# PRODUCT COMPONENT TEMPLATE

## DEFINITION

| | |
|---|---|
| *Name* | GWI Help Desk Software |
| *Description* | A web based Help Desk application that tracks incident tickets for support representatives. It will also do Surveys, Asset Management and Knowledge Management.  GWI also has a web page for users to issue their own incident tickets and to view their tickets. |
| *Rationale* | • Web based<br>• Easy to use<br>• Easy to access<br>• Problem Support<br>• One of two Help Desk software applications that is on State Contract |
| *Benefits* | • Since it is web based, more users can have access to it<br>• It is intuitive to learn which cuts down on end user training time<br>• GWI support has a good response time |

## ASSOCIATED ARCHITECTURE LEVELS

| | |
|---|---|
| *Specify the Domain Name* | Application |
| *Specify the Discipline Name* | Development Tools |
| *Specify the name of the associated Technology Area* | Change Management |

## KEYWORDS

| | |
|---|---|
| *List Keywords* | GWI, Help Desk Software, helpdesk, helpdesk software, customer service, call tracking, issue tracking, web help desk, software, help desk institute, customer support |

## VENDOR INFORMATION

| | | | |
|---|---|---|---|
| *Vendor Name* | GWI | *Website* | www.gwi.com/websites/2005/index.asp |
| *Contact Information* | See website | | |

## POTENTIAL COMPLIANCE SOURCES

| | | | |
|---|---|---|---|
| *Name* | | *Website* | |
| *Contact Information* | | | |
| *Name* | | *Website* | |
| *Contact Information* | | | |

## COMPONENT REVIEW

| | | | |
|---|---|---|---|
| *List Desirable aspects* | Under State Contract - <br>http://www.oa.state.mo.us/purch/cgi/display.cgi?contnum=C202035001 | | |
| *List Undesirable aspects* | will only send incident tickets to a single entity | | |
| *Operating System* | | *Platform* | Windows Server |

## ASSOCIATED COMPLIANCE COMPONENTS

### Product

| | |
|---|---|
| *List the Product-specific Compliance Component Names* | |

### Configuration Links

| | |
|---|---|
| *List the Configuration-specific Compliance Component Names* | |

## COMPONENT CLASSIFICATION

| | |
|---|---|
| *Provide the Classification* | ☐ *Emerging*  ☒ *Current*  ☐ *Twilight*  ☐ *Sunset* |
| *Sunset Date* | |

## COMPONENT SUB-CLASSIFICATION

| Sub-Classification | Date | Additional Sub-Classification Information |
|---|---|---|
| ☐ *Technology Watch* | | |
| ☐ *Variance* | | |
| ☐ *Conditional Use* | | |

## RATIONALE FOR COMPONENT CLASSIFICATION

| | |
|---|---|
| *Document the Rationale for Component Classification* | |

## MIGRATION STRATEGY

| | |
|---|---|
| *Document the Migration Strategy* | |

## IMPACT POSITION STATEMENT

| | |
|---|---|
| *Document the Position Statement on Impact* | |

## AGENCIES

| | |
|---|---|
| *List the Agencies Currently Utilizing this Product* | DMH, DSS, SDC |

## CURRENT STATUS

| | |
|---|---|
| *Provide the Current Status* | ☐ *In Development*  ☐ *Under Review*  ☒ *Approved*  ☐ *Rejected* |

## AUDIT TRAIL

| | | | |
|---|---|---|---|
| *Creation Date* | 6-21-05 | *Date Approved / Rejected* | 8/9/05 |
| *Reason for Rejection* | | | |
| *Last Date Reviewed* | | *Last Date Updated* | |
| *Reason for Update* | | | |