Collaborative Planning

Modern support groups have ever-increasing demands on their resources. When issues arise, it's often critical to the business that they be resolved as quickly as possible. Otherwise, they can negatively impact the internal organizations of the business and its customers.

When issues can't be resolved quickly, at the very least IT should have the necessary visibility into the actions that need to take place to resolve those issues, as well as when those actions will take place. Therefore, when required actions are assigned, it's essential that they not conflict with other equally important tasks. It's also crucial that the individuals responsible for carrying out those tasks have full visibility of their outstanding workload.

LANDesk® Resource Manager enables analysts to assign tasks and appointments dynamically to individuals or groups as a standard part of the support process. In addition, the solution provides full visibility of individuals' and groups' outstanding assignments and tasks.
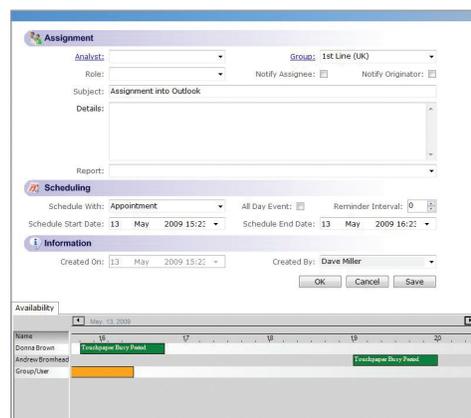
Timely Activity

LANDesk Resource Manager affords the assigning analyst full visibility of their team members' or groups' current tasks and commitments. This allows impending tasks to be assigned in a way that avoids scheduling conflicts and guarantees that planned activities can be timed in order to ensure service level agreements or operational level agreements are being met. If circumstances arise where a resource conflict could put service levels at risk, the solution's comprehensive visibility gives managers all the information they need to re-prioritize tasks and reassign resources. This includes bringing together into once place all required scheduling information, eliminating the practice of having to physically searching for available resources.

The ability to ensure that tasks can be completed on schedule boosts confidence in the support group, resulting in greater customer and user satisfaction.

Comprehensive Communication

In addition to facilitating task assignment, LANDesk Resource Manager ensures that the assigned groups or individuals are aware of their assigned tasks. The solution automatically emails them regarding their assigned tasks, records their assigned appointments in their personal calendars, adds tasks to their task lists, and when they are marked completed, it relays that information to LANDesk® Service Desk where it will update that task or assignment automatically as being complete.

The complete communications process ensures that everyone involved in the support cycle is kept fully aware of progress at all times.

Key Benefits

- Allocates activities in an accurate and timely fashion to ensure service level compliance

- Dynamically alerts analysts and groups of outstanding work and new assignments

- Provides a single calendar view that enables informed task assignment

- Avoids scheduling conflicts and enables completion of tasks according to plan

- Automates communications between all involved parties, improving overall customer satisfaction

LANDesk Resource Manager

Collaborative Working

LANDesk Resource Manager provides what is often seen as the missing link in the end-to-end support process. From within a single calendar view, the assigning analyst has full visibility of the workload and tasks they assign to their groups and team members. They're able to assign tasks and responsibilities dynamically to the relevant people, while leveraging automatic email communication to confirm those assignments. When tasks are complete, the automatic update to the service desk record through both notification of completion and text completion allows the end-to-end cycle to be completed with minimum hassle.

When combined with the ability to apply this level of collaboration across all relevant groups within an organization, LANDesk Resource Manager becomes a critical element for any support group.

Key Features

Calendar and Task Visibility

- Assigning analyst has full visibility of appointments and tasks
- Through a single calendar, managers and team leads have visibility of all the groups and individuals they have responsibility for
- Once allocated, tasks and assignments can't be changed without consensus

Dynamic Delegation of Tasks and Assignments

- Dynamically assigns tasks and responsibilities once appropriate individuals or groups are identified
- Details of required actions are inserted automatically within the body text of the assigned task
- Automatic email communication ensures all analysts and groups are aware of their assignments

Assignment Completion

- When a task is marked complete in an analyst's calendar, it is automatically recorded as complete within LANDesk Service Desk
- Text from task completion is transferred back to the support record as defined by the support group's policies

Visit www.landesk.com for more information.

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