Elsinore
IssueNet Oversight
Data Sheet

ELSINORE TECHNOLOGIES INC

The IssueNet Oversight issue management solution provides a framework for managing information technology infrastructure library (ITIL) services and support. Once implemented Oversight enables improved regulatory compliancy, increased productivity, and superior IT governance.

Oversight utilizes the same user interface (UI) design elements and development principals as our other IssueNet solutions. But the workflows, actions, forms, and terminology are consistent with IT support and management organizations. Oversight is designed to make interfacing with ITIL tools seamless while providing full traceability for issues that in the past were managed via paper tickets, word of mouth, or email

Applications

- ITIL management
- IT governance
- IT regulatory compliance
- ITSM
- IT Change Management
- IT Incident Management
- IT Release Management
- Business Perspectives

Key Benefits

- All IssueNet solutions (Help desk, Bug and defect tracking, IT change management, or custom solutions) can be combined into a single database
- Provides exceptional return on investment (ROI)
- Helps improve product quality & process control
- Synchronizes with project planning tools
- Enhances product development, testing, and feedback model
- Object oriented classes
- Scripting & API available
- Plug-ins easily compiled as .NET DLLs
- MSBuild tasks are available for integration
- Custom applications can leverage our powerful SDK to interact with IssueNet system
- Database management utilizing Microsoft SQL Server
- Unlimited data tier scalability

Technology

IssueNet is constructed on the Microsoft .NET framework. All modules are written in C# using the latest presentation frameworks available. Other utilized platforms include: ASP.NET Web Forms, ASP.NET Web Services, Winforms, ClickOnce, MSBuild, and Windows Presentation Foundation. All solutions offer forms of integration with custom .NET plug-ins which allow companies to improve product scalability and interfacing with other software solutions.

Integrations

Companies can maximize business efficiency by selecting product solutions that interact and share information effectively Intercept provides custom scripting, API hooks, and integrations with some of the most popular tools in this industry.

- Microsoft Outlook
- MS Build
- Most source code management (SCM) tools
- Microsoft Project
- Visual studio (2005, 2008)
- ***See more on our website***

Server Requirements

Supported Server Platforms
- Windows 2000, XP, Vista
- Windows Server 2003, 2008
- IIS 5.0 or greater is required to run host web services and applications

Supported Databases
- Microsoft SQL Server 2000, 2005, 2008
- SQL Express 2005, 2008
- MSDE 7, 2000

Min. Server Specifications
- Windows 2000 OS
- 800Mhz Pentium 3 processor
- 512 MB RAM
- 100MB disk space
- SQL Express 2005, 2008
- MSDE 7, 2000
- .NET Framework 2.0+

Recommended Specifications
- Windows Server 2003
- 1.5Ghz Pentium 4 processor
- 1 GB RAM
- 1 GB disk space
- SQL Server 2005, 2008
- .NET Framework 2.0+

Client Requirements

Supported Platforms
- Windows 2000, XP, Vista
- Windows Server 2003, 2008

Min. Server Specifications
- Windows 2000 OS
- 800Mhz Pentium 3 processor
- 512 MB RAM
- 100MB disk space
- SQL Express
- .NET Framework 2.0+

License Model

IssueNet offers named, concurrent, and site license options with each of its solutions. A named license provide each specified user a license explicitly for their use. Concurrent licenses permit an organization to purchase as many as required and can be used by any member. Site licenses provide the ultimate in flexibility and growth allowing access to everyone.

Product Features

- Web-based customer portal IssueNet Relay™
- WYSIWYG design editor
- Web-based charting and reports through IssueNet Insight™
- Customized data schemas
- Custom workflows
- Remote desktop support solution ScreenConnect™

Architecture

The IssueNet system is organized into three tiered approach to promote consistency and flexibility across all of our solutions and integrated products. These three tiers are: client, services, and data and each plays a specific role to maximize performance, scalability, and capability for users.

Client tier represents existing customer interfacing modules and solutions such as Intercept, Manager, and Relay.

Service tier is comprised of the web services which through HTTP/SOAP protocols allow applications to be used from anywhere through an internet connection. These services act as an intermediary between client applications and the database providing several benefits:

- **Security** - Allows database server to be maintained inside a firewall with exterior exposure constrained to the applications.
- **Performance** - Work is performed closer to the database server increasing efficiency.
- **Load Distribution** - Deployment can span several servers contributing to scalability.
- **Interoperability** - Disparate systems can communicate through standard HTTP/SOAP protocols

Data tier which is based upon Microsoft SQL Server for virtually unlimited flexibility and SQL Server Express for less demanding requirements.

Try it Free!

Receive a free 30-day trial of IssueNet, go to www.elsitech.com and click the "Download Eval Kit & Pricing" option.