

Self Service Update (SSU)

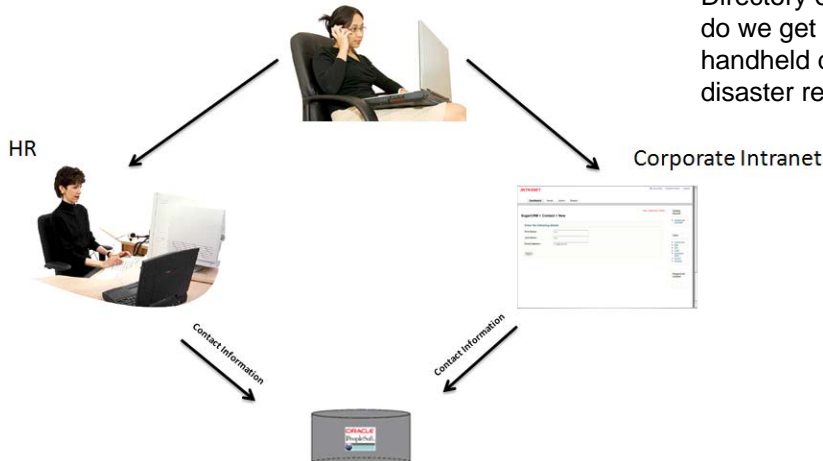
The premise of this document is to show that the itrezzoAgent SSU is a proven method of enhancing established contact management, which other types of similar software will not address.

The Human Resource Dilemma

The Human Resource Department is normally the focal point of where mission critical contact information for employees is collected and stored. There are various tools which are available today to handle employee contact information such as HRMS PeopleSoft™. This type of product has many functions, but the one we would like to focus on concerns the organization of mission critical contact information. These types of products tend to place contact information into a database and allow for the updating of contact information via an intranet site. This gives Human Resources a repository for information and allows a customer/employee to update their information. So what is the dilemma?

Initial contact information is created by the Human Resource Department and housed in an HR database. General staff can then later go and update contact information as necessary usually via a corporate intranet site. There are some problems with this methodology. Firstly, there is no reminder for users to update their information; there are many times when an employee will change their personal cell phone or home phone information and the last thing on their mind is to go onto a corporate intranet site to update information.

In the case where an emergency occurs, outside of normal business hours, mission critical contact information is essential. If we are reliant upon the user to go to an intranet site without some form of prompt then we may be limiting our ability of having viable contact information. Secondly, if a user does populate new information into the HR database; when does this new information get propagated to a usable resource like Active Directory or the Global Address List? How then do we get this new information to populate onto a handheld device so it is usable in the time of a disaster recovery scenario?



The itrezzo Solution

itrezzo's Self Service Update (SSU) facilitates data input from one of the most trusted sources – the employee. By automating the request and processing of information from employees themselves, EPS becomes a more reliable and cost effective solution. The information being generated by employees will be pushed based on the timetable EPS has been specified to run by administrators.

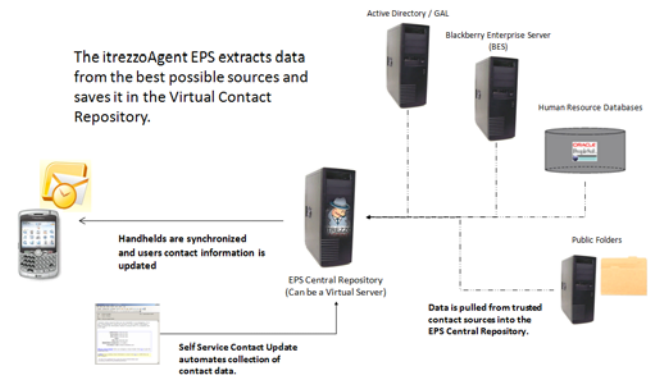
The itrezzo System Admin can specify that "All Employees" will get an SSU request message. Each employee receives a customized HTML message showing what information is already on file. The end user can click on a secure link inside of the message to confirm that their information is correct, or a different link will take them to a web page where they can edit their contact info. If the user ignores the Self Service Update message, a reminder can be sent every 7 days to insure compliance.

Future Capabilities of SSU

itrezzo has dedicated itself to bringing an organization the latest tools which help to manage and organize critical emergency contact information. This ideal continues with its future releases of the Self Service Update (SSU). Future releases of this software will include a portal allowing for an assortment of information to be updated which is typically stored in the GAL. Some additional information which a user will be able to update and push will include:

- Department Name (combo / dropdown)
- Business Address
- Manager (smtp)
- Pictures

To be truly prepared for an emergency, we must consider a contingency plan for when our workplace and information technology infrastructure is destroyed. It is critical that complete and accurate contact information be replicated to hundreds or perhaps thousands of mobile devices throughout the organization in a timely manner. Traditional methods of updating and disseminating information can lead to gaps in critical contact information which in the time of an emergency can cripple even the best laid Disaster Recovery/ Business Continuity Plans. itrezzo's Self Service Update (SSU) allows for the user to update information in a timely manner, sending periodic updates and assisting Human Resources by pushing critical contact information so it may be utilized real-time. If your goal as an organization is to more efficiently reach your users on a daily basis, but more importantly in the time of an emergency, itrezzo is the solution for you.



SSU resides behind the customers firewall. As employees revise their contact information, the changes are saved securely in an Exchange Public Folder. Only designated administrators can read that information. The information can be used to update other databases (such as HR, or the Global Address List) and even end user contacts using itrezzoAgent EPS.