



## LANDesk® Service Desk 7.2

The End of Help Desk Headaches

## Add Service and Integration to the Traditional Help Desk

A service desk extends the traditional help desk by consolidating call logging (incident management) and other service best practices (problem, configuration and change management) into a single application. And LANDesk® Service Desk gives you full service desk functionality that integrates with leading LANDesk® systems, security and process management solutions.

With LANDesk® Management Suite integration, your service desk team accesses the key functions needed to solve users' issues and make work life easier for everyone, including inventory, remote control, chat, file transfer, remote execute and reboot capabilities. LANDesk® inventory data, accessible directly from the service desk console, gives technicians complete information about both hardware and software. They're empowered to establish and maintain enforceable policy-driven service management and access comprehensive audit tracking and reporting capabilities—making it easier and less costly to remediate vulnerabilities, track transaction histories and eliminate the risk of ongoing failures.

Integration with LANDesk® Process Manager also lets your technicians go from reactive mode to proactive mode by automating IT processes and service desk operations to create previously unknown consistency and predictability.

## Make Life Easier and More Productive for Technicians and End Users

Are you ready to bring enterprise-level help desk functionality to your organization without the enterprise price? Do you want to reduce your number of help desk cases and empower both help desk technicians and end users to be more productive and proactive? Do you need to introduce more consistency into how your help desk team handles incidents and problems and deals with changes?

Do all this and more with LANDesk® Service Desk.

### Enterprise Capability and Scalability, Mid-Market Affordability and Usability

LANDesk® Service desk delivers enterprise-level consolidated service desk capabilities without requiring a large enterprise budget, training or knowledge level. And whether you're simply looking to improve service levels or want to provide complete service provision, LANDesk Service Desk is scalable to grow with your service needs. Unlike other service desk solutions, it includes comprehensive capabilities that let you easily implement Information Technology Infrastructure Library (ITIL) version 2 and 3 and Information Technology Service Management (ITSM) best practices. Your team is empowered to easily and proactively integrate business and IT strategies, access agile service design, clarify the management of service providers and levels and improve measurement, demonstrate value and promote continuous improvement.

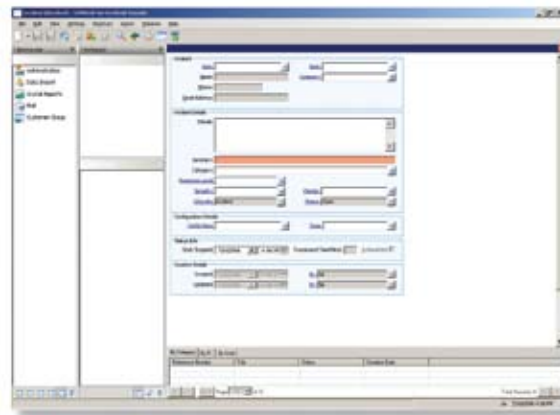
Implement LANDesk® Service Desk to help you:

- Resolve support and service issues more quickly with access to enterprise-level capability and scalability with mid-market affordability and usability.
- Gain complete control over levels of support and easily manage the life cycle of the services IT provides and add business value.
- Reduce costs by reducing your overall number of help desk incidents.
- Improve efficiency by empowering technicians to easily define and follow multiple support procedures.
- Empower end users and customers to actively participate in solving support issues.
- Integrate systems and security management functionality into your service desk solution.

Use LANDesk Service Desk as a stand-alone solution or combine it with LANDesk® Management Suite and LANDesk® Security Suite to add integrated systems and security management functionality to your service desk.

### Get to Resolution and ITIL Best Practices More Quickly

LANDesk® Service Desk puts your service and support teams a simple click away from effective, world-class resolution of service issues. Its simple interface gives your team access to a powerful set of features and benefits, including the basics of incident and call logging, assignment, service levels, escalation, form design and user structures. They have immediate access to who's calling, his/her role within the organization or customer base, what equipment or services he/she uses and how critical the issue is.



LANDesk® Service Desk includes built-in processes for ITIL Service Desk, Incident Management, Change Management, Problem Management and Service Level Management, so you can quickly and efficiently manage the life cycle of the services IT provides and create true business value.

Appropriate assignments and service levels are automatically applied throughout an issue's life cycle. Staff and customers are notified of any actions they need to perform, and color-coded fields and lists ensure that the most urgent items receive attention first.

With LANDesk Service Desk, you also easily introduce ITIL best practices. Rather than manually implementing ITIL outside of your service desk solution, LANDesk Service Desk gives you built-in processes for ITIL Service Desk, Incident Management, Change Management, Problem Management and Service Level Management, so you can quickly and efficiently manage the life cycle of the services IT provides and create true business value.

### Improve Efficiency and Empower Your Service Team

Implement a fully policy-driven operation with LANDesk® Service Desk. Quickly and easily define and follow multiple support procedures that work with your organization's business structure, job roles, service levels and permissions. Policy-driven incident reporting, root cause analysis for problem management, audit tracking and automatic knowledge base creation further speed time to resolution for both your service team and end users.

In addition to LANDesk Service Desk's foundation of flexible, graphical procedure design, all forms are fully configurable—configure fields, labels, colors and windows to match your own organizational and user-requirements. The flexibility and benefits of a configurable solution are transparent to the day-to-day technicians who see only a user-friendly role-based application that allows for quick, easy delivery of the highest levels of service.

### Empower Proactive Participation

With LANDesk® Service Desk, your end users and customers easily interact with service desk staff and access real-time information on the progress of their incident through a self-service portal. Information is proactively passed through e-mail, your existing intranet or external Web site, mobile devices and more. Any number of tabs or pages can be configured to facilitate various entry points into your service desk depending on your needs. And regardless of access method, end users and customers are empowered to perform needed actions required to solve their incident, such as viewing, logging, updating and responding to queries on incidents. They access information on call or case status, frequently asked questions and the ability to log and track calls without interrupting service desk technicians.

End users and customers can also be empowered to help themselves with knowledge base tools that quickly capture, approve and publish information on known issues, making it almost immediately available to your entire user base—further facilitating self-service and faster resolution times.

### Manage the Life Cycle of IT Services and Create True Business Value

A comprehensive service-level management component in LANDesk® Service Desk lets your service organization define service level agreements to satisfy the needs of both employees and customers. The requirements of all areas of your organization can be aligned to provide achievable, realistic levels of service delivery. LANDesk Service Desk's fully configurable user interface ensures that every type of service—from a simple incident, problem or service request to any other definable sequence of events followed by a service team—is managed appropriately and that the right action is completed by the right person at the right time.

Powerful console or browser-based access gives end users and customers access to the same service solution regardless of location or network permissions—anyone at any time can get service without requiring information or systems to be duplicated. And with end-user access to incident, problem and change procedures as well as the knowledge base, you gain consolidated, consistent service delivery across all offices and locations.



### Ensure Visibility and Understanding

LANDesk® Service Desk gives your entire service management team powerful, easy-to-use access to management-level information.

- Configurable welcome screens provide an at-a-glance understanding of each individual's areas of responsibility using unique embedded queries driven by a custom lookup component that delivers relevant information to each user in a simple, tailored manner.
- Powerful statistical reporting and single-click access to current activity ensure that the appropriate manager is always aware of the effectiveness of the service function and of any potential issue anywhere within your organization.

# Key Features

## Service-Level Interaction and Management

- A powerful graphical user interface makes managing and placing service desk requests easier and more efficient.
- Mobile device accessibility, including Blackberry, Windows CE and iPhone, keeps roaming technicians connected and productive and prevents disruptions to the problem resolution life cycle.
- Web browser-based interface allows technicians and customers to easily communicate and track status and requests.
- Management of detailed escalations, actions, response levels, response agreements, contract, operational level agreements (OLAs) and service level agreements (SLAs) let you deliver the best service for each need.
- Automatic actions, including color changes, e-mail notification, severity changes and automatic reassignment, let you improve efficiency and time to resolution.

## ITIL Plus

- Built-in support for ITIL version 2 and 3.
- Built-in procedures for ITIL Service Desk, Incident and Call Management, Change Management, Problem Management and Service Level Management let you easily, quickly and effectively implement or extend ITIL best practices.
- All requirements identified by ITIL are matched and exceeded to give you flexibility specific to your needs.
- All the components needed to go beyond simply executing processes and manage the life cycle of provided IT services to create business value are built-in.

## Powerful Connectivity and Integration

- Integration with leading desktop management tools and toolsets for remote control, chat, file transfer, remote execute and reboot let you effectively use your existing tools to provide faster, better support.
- Easy access to data in external databases enables integration with existing resources and information.
- Microsoft Active Directory and Novell eDirectory integration enable proactive, remote IT problem management and control using the LANDesk Service Desk console.
- LANDesk® Desktop Integration enables seamless integration with LANDesk® management solutions, Microsoft SMS, Novell ZENWorks or Touchpaper ActiveAssistance to give you broader access to pertinent inventory information with less effort, fewer consoles and less training.

## Quick Easy Knowledge Base Capture, Approval, Publishing and Access

- Dynamic searching offers suggested advice as incident, call, problem and change information is populated, is based on single or combined forms and includes a fully configurable results display.
- Document indexing takes existing business documentation from multiple locations and scans it into a single tree structure—no rewriting or redefining of existing documentation is needed.
- Designable knowledge structures allow for a single article form with unlimited searchable fields.
- Automatic knowledge creation automatically captures knowledge from incidents, problems and changes.

- Knowledge procedures allow you to define the steps required to build your knowledge base based on approved information and ensure compliance.
- Easy administration lets you quickly identify and take action on articles due for review.
- Effectiveness reports let you record relative proven-value for articles through both business-usage and feedback.

## Web-Based Service Portal

- Self-service portal gives end users and customers access to the information and tools needed to participate in fast, effective problem resolution.
- Portal is always available to users regardless of location and time of day, so users can proactively report a problem, find information and initiate a solution.
- Customers can self-publish FAQs, search the knowledge base, log incidents, request services and review reports to alleviate support staff and increase efficiency.
- E-mail communication capabilities let you log and move an issue through its life cycle using only e-mail.

## Policy-Driven Service Delivery

- A policy-driven solution lets you define a procedure and follow it to ensure consistency and efficiency and allows for easy, intuitive management of an incident's life cycle and closing.
- Quick “where am I” lookup facilitates faster problem resolution and saves technicians time.
- Flexibility lets technicians quickly move an incident from one step to another.
- Preset default values and events can be defined to your specifications.
- Automatic events can be defined to increase efficiency.
- Customers or third parties can be directly involved in the progress of an issue and its resolution.

## Easy Administration

- Automatically loads new or upgraded software on every technician and user machine the first time the system is accessed, saving time and money and reducing downtime and the demands on resources.
- Graphical user management and the ability to explore visual diagrams and procedures result in an easier, more user-friendly procedure for service staff.
- Graphical procedure and window design make procedure creation faster and more intuitive.
- Privileges and permissions can be set to streamline service procedures.
- A single interface reduces service management headaches and training needs and expense.
- Graphical display of users and business structures—both internal and external—adds visibility and ease of use.
- An intuitive, visual structure let technicians easily navigate and understand relationships and groupings.

## End-User and Customer Friendly

- Web-browser version gives end users and customers anytime, anywhere access to full-service problem resolution.

## Visit [www.landesk.com](http://www.landesk.com) for more information.

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