



COMMAND & CONTROL · VISIBILITY · GOVERNANCE · SECURITY

GRANDLINKS ITSM

Feature Catalogue

Feature and sub-feature reference for the documented GrandLinks ITSM modules

SCOPE This catalogue lists the documented GrandLinks ITSM modules in a compact format.

WHAT'S INSIDE

Platform & Assets

Dashboard, CMDB, inventory, lifecycle

Service & Remote Ops

Help Desk, scheduling, Hyper Commands

Monitoring & SLA

Hosts, alerts, compliance

Governance & Admin

Licenses, users, settings, integrations

Security & Access

Authentication, 2FA, recovery, audit

01 Platform Overview, Dashboard, and Asset Management

GrandLinks ITSM centralizes IT service management, asset control, monitoring, remote support, governance, user administration, authentication, and configuration. It links daily support activity with infrastructure visibility, ownership, security checks, and operational reporting.

Main Dashboard

PURPOSE Give managers and technical teams a command-center view before opening detailed module pages.

- Average System Health Scores summarize system health, security, application health, and hardware condition.
- Historical Overall Scores show whether the environment is improving, stable, or degrading over time.
- Security audit widgets highlight BitLocker, Secure Boot, battery, antivirus, firewall, and critical Windows update conditions.
- Ticket and assignee widgets summarize recent ticket status movement, department workload, ticket load, and technician performance.
- Application stability widgets identify the applications with the most freezes and crashes, with drill-down reports for investigation.

Asset Management

PURPOSE Manage technical inventory and business ownership for computers, monitors, printers, software, network devices, and all tracked devices.

- Asset Dashboard includes asset counters, score cards, historical charts, PC status, manufacturer distribution, stability widgets, and alert cards.
- Computers list supports search, filters, pagination, map view, status visibility, and direct access to Computer Details.
- Computer list actions include VNC, SSH, Software Install, Add A Document, and Add Note.
- Computer Details includes Summary, Details, IT Documentation, Tickets, Software, Event Log, and Changes tabs.
- Computer editing updates department, location, building, floor, room, inventory number, Po number, and status.
- Network Scan and Computer Network Information support IP/CIDR scanning, network blocks, and open-port review.
- Separate inventory pages cover Monitors, Printers, Software, Network Devices, and All Devices.
- Monitors page focuses on display inventory, including model/manufacturer details, serial or caption information, and the related computer where available.
- Printers page covers two printer types: SNMP network printers discovered or monitored through network/SNMP information, and Local printers installed directly on user computers.
- Software, Network Devices, and All Devices pages provide application inventory, discovered infrastructure devices, and a consolidated cross-category asset view.

02 Service Management and Remote Operations

Help Desk

PURPOSE Control the ticket lifecycle from request creation to assignment, tracking, communication, and closure.

- Help Desk Dashboard provides ticket status, ticket distribution, department visibility, assignee summaries, and operational reports.
- Tickets page provides search, filters, settings, pagination, sorting, ticket status, priority, urgency, requester, assignee, department, and location visibility.
- Users can switch between normal keyword search and AI-assisted natural-language ticket search.
- Ticket creation supports title, content, type, priority, urgency, category, department, location, and asset association.
- Catalogue tickets standardize recurring requests through predefined ticket templates.
- Ticket details include activity history, replies, assignments, linked asset context, and ownership follow-up.
- Ticket Assignment Settings define automatic assignment by department or by location.

Technician Scheduling

PURPOSE Plan service tasks by technician, date, time slot, priority, status, estimated time, and ticket relationship.

- Daily and weekly technician calendars show planned work by technician and time slot.
- Service Tasks sidebar includes Unassigned, Unresolved, and All Tasks views.
- Task search and filters support department, location, date range, and technician focus.
- Drag-and-drop scheduling moves tasks across technicians and time slots with confirmation.
- Task forms include title, description, related ticket, priority, status, estimated time, and assignee.
- Tasks can be linked to tickets or created as standalone scheduled activities.
- On-hold and resume behavior supports paused and continued work.

Hyper Commands

PURPOSE Provide remote execution tools for deployment, terminal access, remote desktop support, and session tracking.

- Software Installation supports remote installation requests, status tracking, history, search, and filtering.
- Remote SSH connects to online devices through browser-based terminal sessions.
- Active SSH session views show current and previous remote access activity.
- Remote Console provides browser-based VNC/noVNC visual support.
- Device picker and Active Sessions table show target devices, session status, user, start time, and disconnect state.
- Toolbar controls include lock/control protection, keyboard controls, fullscreen, collapse, and disconnect.

03 Monitoring and SLA

Monitoring

PURPOSE Monitor infrastructure availability, host health, problems, alerts, groups, templates, and operational network visibility.

- Monitoring dashboard includes charts, gauges, maps, and host-location widgets.
- Hosts list supports search, filters, interface, availability, tags, templates, status, latest data, and problem indicators.
- Create Host wizard supports structured monitored-host onboarding.
- Host groups and monitoring templates organize devices and standardize monitoring behavior.
- Active Problems and alerts view supports filtering by severity, host group, tags, acknowledgement, and suppression.
- Per-host performance graphs show the behaviour of each monitored host.

SLA Management

PURPOSE Define and monitor service commitments, compliance, breach risk, escalation behavior, and support-performance accountability.

- SLA dashboards and KPIs summarize compliance, met and breached performance, aging, and service risk.
- Breakdowns and filters can cover date range, priority, urgency, department, location, status, and SLA policy.
- SLA policy management supports creation, editing, deletion, targets, and policy lifecycle control.
- Rule builder matches tickets to the correct SLA behavior.
- Escalation configuration supports operational follow-up when service commitments are at risk.
- Daily compliance charts and top met or breached policies support management review.

04 Governance, User Management, and Settings

Governance

PURPOSE Track and control software licenses, vendor contracts, digital certificates, ownership, cost, renewal dates, and expiration risk.

- Governance dashboard shows license, contract, and certificate KPIs.
- Expiration trends, vendor breakdowns, department breakdowns, and status/type charts support management visibility.
- Expiring-item highlights show licenses, contracts, and certificates requiring action.
- Software license management supports create, review, edit, and delete actions.
- License fields include vendor, product, license type, quantity used, quantity total, department, owner, and dates.
- Vendor contracts include lifecycle, renewal, contacts, ownership, dates, costs, and currency.
- SSL or digital certificates track domain, issuer, serial number, validity dates, status, owner, department, and expiration.

User Management

PURPOSE Administer users, access rights, organization data, role behavior, groups, locations, aliases, and login audit history.

- User directory supports create, edit, delete, block, search, and pagination.
- User forms include basic information, role mapping, workstation mapping, groups, department, location, account status, and profile summary.
- Ticket reassignment support preserves operational ownership when user changes affect assigned tickets.
- Roles support create, edit, delete, visible tabs, assigned users, and permissions.
- Permissions use All, Read, or None per module and subpage.
- Multi-role permission resolution applies the lowest permission level to avoid privilege escalation.
- Groups, departments, office/site locations, computer aliases, login audit filters, and audit column customization support administration.

Settings

PURPOSE Centralize user preferences and system configuration for display, language, assignment, identity, email, polling, and monitoring integration.

- Notifications panel includes All, Unread, Alerts, and Mark All as Read.
- User menu includes My Profile, Language & Locale, Account Settings, and Sign Out.
- Language & Locale supports English and Portuguese.
- Table Display Mode supports Pagination Mode and Load More Mode.
- Map Mode & Style supports Streets, Satellite, Dark, and Light.
- Barcode Settings supports Code 39 and Code 128.
- Ticket Assignment Settings choose assignment by department or by location.
- LDAP, SMTP, IMAP, SNMP, and Zabbix configuration pages connect the platform to external services.

05 Authentication, Password Recovery, and Catalogue Summary

Authentication and Password Recovery

PURPOSE Protect platform access, validate users, enforce security checks, and support secure account recovery.

- Username and password sign-in provides standard account access.
- Two-factor authentication uses a six-digit code for additional verification.
- reCAPTCHA v3 validation and license status validation are checked during login.
- A user is blocked after four failed login attempts.
- Successful login redirects the user to the first permitted module.
- Password reset can be requested by email address or username.
- Password reset email contains a one-time token valid for 30 minutes.
- LDAP account detection provides admin guidance when password control belongs to the directory.

Operational Feature Grouping

- Visibility and reporting: dashboards, score cards, counters, maps, widgets, reports, charts, filters, sorting, pagination, and export.
- Service delivery: Help Desk, tickets, catalogue requests, technician scheduling, assignment rules, activity history, SLA scope, and follow-up.
- Asset control: computers, monitors, printers, software, network devices, all devices, computer details, editing, documentation, notes, event logs, and changes.
- Remote support: VNC, SSH, software installation, remote console, device picker, active sessions, disconnect actions, toolbar controls, and history.
- Security and access: authentication, 2FA, reCAPTCHA, failed-login blocking, password recovery, login audit, BitLocker, updates, antivirus, firewall, battery, and monitoring problems.
- Governance and administration: licenses, contracts, certificates, users, roles, permissions, groups, departments, locations, aliases, language, barcode, LDAP, SMTP, IMAP, SNMP, and Zabbix.