

Proactive Detection and Remediation

There is a fundamental gap in most IT operations. On one side, network monitoring tools and isolated event management deal with the operational health of systems. On the other side, service desks are focused on ensuring the satisfaction and productivity of their customers. So while system outage alerts may be generated by a network management tool, your service desk is not always aware until one of your users is prevented from working and raises an issue. The challenge for service desks is to gain visibility and respond to any deterioration in any part of the IT infrastructure that affects service delivery before it impacts the productivity of your customers.

Problems Solved

- Gain visibility of critical events
- Reduce the number of user-reported incidents
- Attain seamless IT operation
- Resolve issues proactively
- Reduce operational costs
- Improve end user satisfaction
- Reduce business impact
- Adopt ITIL best practices

Delivery of Critical Information

LANDesk® Event Manager provides the “glue” between external tools and LANDesk® Service Desk by capturing, interpreting, and initiating the appropriate action for events. The solution captures defined event alerts from multiple monitoring sources, e.g. network management tools for configuration items such as servers. The event details are logged in Service Desk, giving staff a complete picture of what they are dealing with, increasing their operational efficiency. At the same time, by defining and acting on only those alerts that are important to the service desk you can ensure that the desk is not bombarded with every system notification that is created. In addition, IT staff can focus more time on solving customer problems and less time on system monitoring.

Configurable Response

Thanks to LANDesk Event Manager, LANDesk Service Desk provides the flexibility to deliver any response that you require. The solution takes action by prioritizing and routing an event alert for an immediate response from the service desk to speed resolution. An event, incident, or any other process can be initiated automatically in Service Desk according to business rules and drive the most appropriate response for your environment.

As a result, the service desk can resolve an issue before your customer is even aware or impacted by a service outage, reducing service disruption and increasing customer satisfaction.

Intelligent Updates

LANDesk Event Manager does much more than create an event process for an incoming alert by continually monitoring for information and providing updates. The solution keeps a list of active events and matches them to the corresponding process response so that information updates can occur automatically, reducing operational costs. For example, if an alert triggered the creation of an Incident when a server was down and the server is restored, that specific Incident can be updated automatically and resolved when the server is detected as back up and running.

Trends and Reports

Using Event Manager, LANDesk Service Desk can leverage trend information featured in network management tools so that IT isn't simply reacting to immediate threats to user productivity, but guarding against underlying longer-term issues. Signalling status changes or exceptions allows the appropriate team to perform early response. For example, if a server slows down at the same time each week, the event can generate a problem to identify the root cause.

True ITIL-Based Event and Availability Management

LANDesk Event Manager delivers true ITIL-based Event and Availability Management. It is an entry point for the execution of your ITIL processes and related tasks that link to your service delivery.

Your service design phase of the service lifecycle defines which events LANDesk Event Manager listens for. These will likely be

exception events that trigger automatic, process-driven responses for Incident, Problem, and Change Management in LANDesk Service Desk. In doing so, LANDesk Event Manager plays an important support role in continual service improvement activities by providing the information that enables LANDesk Service Desk to make customers aware of service changes through notification emails, RSS feeds, self service or social collaboration, as well as to update processes as new information is captured.

In addition, the information Event Manager provides enables you to begin engaging in other ITIL processes such as capacity and availability management. You can report on key availability metrics such as mean-time-to-repair or mean-time-between-failure that offer further insights to improve the availability of services.

Features and Benefits

Feature	Detail	Benefit
Support for Third-Party Network Management Tools	Supports any tool that can post to the LANDesk Event Manager interface.	Comprehensive and seamless integration increases IT operational efficiency and ensures users stay productive.
Event Manager Web Service Interface	Receives "Send" or "Post" events from external applications to Service Desk.	Early detection of events ensures the service desk is aware of issues before their end users are.
Event Manager Component	Enables configuration of Event Manager to take action based on configurable rules to create processes, update process, and perform any action.	Flexible to your business and customer requirements, improving customer satisfaction.
Intelligent Event Matching	Finds and updates open processes for same configuration item.	Updates ensure accurate visibility as events progress.
Templates	Apply templates based on event types, allowing setting of response levels, etc.	Speeds resolution by reducing manual input.
Generate Events Using URLs	For third-party applications that can't run event logging executables.	Inclusive for any application.

Contact LANDesk to Learn More

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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