

# Symantec™ ServiceDesk 7.5

Quick, effective automated incident response and problem resolution

## Data Sheet: Endpoint Management

### Overview

Modern IT departments need to do more with less, even as expectations for greater IT service responsiveness to enterprise demands rise. In addition, more and more IT departments are dealing with increased scrutiny to comply with new requirements for IT governance and risk management, as well as the need to seamlessly integrate upgraded tools and applications into business workflows as technology evolves.

### Achieve a new level of end-user satisfaction

Symantec™ ServiceDesk is an automated incident response and problem resolution solution for quick, effective remediation of end-user incidents, systemic problems, and management of essential changes. ServiceDesk offers rapid install and configuration through a wizard-driven user interface and integrates directly with Symantec™ IT Management Suite to help reduce service interruptions, accelerate service restorations, correct systemic issues, and reduce downtime—saving valuable IT resources and expenses while improving end user satisfaction.

The ServiceDesk management software is based on best-practice processes. ServiceDesk features a rules engine for efficient and convenient configuration and customization and is designed for full integration and optimization of IT processes. The result is a service desk solution that delivers faster incident logging, increased first contact resolution, accelerated service restorations, and improved service continuity—while helping to minimize recurring incidents, multiple staff interventions, and costly escalations.

ServiceDesk 7.5 includes an install guide that walks the user through a comprehensive planning phase for install and configuration, making the process faster and easier.

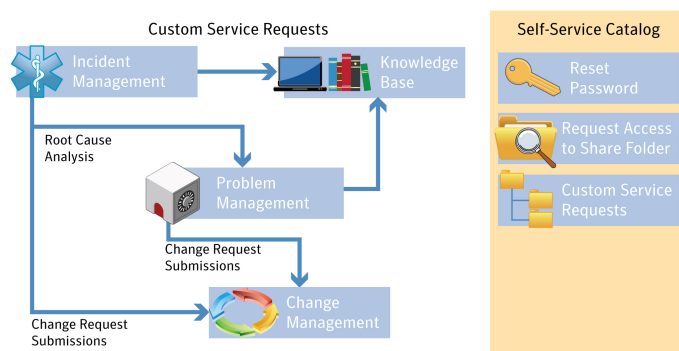
ServiceDesk 7.5 also features an enhanced configuration framework that includes email templates, SLA configuration, and an extensive wizard-driven rules engine, so administrators can configure ServiceDesk with their own

custom logic. This capability lets users quickly modify ServiceDesk to their specific needs, delivering a better overall customer service experience while fostering a better perception of the IT department.

Based on best practices, ServiceDesk is designed for:

- Fast implementation
- Upgradeable, rules-based configuration
- Direct integration with Altiris™ IT Management Suite from Symantec™
- Optimization of IT processes

Information Technology Infrastructure Library-based processes are provided straight out-of-the-box, as well as a knowledge base, a Configuration Management Database (CMDB), process automation (Symantec™ Workflow), and incident, problem, and change management.



ServiceDesk Modules Overview Diagram

ServiceDesk 7.5 consists of several independent modules that interact and function together to provide a complete Service Solution.

### Incident Management:

- Traditional break/fix module
- Create tickets from multiple entry points
- Full audit trail and reporting
- Utilize ruleset logic for routing, SLAs, etc.

### *Problem Management:*

- Root Cause and Corrective Action analysis module
- Often the result of a collection of incidents with a similar issue

### *Change Management:*

- Complete change planning, approval, and implementation module
- Can be initiated to resolve an incident or problem ticket
- Can utilize templates for reoccurring changes

### *Service Catalog:*

- Active Directory password reset
- Request access to network share folder
- Unlimited custom Workflow and outside requests

### **Manage change using best practices**

IT departments need solutions that enable them to quickly respond to end-user needs while proactively resolving problems before they impact the entire organization.

ServiceDesk enables customers to move from a traditional, reactive ticketing system to a broader, automated process-based model.

“The service desk solution from Symantec provided a great centralized, templated, and repeatable way of managing our help desk needs and tracking our solutions to the end.”

**Nigel Lavin, Director of Information Technology, Mercy Health Services**

### **Streamline processes**

ServiceDesk provides a single point of contact and facilitates rapid restoration of normal operational service with minimal business impact controlled by service level agreements (SLAs).

ServiceDesk allows you to take control of your environment with actionable information and reporting.

- The forward schedule of change helps you to effectively schedule resources, proactively minimize down times, and prevent change conflict

- ServiceDesk will not only help you identify problems in your organization, but it will take immediate action to resolve them

Faster remediation of end-user incidents, systemic problems, and essential managed changes saves IT departments valuable time, money, and staff effort - enabling the department to focus on complex or strategic projects that enable your business to grow. The result is a more agile IT department that's better able to provide additional business services and improved customer satisfaction levels.

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### ***Use rules engine to accelerate implementation***

A rules engine is available from the ServiceDesk portal that will allow administrators to easily create rules (using a wizard-type interface) to prioritize, set SLAs, route and send notifications, and more. The rules engine will minimize the amount of time spent configuring processes. And any configuration made via the rules engine will survive upgrades.

### ***Automate processes to avoid fire drills***

Two of the top service requests that contribute to low productivity and high cost are password resets and file share requests. ServiceDesk automates these two processes in prebuilt workflows. The intent of these workflows is to showcase how ServiceDesk and Workflow can be extended to automate manual processes currently performed by IT.

## Intuitive User Interface

*ServiceDesk Technician Incident Feeder Form*

## Unified management platform

ServiceDesk is built on a unified management platform, so 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 with your needs as your organization grows.

- Ease of integration is provided for other Symantec products as well as third party-products
- Integration with the CMDB is included in the Symantec Management Platform
- Expanding upon ServiceDesk with additional Symantec products allows your organization to increase security, track assets, and manage client and server devices over time
- Through integration with Client Management Suite, ServiceDesk lets you quickly resolve help desk issues
- Client Management Suite lets you manage a single computer in real time. You can view detailed information about the managed computer and remotely perform support tasks, such as restart a computer, reset a password, terminate a process, and more

## Extending ServiceDesk

After implementing an automated incident response and problem resolution solution for quick, effective remediation of end-user incidents, systemic problems, and essential managed changes, take your IT infrastructure to the next level by leveraging the following tools that complement ServiceDesk.

**Altiris™ Asset Management Suite from Symantec™**—improves visibility into IT assets at every point in the lifecycle to reduce costs and fulfill compliance initiatives. The suite helps organizations eliminate unnecessary software and hardware costs, proactively manage vendor contracts, and align resources to ensure IT investments are optimized and business-aligned.

**Altiris™ Client Management Suite from Symantec™**—manages, secures, and troubleshoots systems throughout the entire IT lifecycle. Organizations can manage more technologies with greater efficiency, on more platforms including Windows®, Mac®, Linux® and virtual desktop environments.

**Altiris™ Server Management Suite from Symantec™**—provides IT administrators with a comprehensive solution for managing physical and virtual servers across a broad array of platforms.

**Symantec™ Mobile Management**—combines scalable device management, innovative application management and trusted threat protection technology to provide all the capabilities needed for enterprises to enable, secure and manage mobile devices, applications and data.

**Symantec™ Control Compliance Suite**—enables IT risk to be communicated in business-relevant terms, to prioritize remediation efforts based on a composite view of risk, and to automate assessment processes to improve overall security and compliance posture.

### System requirements

ServiceDesk requires the Symantec™ Management Platform, which includes the Symantec Management Console, Database, Notification Server, and ServiceDesk management components.

#### Management Platform

- Symantec™ Management Platform 7.1 SP2

#### ServiceDesk/Process Manager Server (Workflow Server)

- Windows® Server 2008 R2 SP1 x64
- Microsoft® .NET Framework 3.5 SP1 or above
- Windows® Internet Information Services (IIS)

#### Microsoft SQL Server

- Microsoft SQL Server® 2008 SP2 or higher

#### Workflow Designer

- Windows® XP SP3 x86
- Windows® 7 x86 and x64
- Windows® 7 SP1 x86 and x64
- All Workflow Server supported OS versions

#### Process Manager Browsers

- Firefox® version 13 and later
- Google Chrome® version 17 and later
- Microsoft Internet Explorer® 7, 8, and 9
- Safari® 5 and later

### 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

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

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

#### About Symantec

Symantec protects the world's information, and is a global leader in security, backup, and availability solutions. Our innovative products and services protect people and information in any environment – from the smallest mobile device, to the enterprise data center, to cloud-based systems. Our world-renowned expertise in protecting data, identities, and interactions gives our customers confidence in a connected world. More information is available at [www.symantec.com](http://www.symantec.com) or by connecting with Symantec at: [go.symantec.com/socialmedia](http://go.symantec.com/socialmedia).

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