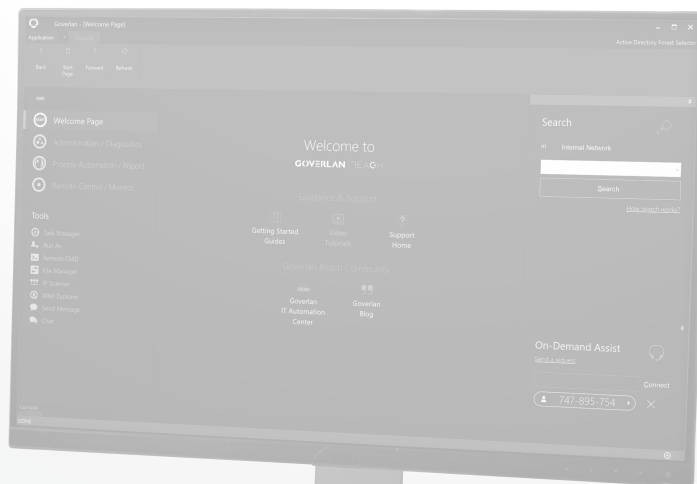


Best Practices to Improve Remote IT Support by Using Data



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Like all business functions in today's digital world, IT departments are increasingly turning to data to help them manage the growing complexity of their IT infrastructure.

For sysadmins and support engineers alike, maintaining a sprawling endpoint landscape comprised of different operating systems, software versions and configurations on every computer and server across the organization has become a major challenge. Until recently, it was not uncommon for a business to dedicate up to 75% of its IT budget just to maintain existing IT operations.

However, companies who steer their IT support through digital transformation, gain from being able to manage their infrastructure more strategically while improving the quality of delivery of IT services. The result is not only a reduction in time-to-resolution but also a reduction in the cost to service the infrastructure.

1. the Single Version of Truth for Remote IT Support

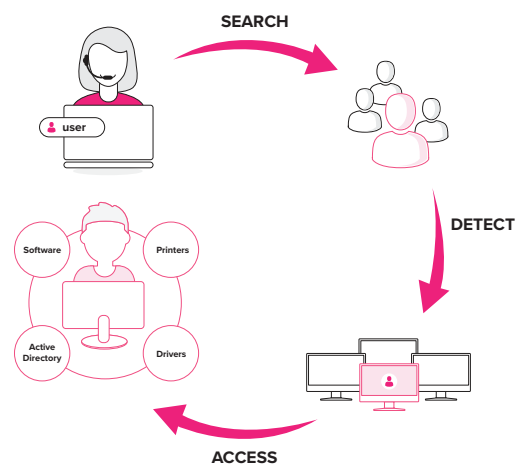
The Single Version of Truth (SVOT) is a business intelligence concept defined as the one view of data that everyone agrees is the real, trusted information. It is usually compiled from disparate data sources across multiple systems.

Its purpose is to facilitate decision making and is often credited with improving communication, reducing chances of conflict, and better end-to-end user experience. Applied to IT support, SVOT starts with using the right remote access tool that provides the following three key features:

1. Real-time detection of user's logged-in computers based on a user name or ID search
2. A 360-degree view of the end-user IT profile encompassing systems, devices, Active Directory and software
3. Easy access to real-time statistics such as CPU and Memory usage, disk activity.

Getting rid of fragmented tools has its obvious benefits. Moving technicians and engineers onto the same platform not only fosters collaboration but also helps with the delivery of a seamless experience for end users.

Technicians no longer have to remote control a workstation to see what's wrong. Instead, they can work in the background without interrupting the end user increasing productivity for both the technician and the employee.



2. Collect Data to Generate Actionable Insights

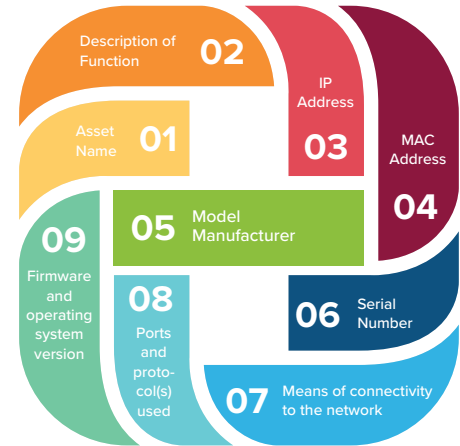
Simply put, you can't support or secure what you don't know you have. Businesses must collect data on their endpoints to generate actionable reports as a way to get out of firefighting mode and start planning strategically. It is best practice to start with a simple asset inventory report that includes: [see image](#)

There are several other advantages of aggregated data for IT departments.

For example, before patching a series of Windows machines, it is useful to query the OS version, the latest patch installed and the power status of each endpoint.

Looking at the insights consolidated in the discovery report, engineers can then devise the appropriate remediation plan and measure the success of their campaign against the initial data set. For the purpose of root cause analysis, IT departments can also store a daily snapshot of their end-user IT profile or endpoint landscape.

After a security incident, such as a ransomware attack, they can analyze the data to understand when the issue first surfaced, and infer why it wasn't contained.



3. Streamline IT Support with IT Process Automation

IT Process Automation is another way to leverage data to improve the delivery of IT services. With ITPA, engineers can build a workflow to automate a series of actions and dispatch its execution against multiple computers at once. This is useful for software or patch deployment as well as the automation of repetitive system management tasks.

Moreover, a workflow can be triggered as soon as the system detects when a computer or a server changes a configuration or state. As a result, IT departments can increase their agility by being able to remedy a situation before it becomes an issue.

“Scan, detect and remediate workflows” are great for enforcing IT compliance. They can be used for multiple purposes from automatically remediating a missing patch to removing blacklisted apps. IT Process Automation benefits businesses by increasing the accuracy and speed of the delivery of their IT support services, and it helps them mitigate risk.