



MIMOS Light Assignment Task Engine (Mi-Latte)

Growing IT infrastructure and increasing user demands require a complete management solution for task assignment and help desk support. MIMOS Mi-Latte offers a full management suite of help desk, incident, problem and request management to explicitly tackle and handle such requirements.

Overview

MIMOS Mi-Latte is an Information Technology Infrastructure Library (ITIL) compliant task assignment and engine for IT help desk and support. It consists of service/help desk management, incident, problem and request management with service level agreement (SLA) management for multi-entity environments. Mi-Latte offers traceability in help desk task assignments, activities and status for better decision making and cost reduction planning.

Features

Mi-Latte comprises the following features:

- **Service/Help Desk Management with Task Assignment**
Mi-Latte manages the tracking of requests and assigns tasks according to predefined categories and support personnel. It is capable of recurrent tracking requests for scheduled maintenance.
- **Incident, Problem and Request Management**
Mi-Latte allows management and tracking of incidents, problems and requests based on requester, watcher, assigned category, priority, status, urgency and impact.
- **Multiple Authentication System Support**
A variety of authentication methods such as LDAP, AD, POP/IMAP, CAS and x509 are supported.

Technology Benefits

The main impacts of Mi-Latte are:

- **Integrated Service/Help Desk**
A centralised dashboard allows tracking and management of incidents, problems and requests.
- **Multiple Entity Management**
Mi-Latte allows easy data consolidation with multi-park and multi-structure management. Users can be attached to several entities with different permission rights.
- **Customisable SLA Management Levels**
Mi-Latte allows the specification of SLAs with associated entities with an operational timetable. Each escalation level is customisable according to the defined criteria and actions can be triggered automatically. Custom business rules can also be created and mapped to trouble tickets with appropriate SLA levels.

Technology Summary

Mi-Latte

An Information Technology Infrastructure Library (ITIL) compliant task assignment and engine for IT helpdesk and support.

Industries: Enterprise, Government

Features

Mi-Latte provides a comprehensive suite that supports help desk traceability through:

- Service/help desk management with task assignment
- Incident, problem and request management
- Multiple authentication system support

Technology Benefits

- Integrated service/help desk
- Multiple entity management
- Customisable SLA management levels



System Requirements

Mi-Latte	
Hardware Requirements	
Processor	x86-64 3-Core Processor (VM Specification)
Memory	Minimum 8GB of RAM
Disk Storage	Minimum 50GB of hard disk space
Software Requirements	
Operating System	Linux® CentOS 6 or 7 (32-bit or 64-bit)
Web Server	Apache 2 and above
Language Compiler	PHP 5.5

