

Symantec™ ServiceDesk 7.0

Advanced Integration, ITIL Support and Process Automation

Overview

According to the U.S. Help Desk Institute the typical cost of an automated self-help incident is around \$12 compared to desktop support at around \$33.¹ This highlights the potential cost savings to an organization of leveraging process automation and self-service capabilities. In addition the effects of slow service delivery to end-users and customers often extends beyond IT to impact the entire business. Having detailed information about devices and the environment at help desk technician's fingertips allows for rapid issue resolution and allows IT to focus on more complex issues

Symantec™ ServiceDesk helps organizations to improve their availability and service levels while reducing their overall service desk costs.

The Modern Service Desk: Advanced integration, process automation, and ITIL support deliver business confidence

Symantec ServiceDesk ushers in a new generation of service desk allowing customers to move from a traditional and reactive ticketing system to a broader process-based model. It is a powerful ITIL-based incident, problem, change, release, and knowledge management tool. The solution provides a single point of contact and facilitates rapid restoration of normal operational service with minimal business impact and also within agreed service level agreements (SLAs).

ServiceDesk helps you align with organizational objectives

1. Source: Help Desk Institute Practices & Salary Survey 2008

by providing self-service capabilities for end users, easy creation and editing of automated processes, ITIL recommended processes 'out of the box', advanced integration with Symantec and third party products and fast task-relevant screens for help desk technicians and system administrators as well as customizable dashboards and analytic reporting for decision makers.

ServiceDesk empowers you to take control of your environment with actionable information and reporting. Scheduling capabilities and forward schedule of change help you to effectively schedule resources, proactively minimize down time and respond faster to change requests. ServiceDesk will not only help you to identify problems in your organization but also to take immediate action to resolve them.

Now you can give IT back valuable time and money allowing you to focus on more complex or strategic projects and enabling your business to grow. The result is a more agile IT department that's better able to provide improved business services and increased customer satisfaction levels.

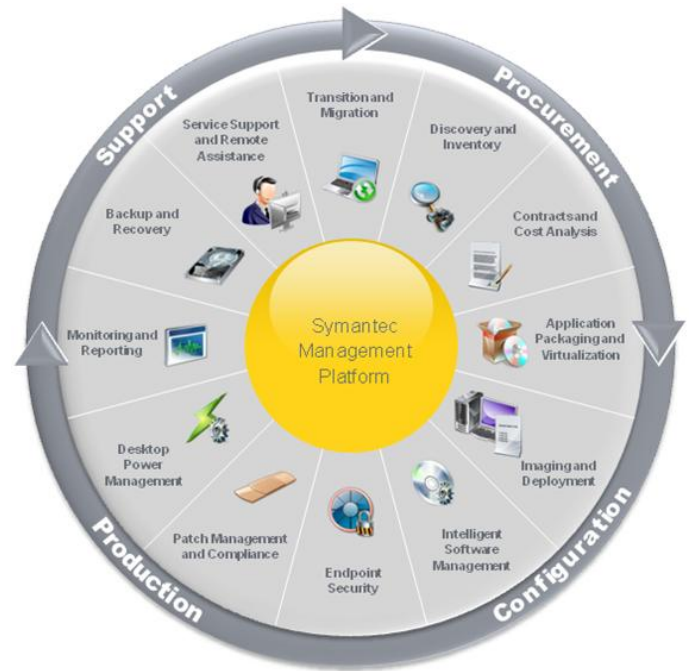
A comprehensive and flexible service desk

ServiceDesk includes everything you need for comprehensive management and efficient operation of your organization's service desk. Based on best practice processes ServiceDesk is designed for fast implementation, easy integration with other products, drag-and-drop customization and optimization of IT processes to deliver immediate benefits. Unlike several other products on the market today with ServiceDesk you

receive all expected functionality for a single upfront purchase price. A knowledge base, the Configuration Management Database (CMDB), change management and process automation (workflow) capabilities are all included by default. In addition ITIL recommended best practice processes are provided straight 'out of the box' such as Incident Management, Problem Management, Change Management and Release Management.

Because it's built on a unified management platform, it's easy to add solutions that go beyond service desk without adding unnecessary infrastructure or complexity. The platform delivers advanced integration benefits and will enable your solution to flexibly scale in line with your needs as your organization grows. Ease of integration is provided for other Symantec products as well as third party products. Expanding upon ServiceDesk with additional Symantec products allows your organization to increase security, track assets, and manage client and server devices over time. Because ServiceDesk is natively integrated it is easy to simply snap additional Symantec solutions into the underlying Symantec Management Platform framework.

- Symantec™ Endpoint Protection 11.0—Combines Symantec AntiVirus™ with advanced threat prevention to deliver unmatched defense against malware for notebooks, desktops, and servers.
- Altiris™ Client Management Suite—Provides comprehensive management for client systems, including deployment and remote assistance functions from a centralized console.



- Altiris™ Server Management Suite—Provides comprehensive management for business-critical servers and operations, including deployment, management, and monitoring functions from a centralized console.
- Altiris™ Service & Asset Management Suite—Combines enterprise asset and service management into a single web-based architecture, repository, and console.
- Altiris™ Total Management Suite—The industry's most comprehensive suite of IT lifecycle automation solutions is designed to help IT organizations manage, secure, and support all IT assets.

New features in ServiceDesk 7.0

Summary	Benefits
Support for Symantec Management Platform 7.0	
<p>Symantec ServiceDesk now supports the latest version of the Symantec Management Platform. Easily integrate features of security, data loss prevention, systems management, backup and recovery, and more.</p>	<ul style="list-style-type: none"> • Integration and coordination between different Symantec products including security, data loss prevention, systems management, and backup and recovery. • Because of the flexible nature of the Symantec Management Platform, it allows for future integration with even more Symantec products • Integration with the Configuration Management Database (CMDB) built into the Symantec management Platform. • Integration into remediation data and tools to enable process creation around the resolution of problems in the environment
Fast, task relevant screens	
<p>Fast, task relevant screens help both technicians and end users provide only the required information to move the process forward. Simplifying the screens eliminates wasted and minimizes risk of incorrect data entry. Ultimately this helps to decrease the time it takes to resolve requests.</p>	<ul style="list-style-type: none"> • Decreases the time it takes to resolve requests • Eliminates wasted time gathering irrelevant or unneeded information • Minimizes risk of incorrect data entry.
ITIL and best practice based Service Desk processes	
<p>Process workflows are included with ServiceDesk 7.0 out of the box</p>	<ul style="list-style-type: none"> • Reduce IT costs • Processes available out-of-the-box • Support for ITIL best practices
Drag and drop Workflow Designer	
<p>ServiceDesk provides an easy to use and graphical drag-and-drop designer for designing forms, surveys and processes. It means that IT staff don't need to have coding skills to optimize and automate their service desk processes and workflows. The visual designer lays the foundation for IT process optimization and leverages the correct blend of ease of use and extensibility.</p>	<ul style="list-style-type: none"> • Fast and easy customization of forms, surveys and processes • No coding skills required • Puts process creation back in the hands of process owners
Scheduling capabilities and Forward Schedule of Change	
<p>Calendar view of all scheduled changes including monthly and daily views, Gantt views that identify where business services or CIs overlap in the schedule.</p>	<ul style="list-style-type: none"> • Effectively schedule resources • Minimize down time • Respond faster to change requests
Customizable dashboards and analytic reporting	
<p>Ability to integrate reports built in ServiceDesk, external and custom built web parts. The integrated reports are enhanced with a library of graphical components which can be used to display trends, volumes, ratios, and escalations. The administrator can mix and match these components in a wide range of presentation styles to fit the needs of the business as well as customize the content for dashboards that are secured at an individual, group or role level.</p>	<ul style="list-style-type: none"> • Quickly and easily deliver meaningful information • Visual reports • Enhanced reporting provides the information needed to improve IT processes, planning, and resourcing
Knowledge Base	
<p>Knowledge can be entered in the form of articles, FAQs, discussion board entries, or wiki articles. This information is immediately integrated into the approval process so the Knowledge Manager can review articles for content and accuracy prior to publication. All entries can be user rated to determine those articles that should be removed or edited/improved. The knowledge base also includes a scrolling bulletin board service, which facilitates proactive notification and communication to the organization.</p>	<ul style="list-style-type: none"> • Access to available resolution information or workarounds reduces and eliminates triage cycles and provides consistency across the ServiceDesk. • Provides end users with up to the minute status directly from the submission portal • Ability to proactively inform users of wide spread problems or future changes.

Key features and benefits

Key Features	Key Benefits
ITIL and best practice based service desk processes	<ul style="list-style-type: none"> • Reduce IT costs • Processes available out-of-the-box • Support for ITIL best practices
Drag and drop Workflow Designer	<ul style="list-style-type: none"> • Fast and easy customization of forms, surveys and processes • No coding skills required • Puts process creation back in the hands of process owners
Self-Service and Automated Processes	<ul style="list-style-type: none"> • Reduce IT costs • Decrease IT time spent on manual time consuming tasks • Allow IT to do more with less
Advanced integration with Symantec and 3rd party products	<ul style="list-style-type: none"> • Easily integrate with existing systems and tools • ServiceDesk can leverage IT Lifecycle tools to troubleshoot, deploy, manage, or secure machines • Provides access to process data from third-party applications, such as Active Directory and SharePoint.

Symantec Management Platform server version 7

- Microsoft Windows 2003 Standard or Enterprise Server with SP2
- SQL Server® 2005 with Service Pack 2
- Database Engine
- Analysis Services
- Reporting Services
- Internet Explorer 7
- SQL Server® 2005 Management Objects Collection as contained within the feature pack
- For 32 bit installs use the SQLServer2005_XMO.msi
- For 64 bit installs use the SQLServer2005_XMO_x64.msi
- Internet Explorer® 7

For more information

Visit our website

<http://www.symantec.com/business/service-desk>

To speak with a Product Specialist in the U.S.

Call us toll-free at 1-888-252-5551 or send an email to AlirisSalesInfo@symantec.com

To speak with a Product Specialist outside the U.S.


For specific country offices and contact numbers, please visit our website.

About Symantec

Symantec is a global leader in providing security, storage and systems management solutions to help consumers and organizations secure and manage their information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored.

Symantec World Headquarters

20330 Stevens Creek Blvd.
Cupertino, CA 95014 USA
+1 (408) 517 8000
1 (800) 721 3934
www.symantec.com

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