edit	Microsoft Office XP	6 (2 remaining)	Edit

If you follow the second edit link (Edit Hardware Assignments) you reach an 'Edit Hardware Assignments' page. The 'Hardware Assignments' table within this page gives a list of the hardware within the asset register to which software can be assigned. The selected hardware items are assigned to this licence. The 'No Of Copies' field indicates the maximum number of hardware items to which the licence can be allocated.

Edit Hardware Assignments

Software Details

Back to Manage Software	
Software Product	Microsoft Office XP Pro
Vendor Contact	Smith, David (ISC Networks)
Licence Number	-
Licence Type	Per Machine
No Of Copies	6
Department	No department allocated
Purchase Order No	Invoice No 503/PO 136
Total Cost	£1,896.00
Cost Each	£316.00
Purchase Date	19 Feb 2003
Notes	Purchased for the Exec & admin staff
Enabled	Yes
Copies Allocated	1
Copies Unallocated	5

Hardware Assignments

Apply Changes									
Assign to Hardware	<table border="1"> <tbody> <tr> <td>[4250]</td> <td>Dell Vostro 420 Tower (Albert Simmon's pers</td> </tr> <tr> <td>[4228]</td> <td>Dell Vostro 420 Tower (Clive Decon's person</td> </tr> <tr> <td>[4248]</td> <td>Dell Vostro 420 Tower (Harmione Jones's per</td> </tr> <tr> <td>[4268]</td> <td>Dell Vostro 420 Tower (Sally Smith's person</td> </tr> </tbody> </table>	[4250]	Dell Vostro 420 Tower (Albert Simmon's pers	[4228]	Dell Vostro 420 Tower (Clive Decon's person	[4248]	Dell Vostro 420 Tower (Harmione Jones's per	[4268]	Dell Vostro 420 Tower (Sally Smith's person
[4250]	Dell Vostro 420 Tower (Albert Simmon's pers								
[4228]	Dell Vostro 420 Tower (Clive Decon's person								
[4248]	Dell Vostro 420 Tower (Harmione Jones's per								
[4268]	Dell Vostro 420 Tower (Sally Smith's person								

An asset administrator can view a detailed report of the software package licences and the hardware to which copies of the licences have been assigned, as shown in the example below.

Detailed Software Report

No.	Purchase Type	Department	Licence	Licence Type	Purchase Order No.	Notes	Cost	Copies Allocated	Purchase Date				
1	Original	No Dept. Allocated	Microsoft Office XP Pro	Per Machine	Invoice No 503/PO 136	Purchased for the Exec & admin staff	£316.00	2 (4 remaining)	19-FEB-03				
										Hardware			
										PC0371 , Dell Vostro 420 Tower, No Room Allocated			
										PC0374 , Dell Vostro 420 Tower, No Room Allocated			
2	Original	No Dept. Allocated	Microsoft Office XP	Per Machine	Invoice No 257/PO 66	For the Exec & Admin staff	£265.00	4 (2 remaining)	15-NOV-02				
										Hardware			
										PC0371 , Dell Vostro 420 Tower, No Room Allocated			
										PC0372 , Dell Vostro 420 Tower, No Room Allocated			
										PC0373 , Dell Vostro 420 Tower, No Room Allocated			
										PC0374 , Dell Vostro 420 Tower, No Room Allocated			

A user can check which software packages are licensed on the hardware they run by inspecting their 'My Software' page. Each software package name acts as a link and if followed gives details of the licence in place to allow use of the package

My Software

<u>Software Name</u>
Microsoft Office XP Pro
Microsoft Office XP

The licence for 'Microsoft Office XP' is shown below.

Software Detail

Software Detail: Microsoft Office XP

Back to My Software	
Software Product	Microsoft Office XP
Vendor Contact	Smith, David (ISC Networks)
Licence Number	-
Licence Type	Per Machine
No Of Copies	6
Department	No department allocated
Purchase Order No	Invoice No 257/PO 66
Total Cost	£1,590.00
Cost Each	£265.00
Purchase Date	15 Nov 2002
Notes	For the Exec & Admin staff
Enabled	Yes
Copies Allocated	4
Copies Unallocated	2

Asset Management & Fault Reporting is a PeoplePoint product from Connect Internet Solutions Ltd.

The PeoplePoint product set has been designed to give your business real benefits in real time. They enrich your Intranet making it dynamic, up to date, and truly relevant to all your staff. They deliver these business benefits at a price you can afford. Small and medium sized companies can now afford to enjoy many of the benefits large companies have exclusively had through their use of expensive bespoke software. PeoplePoint is offered as a hosted managed service. This means that it can be set up for your use in just a few hours and the only software you need to use is a web browser, so there are no expensive training costs. The PeoplePoint products are modular so you only pay for the products you want. Pricing is based on a per user per month fee. With products priced at as little as a few pounds per user per month and with a minimum user licence of 10 users, then real business benefit information is available to you for as little as £360 per year, less than a pound a day.

Product	Functionality	Cost
Human Resources	Record all your essential staff data, skills, qualifications, appraisal and disciplinary records. (You require this product to use any of the other products).	£1 per user per month
Time & Attendance	Monitor time, attendance and lateness; holiday and absence approval; time sheets; project monitoring; payroll linkage; 'who's in' and Health and Safety.	£2 per user per month
Document Management	Host your documents on professionally managed servers, securely access them from anywhere in the world. Easy to use, flexible yet controlled document sharing, version control and access tracking.	£2 per user per month
Address Book	Combine individual address books to produce an address book for the organisation. Allow grouping of contacts to give group communication by email or SMS text.	£2 per user per month
Room Booking	Manage your room booking. Easy to use and configure giving an 'at a glance' view of the status of each room. Allows booking of additional resources in association with the room. Automatically informs relevant people. Historical database of use.	£1 per user per month.
Asset Management & Fault Reporting	Gives you the ability to register all hardware and software assets and the capability to report and track faults and their rectification.	£2 per user per month
Mobile Phone Monitoring	Import your mobile phone data records from major suppliers (O2, Orange, T-Mobile & Vodaphone) from their billing systems. Integrate these records with your address book and Time and Attendance data to highlight non-work usage.	£2 per user per month
Club Membership	Automatically record members visits; have your membership list at your fingertips to filter and flexibly order; effectively and conveniently communicate with your members by email and text messaging; see who is onsite now and how often each member uses your club.	£2 per user per month

To find out more information on each of the PeoplePoint products go to www.peoplepointlite.com or email info@peoplepointlite.com or ring +44 (0)151 282 4321 and ask for PeoplePoint.

