

InnoDesk—Research and Development of a World-class 'off-the-shelf' System Management Software



InnoDesk is a powerful, integrated family of System Management and Helpdesk Software product that maximizes productivity of an organization. It enables the business owners, management personnel, IT administrators and end users to manage and solve various IT problems, which in turn helps an organization to minimize 'down period' the computers and improve profitability (Since 'computers down' means no productivity for the employee).

InnoDesk allows the support team to remotely install or remove software, trouble shoot, restrict installation and collect hardware and software information. It also automates the way all technical issues are handled including workflow automation, 24X7 uptime through web self-service and intelligent self-diagnose. It enables organizations to rapidly and efficiently deploy complex mission critical applications to multiple locations, providing cross-platform, enterprise-class inventory management, and facilitate better decision making by giving management a clear view of infrastructure and help establish better service level agreement.

Institute Multimedia and Software (IMP), UPM and Innodium have entered into research collaboration to develop specific modules user interface study and advices, which would involve planning, product development and product testing. The 7 InnoDesk modules will be InnoDesk Software Distribution Module (SDM), InnoDesk Software Metering Module (SMM), Innodesk Support Automation Module (SAM), InnoDesk Self Service Module (SSM), InnoDesk Remote Control Module (RCM), InnoDesk IT Inventory Management Module (ITIM), and Innodesk Other going modules.

Application Layer.

(Where the different modules are built to cater for different needs in an organization)



Functional Object Layer.

(Where various single-function-programs was build to handle various different specific)



Database Layer.

(Where data is stored and retrieved)



InnoDesk Software Distribution Module (SDM) - SDM installs and updates software on all PCs over the network (LAN, WAN or Dial-up) even in mixed Windows environments. It enables organization to centrally install new software, update and repair existing software, and remove unwanted software.

SDM does not require administrator to create, edit and validate complex scripts. It becomes fast, easy, reliable and highly repeatable. Detailed installation activities and status information are stored in database and hence various reports can be generated using our report writer module for various assessment purposes.

InnoDesk Software Metering Module (SMM) - SMM gives control to organization in deploying software licenses. It provides accurate application usage information by a high polling frequency to track the fine detail of application used. It is an analysis tool that makes the distinction between an application that is running and an application that is only an active window. Using our report writers, it highlights application usage details, unused applications and summaries of total activity by PC and by groups of PCs, giving decision makers advanced management information for distribution. Information generated is used in the Policy Management Module (PMM) for various purposes, for example to reveal important applications that are not running as expected (for example Anti Virus is supposed to be running at all time. Administrator will be alerted if it is not running appropriately in end user PCs). It also can be used to detect any group of unauthorized installations of a package. SSM can be used to assess the actual usage. Administrator may need to launch a 'search and destroy' process (that is available in SMM) to clean up all the unnecessary software in their network environment. Scheduler is available here to perform routine checks to ensure continuous compliance of policy.

Innodesk Support Automation Module (SAM) - It is a web-based system for centrally tracking and managing help desk issues and calls. It provides powerful workflow technology that can be customized to specific requirements. It allows define custom process and notification rules that ensure every client calls and request gets the attention it deserves. Support staff will be alerted either thru email, SMS and etc. It provides Web-based views of support issues, customized to the specific needs of various types of users. For instance, a manager is only required to see summary information. Support staff needs access to all the issue detail information. It is highly self-customizable, enabling point-and-click editors to add fields, make fields mandatory, remove fields, change captions and value lists. Our pre-defined and ad-hoc reports give the flexibility required for measuring calls, service performance, and goals in various formats, including summary, detailed, and trend information about organization help desk.

InnoDesk Self Service Module (SSM) - A Web based guided helpdesk module that reduces the volume of incoming help requests. End-users will type in a problem using natural language, and the solutions database will be automatically searched in response. If the end-user is unable to find a solution, they can request help by clicking on a single button. All relevant data is entered into a work order and forwarded to the Help Desk and support staffs. Support Automation Module (SAM) will start to manage it from there onwards.

InnoDesk Remote Control Module (RCM) - Support staff can provide on the spot support to end-users without leaving their desks. Thus helps to cut travel costs and wasted time, as service to end-users is immediate and responsive. End-User no longer required halting their usual operation in order to wait for the expert to attend to their PCs problems.

Innodesk IT Inventory Module (ITIM) - ITIM allows organization to centrally manage software and hardware inventory information for all PCs. Using combinations of different approaches to ensure high accuracy. It collects hardware configuration and software installation data over the network and stand alone PCs. Other assets information can be stored in customizable tables too. Other than the various predefined reports, custom reports can be created using report writer. It allows define your users' software requirements, helping compare your policies with actual inventory data. It helps you to find out unauthorized software, unused software, incorrect versions and missing mandatory packages. History Management Features provides reports on aspects of configuration change such as new/removed disks, memory upgrades/downgrades, change of ownership, change of applications software, including version changes and de-installs, and many other key events. Additional user-related information such as location, department and telephone number as well as other self-definable fields.

Innodesk Other on going modules – Innodium will continue to perform R&D to identify more 'utility-based' 'off-the-shelf' niche software products to be available to corporate in order to be the leader in providing world-class IT software product provider. We may need to research further into technology regarding Network Performance Management, Trouble Shooting Tools, Disaster Recovery and Securities and etc to widen our product offerings to the market.

Software product development using different combinations of approaches including SDLC, Spiral Method and etc. The architecture of our solutions is designed in 3 layers where Applications Layer will be on top where we will be using various suitable languages (Visual Basic .NET, C, C++ and etc) to create the applications interfaces. We will be building many library objects (mostly single functions programs for Applications to call) in the middle layer. The lowest layer should be where the data is stored using ODBC Compliant RDBMS. We will try to embrace Microsoft .Net concept into our developments.

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