

Gain Control with Service Visualization

In many organizations, IT infrastructure changes have traditionally been some of the leading causes of new Incidents raised to the service desk. To mitigate that risk, service desk teams often introduce a change process to control each step. One of those best-practice steps is the ability to visualize the relationships between IT components that make up a service rather than viewing and managing each component as a single entity.

LANDesk® Configuration Manager is designed for use in a service management context, where a single, ill-considered change to a key asset or configuration item can negatively impact high-priority services and the business operations that rely on them.

Problems Solved

- Gain control of change management
- Make relationships between IT assets more visible
- Assess the risks associated with change more effectively
- Provide context to service management and business decisions
- Assess the impact of changes on productivity
- Reduce the number of Incidents attributable to changes
- Increase success rates associated with Change
- Improve service availability and SLA compliance
- Reduce service disruption and support productivity
- Communicate proactively with end users
- Meet governance, legal and contractual regulations
- Attain operational and cost efficiencies
- Experience seamless IT operations

Without service transparency or visualization, service desks struggle to understand how a change to one component impacts the rest of the service and the productivity of your end user customers who use that service. LANDesk Configuration Manager supplements and extends the LANDesk® Service Desk platform with additional configuration management capabilities that assist in improving service availability and continuity, meeting service levels, and improving end user satisfaction.

Consolidate Configuration Items

LANDesk Configuration Manager provides quick, convenient data federation across a wide range of data sources, including LANDesk® Management Suite and most leading systems management suites, directory services, and business applications. You can connect to disparate systems and bring together data silos for a unified view of your assets and configuration items. In doing so you speed IT actions and reactions in change processes while avoiding unnecessary risk and cost in your change management.

Using the version control feature inherent in LANDesk Service Desk, significant configuration items (CIs) can be identified, defined, and placed under version control, enabling you to introduce even further control into the change process. You can maintain past versions for rollback, if necessary, and future versions can be created while the Configuration Management Database (CMDB) updates its current version automatically when a change is confirmed.

This reduces the need for your team to update the data manually. In addition, each time a change is made to a CI, details of the change are included in the CI history which you can use for historical trend analysis and auditing, further supporting IT governance.

Exception Management

For the significant properties of the key CIs you wish to monitor, built-in data reconciliation validates existing CI records against incoming discovery asset data from your discovery tools, including LANDesk Management Suite, ensuring de-duplication. Any variation discovered between the managed data in the CMDB and the discovered data is logged in LANDesk Service Desk. These discovered variations usefully indicate unrecorded or unauthorized changes, further improving your asset management and Change processes control, thereby reducing undesired infrastructure states that need investigation.

Service Visualization

LANDesk Configuration Manager graphically maps and visualizes the hierarchical and peer-to-peer relationships between CIs. This enables accurate representation of the physical and virtual relationships between CIs and IT services and tracks them through their lifecycles.

Those responsible for Change activities can capture the relationship between a service and the infrastructure components that deliver it (such as between an email service and a specific server cluster and set of load balancing

switches). These relationships are represented in CI Structure diagrams. LANDesk Configuration Manager can also generate CI structures automatically in data source systems that provide your CI data for the Service Desk CMDB, based on business rules and pre-defined relationships.

It's also possible to perform actions directly from CI structures, such as creating reports based on CIs or raising a new process and populating the appropriate CI record on the process automatically. The result is consolidated information that helps you to simplify and expedite all decisions related to service management, configuration, and infrastructure change.

Impact Analysis

Through impact analysis your change team can quickly determine the impact of a change. To evaluate the impact, LANDesk Configuration Manager calculates which configuration items will be affected. It's also possible to associate a CI with an end user of that item and then view the impact a change to a CI would have on its associated users.

Those responsible for changes to the IT infrastructure can visually assess the potential impact that proposed changes to a CI will have on other CIs and therefore the level of service that can be provided to other users. LANDesk Configuration Manager brings order, efficiency, and safety to your change process. Because key relationships are presented graphically for visual analysis, you can easily identify the potential risks of any proposed change before they affect business productivity and your end user community.

From this view your team can notify affected users about upcoming changes and set correct expectations, improving proactive communication so that end users stay informed and connected with IT operations and gain greater trust and confidence in IT.

Assisting All Aspects of ITSM

LANDesk Configuration Manager supports and improves every aspect of service desk operations. For example, not only is service visualization an essential tool for managing change, it can also be used as part of incident and problem management. It assists in identifying and isolating the CIs that are the root cause of an issue. Without this visualization, service teams can spend a lot of time trying to understand which CIs might be causing the issues and whether certain end user issues are related to a poorly performing service.

With LANDesk® Desktop Manager enabled, Configuration Manager allows service desk staff to right-click an item in the CI structure view to display a menu that lets you use desktop management functions such as remote control on the selected computer.

Make IT Infrastructure Changes with Confidence

LANDesk Configuration Manager helps you gain control of your service delivery by maintaining an end-to-end IT Service view of your CMDB. Providing a clear and common understanding of the IT services, the CI components with associated SLAs, and your end users that subscribe to these services enables your teams to manage the complete change process. You reduce failure or mismanagement and the resulting Incidents that impact productivity.

Features and Benefits

Feature	Detail	Benefit
Data Federation	Draws information from virtually any source and automates configuration item (CI) updates.	Gain a single source of record for asset and CIs.
Exception Reporting	Compares discovered data against data stored in the CMDB.	Adds a further level of control to your data management processes.
Configuration Item Structure Interface	Graphical interface to create links between CIs and to create a total structure of an organization's CIs. Create a number of views from different assets and locations.	Gain context for decisions through an end-to-end IT service view.
CI Relationships	Create relationship types such as: "Is part of;" "Is used by;" "Dependently linked to."	Easily map relationships for future analysis.
Impact Analysis	View the impact a CI has on related CIs.	Assess the impact of changes on productivity to reduce risk.
Notification	Use CI structure component to notify affected users.	Proactive communication that helps to build trust and confidence in IT.
View CI History	Any CI changes are viewed in CI history.	Assists in auditing and historical reporting.

For more Information, visit our website: <http://www.landesk.com> or email us at sales@landesk.com. Or speak with a LANDesk product representative:

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