MIRAT – MADE JOB EASY FOR IT DESK ENGINEER

OVERVIEW

Generally, we learn that there are two types of services available, IT Help Desk and IT Service Desk in most of the sectors especially IT. There is a confusion that these two Admin service tools are same or separate. It is a topic which is continuously having different answers, interpretations, and views. The difference between IT Help Desk and IT Service Desk is often based on how companies interpret these two and more specifically to using ITIL guidelines. The IT Help Desk is more tactical with the primary task being to help quickly resolve end users' urgent needs, technical issues, and incidents. Whereas, IT Service Desk is a broader concept that is more strategic and cross-organizational. It focuses on business needs rather than user's needs. Of course, there are no specific rules that companies should have both these Admin tools.

HOW THE ADMIN TOOLS HELP TO IT SECTORS

- The best advantage is cost saving and scalability. These tools are properly staffed and well-managed in the routine work of IT
- They add more value to the company by providing follow-the-sun support to global operations and user communities.
- Provide valuable insight into user satisfaction, sentiment and provide full IT services.
- These tools preemptively address all issues.
- Work with SLAs and priority classification to different requests.
- Implement the best knowledge management system.
- Provide real time reports through dashboards.
- Escalate to avoid missed SLAs.
- Implement service request workflow capabilities.

IMPORTANCE OF MIRAT ADMIN TOOL (TRIAGE LIVE POLL)

The Admin Tool comes under platform introduced by **NovelIRS** is called Triage Live Poll. The following are services of Triage Live Poll.

- Web page enables anywhere access and centralized administration in a controlled way.
- It mandates to use Standard ID and Elevated ID's and mitigates human mistakes as it restricts direct login to the production systems.
- MIRAT empowers engineering capability and speed up the resolution.
- Minimize the duplicate efforts to develop same kind of scripts within the organization as other team member or team not aware what you developed locally within your team.
- You can access through MIRAT to other OS like Windows, Linux, databases like MSSQL, MySQL, Oracle and any other networking.
- You can access multiple servers in the operating system/database and get a live status.