

CA Service Desk Manager

CA SERVICE DESK MANAGER IS A VERSATILE, COMPREHENSIVE IT SUPPORT SOLUTION THAT HELPS YOU BUILD SUPERIOR INCIDENT AND PROBLEM MANAGEMENT PROCESSES THAT SIMPLIFY CHANGE MANAGEMENT, INCREASE INFRASTRUCTURE VISIBILITY, DELIVER EXTENSIVE SELF-SERVICE CAPABILITIES AND PROVIDE TIMELY DATA FOR ACCURATE DECISION SUPPORT.

Overview

As an IT support professional, you know that despite juggling updates, changing infrastructures, increasing demands for availability and segmented information silos, you are expected to proactively respond to incidents and problem reports. CA Service Desk Manager is an enterprise-class support system that helps you do just that by providing visibility into the IT infrastructure — to quickly identify and resolve issues — before they disrupt vital business operations.

Benefits

CA Service Desk Manager is a key component of a comprehensive, enterprise-wide incident and problem management solution. A vital weapon in the battle against incidents threatening critical business functions, it improves the speed and accuracy with which issues are resolved, leading to better quality service and response times — all while reducing support costs.

The CA Advantage

CA Service Desk Manager improves IT support management by providing a comprehensive, highly versatile set of functionality that leverages ITIL® principles and other best practices and improves IT governance. CA Service Desk Manager is a critical component of effective incident and problem management, and is an important part of CA's overall approach to the Enterprise IT Management (EITM) vision, which helps you unify and simplify IT management across your enterprise.

CA Service Desk Manager: Resolve IT Problems Faster

IT budgets have been under constant cost-cutting pressure for years, even as demand for around-the-clock access to business-critical support services grows at an exponential rate. Add the increased complexity of global IT service demands, disparate information silos and varied hardware and software components, and it's no surprise that incident and problem management processes have become increasingly complex and difficult to administer.

They're even harder if your support procedures are performed manually, or make use of loosely defined processes or spreadsheets to log, track and escalate incidents, or if your service desk analysts have limited visibility into the components that make up your IT infrastructure, the relationships and interdependencies. But without a full understanding of the entire IT environment, it's challenging to determine the source of incidents and service outages.

Further complicating matters are the information silos that persist despite your best efforts to integrate them. When a home-grown application, one inherited through mergers and acquisitions or enterprise applications with their own built-in support packages do not fully integrate, the information islands that form fail to give your support staff the comprehensive view into the enterprise they need to identify, isolate and resolve incidents and problems.

Meeting Service Demands

Yet, you still must deliver on several key mandates and improve service quality while controlling support costs. However, if systems are down and service disruptions are the norm, end users can't perform at their peak, productivity drops and overall business performance suffers.

On the other hand, if these challenges are addressed and overcome, your IT organization can enhance end-user productivity and proactively support the key technology requirements of the business through adoption of industry-proven best practices for incident, problem and change management.

That's why CA Service Desk Manager and its fully integrated suite of features — including service desk, knowledge management, support automation, dashboard and the CA Configuration Management Database (CMDB) — is so important in helping you achieve effective incident and problem management.

A full featured solution that provides a complete picture of your IT environment, CA Service Desk Manager automates and simplifies the incident identification and resolution process by:

- Enabling organizations that wish to implement a service support solution based on ITIL best practices to achieve those goals
- Providing audit trails for regulatory compliance and internal tracking and monitoring purposes
- Helping manage configuration information and relationships to gain better visibility into the IT infrastructure
- Providing a self-service interface, and the automation behind it, to empower end users to resolve their own issues
- Helping capture and publish valuable problem-solving experience to rapidly resolve incidents and lessen the repetition of troubleshooting tasks

SERVICE DESK

The service desk functionality within CA Service Desk Manager features a scalable architecture that accommodates growth while serving as the foundation for an improved approach to incident and problem resolution. It includes the CA Workflow process engine, which can be tailored to your unique workflow processes and needs. It also provides:

- Tools to automate incident detection, diagnosis and repair, while enabling cost-effective live support and self-service capabilities
- Graphical views offering insight into the effectiveness of service desk operations, historical data and the status of current incidents, tickets, requests, change orders and more
- A comprehensive view of current IT service configurations that helps streamline change management processes
- A browser-based interface that allows end users, analysts and administrators to save implementation time and maintenance efforts
- Out-of-the box best practices, including incident, problem and change management, for a level of service desk management and control that helps align IT processes with business objectives
- A comprehensive notification mechanism that keeps everyone in the organization updated via emails, faxes or online alerts, ensuring a quick response to open issues and helping provide good customer service
- A central authority (LDAP and Active Directory), letting the network database verify a user's identity and access to the service desk, simplifying implementation and maintenance, while improving adherence to security standards

KNOWLEDGE MANAGEMENT

CA Service Desk Manager's knowledge repository helps connect IT with the business it supports by presenting accurate, authoritative and consistent information tailored to the needs of end users and service desk analysts. By capturing valuable problem-solving experience and storing and publishing it for reuse, these tools empower individuals with intuitive incident resolution and instructional information, while helping the support environment run more efficiently and effectively.

Effective knowledge management drives down support costs by building on the experience of others. As fixes for errors are found, experience is captured and categorized in a way that is easily retrievable. Online self service, with multi-solution retrieval functionality, allows end users to find entries about incidents similar to the one they're facing, along with specifics details on the solution, so they can diagnose and resolve incidents themselves.

The knowledge base can be segmented so users only have access to information that is specific to their role or job function, accelerating problem resolution and shortening the ramp-up time needed to train new service desk analysts. Distinctive features include:

- Comprehensive knowledge management functionality, including authoring, retention, retrieval, notification and lifecycle management

- FAQs featuring patented “bubble up” technology that allows end users to find solutions to questions based on categories ranked by frequency of use
- One integrated knowledge base to support all related functionality, enabling simplified administration
- Decision trees that guide multi-step procedural tasks and help end users arrive at the appropriate solution

SUPPORT AUTOMATION

The support automation functionality within CA Service Desk Manager helps IT support analysts fix incidents and problems quickly and cost effectively by providing proven tools and techniques to identify, diagnose and resolve difficulties before they impact vital business processes.

Support automation reduces many of the repetitive tasks that divert IT from business-critical activities by shortening the time it takes analysts to implement resolutions to common incidents and allowing end users to resolve their own problems using automated scripts. Key functionality includes:

- Repair tools that retrieve diagnostic information about the end user’s computer instantly and accurately, and deploy proven fixes
- Resolution scripts that operate without end-user intervention
- Background repair that lets end users keep working while IT solves their problems
- Intelligent workflow capabilities that optimize service desk processes
- Live chat and desktop sharing for remote interaction between support technicians and end users
- Intelligent support workflow that optimizes service desk processes with queuing and advanced security
- Customizable, extensive reporting that captures detailed summary data and filters it by various means, including queue, technician role and user type

REPORTING

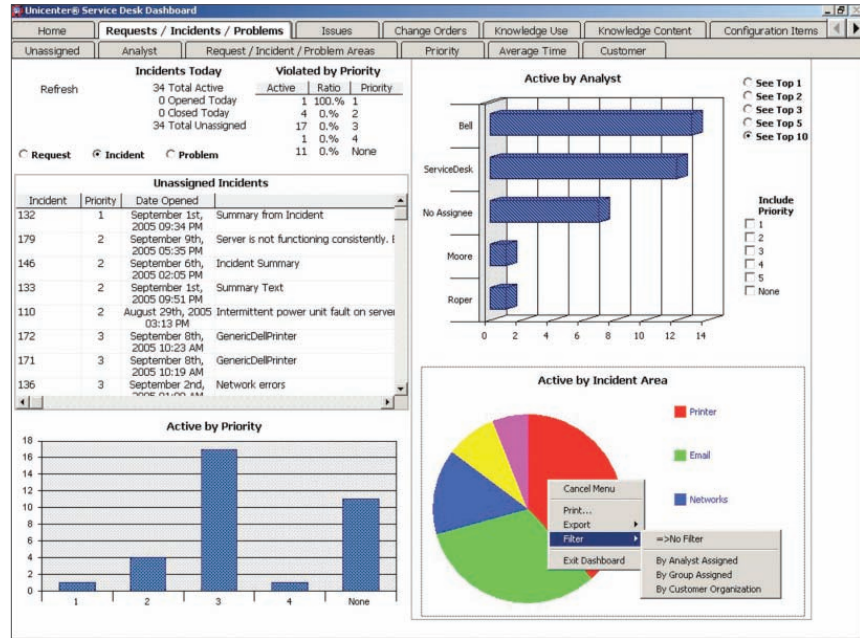
The integrated dashboard functionality within CA Service Desk Manager provides real-time decision support and analysis through high-level graphical overviews of service desk and knowledge management operations. Designed to help service desk and knowledge managers gain immediate visibility into critical operational metrics and day-to-day activities, the dashboard features numerous out-of-the-box graphical and tabular views that offer superior insight into key performance indicators (KPIs) for analyst performance, issue resolution and knowledge use.

These views help enhance the effectiveness of the support operation by including both historical data and real-time status of current incidents, problems and changes, as well as key metrics related to self-service and knowledge management. In addition, the dashboard offers functionality that can alert management to threshold violations, helping service managers meet their commitments and provide improved service.

FIGURE A

The CA Service Desk Dashboard provides managers with real-time views of incident and problem identification and resolution processes, and lets them drill down into graphical and tabular views — as well as key metrics — to gain a deeper understanding of critical issues.

CA SERVICE DESK MANAGER DASHBOARD



CONFIGURATION MANAGEMENT DATABASE (CMDB)

A component of CA Service Desk Manager — that is also offered stand-alone product — CA CMDB delivers greater management and control over your IT environment by providing a comprehensive view of configuration items (CIs). Utilizing aggregated data from multiple sources that map CIs to the IT services they support, CMDB helps to improve a wide range of ITIL processes — including change, incident, problem, availability, capacity management and more.

CMDB provides a specialized repository of CIs that unifies and simplifies change management, helping IT to accurately identify key resources and their interrelationships. CMDB discovers, consolidates and reconciles disparate sources of IT-related data with business priorities, providing full visibility into individual infrastructure components and the impact of planned changes to these components.

And when changes *do* occur, CMDB records them in an audit trail that tracks who or what made the change, and when — as well as any alterations to relationships, versioning, milestones and baselines. What's more, CMDB includes predefined attributes for 59 CI families, 187 CI classes and 85 CI relationship types — in addition to over 260 queries — for immediate insight into your IT infrastructure.

CA Service Desk Manager: A Complete IT Support Solution

As an IT professional, you have the responsibility of meeting and exceeding the IT service demands of the business, while balancing the effects of severe cost constraints. As such, you must minimize the impact and business risks stemming from changes in the IT environment and simultaneously manage services in the context of the business to facilitate growth and ongoing priorities.

CA Service Desk Manager helps you achieve these goals by providing a foundation for the level of efficient, effective incident and problem resolution and change management needed to support business goals and the people dependent upon the IT infrastructure. Specifically, CA Service Desk Manager helps you:

SAFEGUARD BUSINESS OPERATIONS By expediting incident and problem management processes — from logging the incident and initial detection, through diagnosis, escalation and resolution — CA Service Desk Manager improves your ability to address IT needs before they disrupt vital business operations.

ENSURE BUSINESS-CRITICAL SERVICES With access to real-time graphical views, key performance indicators and business metrics, as well as historical data and status updates, you shorten the time required to assess incidents and problems while gaining a better understanding of the status of open support engagements and potential problems.

REDUCE COSTS Documented support solutions and online self-service tools empower users to become self supporting, resulting in fewer IT dollars devoted toward routine support calls. This leads to faster resolution times, increased end-user satisfaction and an IT staff able to dedicate its time to addressing business-critical goals.

The CA Advantage

CA Service Desk Manager comprises the most comprehensive, effective and practical service desk solution in the industry — one that:

- Automates and streamlines incident, problem and change management
- Improves IT infrastructure visibility
- Empowers end users to leverage self-service functions, freeing support staff to address more critical issues
- Provides hard data for management decision support
- Captures and reuses the collective knowledge of IT

CA's singular focus on IT management, and extensive research to determine what IT professionals need most in a service desk solution, is realized in the robust functionality of CA Service Desk Manager.

Part of CA's Incident, Problem & Change Management Solution

CA Service Desk Manager is the integrated component of CA's Incident, Problem & Change Management solution. A crucial tool for managing incidents, problems, change and knowledge — with the IT requirements of the business foremost in mind — the Incident, Problem & Change Management solution provides critical support for a successful incident, problem and change lifecycle management strategy.

Services for Optimization

CA Services™ and our partners can help you assess your current IT situation, define your goals and implement solutions to gain measurable results. To keep your CA solutions operating at peak performance, CA support delivers unparalleled technical and customer support worldwide, and we offer training and certification through CA Education.

A Complete Solution

As part of the CA Incident, Problem & Change Management solution, CA Service Desk Manager is an important piece of Enterprise IT Management (EITM) — CA's overall approach to transforming IT management. CA's EITM framework allows you to unify and simplify IT management across the enterprise for greater business results.

Next Steps

CA Service Desk Manager is an enterprise-class support system that provides visibility into your infrastructure, helping you to quickly identify and resolve problems — before they disrupt vital business operations. A crucial tool for resolving the IT problems threatening mission-critical business functions, it improves the speed and accuracy with which issues are resolved, leading to better service and response times. By providing automated support processes, visibility into the IT infrastructure, customizable reports and a searchable, online database of IT problems and resolutions, CA Service Desk Manager helps automate fault isolation and escalation, improving your ability to support core business objectives.

To learn more, and see how CA software solutions enable other organizations to unify and simplify IT management for better business results, visit ca.com/customers.

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