

# Symantec™ ServiceDesk 7.1

Information Technology Infrastructure Library support and process automation puts the service back in service desk

## Overview

IT departments are coming under pressure to do more with less, even as expectations for greater IT responsiveness to organizational demands rise. Adding more complication to an already complex environment are new requirements for IT governance and risk management, as well as the need to smoothly integrate upgraded tools and applications into business workflows as technology evolves.

## Achieve a new level of predictability

Symantec™ ServiceDesk 7.1 is a powerful Information Technology Infrastructure Library (ITIL) based incident, problem, change, and knowledge management tool that improves availability and service levels while reducing costs. Based on best practice processes, ServiceDesk is designed for fast implementation, full integration, and optimization of IT processes to deliver a new level of predictability.

## Measurable savings

According to a Forrester® Consulting commissioned study on the benefits of deploying Altiris technology from Symantec, customers realized quantified benefits and savings of \$7.3 million over three years in a number of key areas<sup>1</sup>.

## Manage change with confidence

ServiceDesk will provide your organization with comprehensive management and efficient operations:

- ServiceDesk is a certified toolset by Pink Elephant® for ITIL v3.

## Make smarter, faster decisions

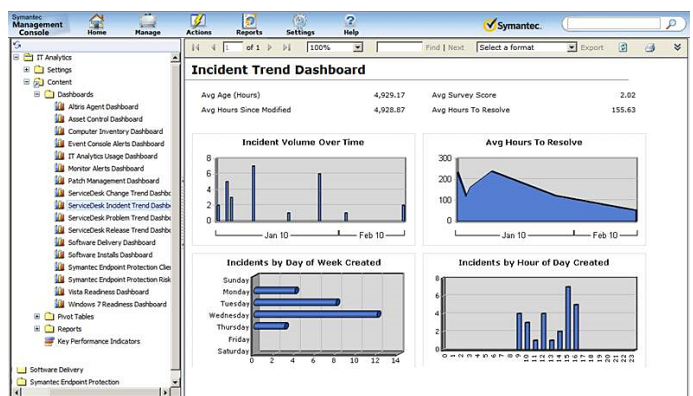
Simplify administrative decisions and end-user experiences with real-time, data-driven conclusions:

- Labor savings of \$1,500,000 using ServiceDesk with a 15 percent reduction in headcount and faster problem resolution times.

## Drive innovation

Built-in process automation streamlines IT and business procedures:

- Labor Savings of \$600,000 from process automation using workflow functionality



Analyze trends with advanced analytics and reporting

## Manage change using ITIL best practices

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

“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**

1. The Total Economic Impact of Altiris™ IT Management Suite 7 from Symantec Multicompany Analysis, Forrester Consulting, January 2011

## Data Sheet: Endpoint Management Symantec™ ServiceDesk 7.1

ServiceDesk ushers in a new generation of service that allows customers to move from a traditional and reactive ticketing system to a broader process-based model.

### Streamline ITIL processes

ServiceDesk is a powerful ITIL management tool. The solution provides a single point of contact and facilitates rapid restoration of normal operational service with minimal business impact and within agreed service level agreements (SLAs).

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

- Scheduling capabilities and forward schedule of change help you to effectively schedule resources, proactively minimize down time, and respond faster to change requests.
- ServiceDesk will not only help you identify problems in your organization, but it will take immediate action to resolve them.

Now you can give IT back valuable time and money, allowing more 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 improved business services and increased customer satisfaction levels.

### Make smarter, faster decisions

Deficiencies tied to traditional service desks are driving the demand for a flexible process automated solution.

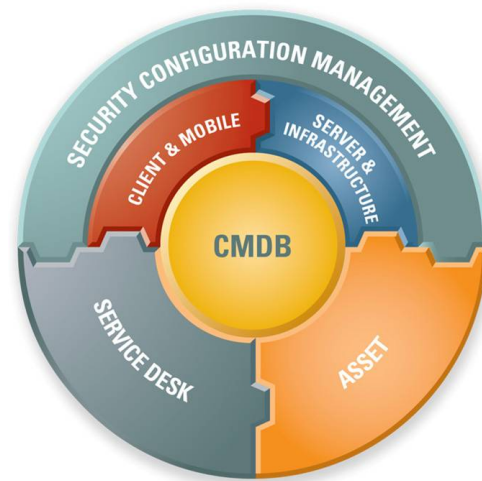
ServiceDesk allows customers to move from a traditional ticketing system to a broader process-based model. The solution facilitates rapid restoration of normal operational service with minimal business impact and within agreed service levels. ServiceDesk is highly configurable with easy-to-use tools that adapt processes to organizational needs.

ServiceDesk includes everything you need for comprehensive management and efficient operation of your organization's service desk.

Based on best practices, ServiceDesk is designed for:

- Fast implementation.
- Out-of-the-box integration with other products.
- Rules creation.
- Optimization of IT processes.

ITIL recommended processes are provided straight out of the box, as well as a knowledge base, a Configuration Management Database (CMDB), process automation (workflow), and incident, problem, and change management.



*The CMDB is central to a well managed system*

### 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 built into the Symantec management platform.

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- 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 Altiris™ Client Management Suite from Symantec, Symantec™ pcAnywhere Remote Control lets you quickly resolve help desk issues while you work away from your office by providing secure, remote access to computers.
- Altiris Client Management Suite also provides Real Time Manager which 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.

### Drive innovation

Traditional IT help desks can't keep pace with the growing challenges facing today's business. What organizations need is a full IT lifecycle management approach that automates processes, enables increased self-service for common IT and business service requests, improves availability and service levels, and ultimately drives down the cost of help-desk support.

### Accelerate implementation using a rules engine

A rules engine is available from the ServiceDesk portal that will allow administrators to easily create rules (using a wizard type interface) for both prioritization and routing. The rules engine will minimize the amount of Symantec™ Workflow training customers will need, and will minimize the amount of time they will need to spend in the Workflow designer tool. As a bonus, any configuration made via the Rules Engine will survive upgrades.

- Routing rules and prioritization are in the first phase of the rules engine as these are the most common customer configurations.

- Symantec will continue to expand configurations available in the rules engine to include things such as email templates, email notifications and SLAs.

### Automate 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/Workflow can be extended to automate manual processes currently performed by IT.

### Measure and improve IT performance

In IT management, most decisions are based on highly formatted reports that can help you answer predetermined questions with

little interaction or analysis from the user. When new questions arise or more information is required that is not included in the available reports, organizations often require technical expertise to properly mine and analyze data. ServiceDesk contains advanced analytics and reporting that allow IT organizations to explore data and answer their own questions.

- Measure critical success factors and quickly assess trends of how these measures are changing over time.
- Construct professional reports using familiar pivot tables without advanced knowledge of databases or third-party reporting tools.

"I am very excited about Symantec Workflow. It will dramatically affect the way we do business. The sky is the limit when it comes to the processes here that can be made quicker and safer, with more responsibilities given."

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

### Certifications

ServiceDesk is a certified toolset by Pink Elephant through its PinkVERIFY™ program for ITIL v3.



### Upfront purchase price

Unlike several other products on the market today, with ServiceDesk you receive all expected functionality for a single up-front purchase price.

### Extending ServiceDesk

After implementing a powerful ITIL based incident, problem, change, and knowledge management tool that improves availability and service levels while reducing costs, take your IT environment to the next level by including the following options that complement the suite.

#### 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™ Endpoint Protection 12.0**—Combines Symantec AntiVirus™ with advanced threat prevention to deliver unmatched defense against malware for notebooks, desktops, and servers.

### System requirements

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

#### Management server

- Microsoft® .NET Framework 3.5 SP1 or above
- Windows® Internet Explorer® 7.0 or above
- Windows SQL Server® 2005 or Windows SQL Server® 2008
- Windows Server® 2008 R2 x64

#### Workflow server

- Windows Server® 2003, 2008
- Windows SQL Server® 2005, 2008 R2
- Windows® IIS
- Microsoft® .NET 3.5

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### **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

[AlirisSalesInfo@symantec.com](mailto:AlirisSalesInfo@symantec.com)

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

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

#### ***About Symantec***

Symantec is a global leader in providing security, storage, and systems management solutions to help consumers and organizations secure and manage their information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored.

Headquartered in Mountain View, Calif., Symantec has operations in 40 countries. More information is available at [www.symantec.com](http://www.symantec.com).

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