

Service Desk Standard Edition

Take advantage of a fast, affordable incident management solution that streamlines internal support operations and enables you to meet and exceed customer support expectations.

Product Overview

OpenText Service Desk Standard Edition provides sophisticated incident and service request management capabilities, an embedded configuration management database, an integrated knowledge base, and SLA management and reporting for small to medium enterprises. Together, these capabilities give you the ability to streamline your internal IT support operations, lower support costs, and deliver best-practice service across your organization.

Key Benefits

With Service Desk Standard, you can:

- Deploy a complete, scalable, and flexible incident-management and service request management solution quickly and inexpensively
- Enhance, improve, and automate incident-management processes using a centralized Configuration Management Database (CMDB)
- Move to OpenText Service Desk—a more comprehensive ITIL service management solution—quickly and easily

Key Features

Service Desk Standard can offer your organization the following key features and capabilities:

Service Desk Store

Service Desk Standard features a self-service user portal called Service Desk Store. This feature provides an icon-based request service for users to request items from the Service Desk. The items can range from software to hardware to abstract requests that can include hands-off

provisioning, manager approval, initiation of the request directly to support technicians, or a combination of these.

Improved Customer/ User Experience (CX/UX)

ZENworks Service Desk has developed a new modern design to the portal interface. This modernization improves the look and feel, and supports a variety of new actions and capabilities within the system, accelerating request processing for rapid resolution. This new design ensures request management with improved responsiveness using any modern browser resulting in an enriched experience.

Vendor-Neutral Approach

Service Desk Standard is an appliance running on a virtual platform using a Common Appliance Framework (CAF) on all major hypervisors and database platforms, with simple installation and configuration, reducing the need to invest in operating systems, specific hardware, maintenance and licensing.

Support for Open Standards

Service Desk Standard applications support open standards and comply with standards such as XML, web services, Java, Mail, CSS, SOAP, and REST APIs.

Scalability

Service Desk Standard supports thousands of concurrent users and integrates easily with other systems to expand and adapt to your enterprise applications. Complete support for clustering, load balancing, and failover is also available.

System Requirements

For detailed product specifications and system requirements, visit: www.microfocus.com/products/service-desk/system-requirements

Fast, Efficient Deployment

With Service Desk Standard, there are no more 6–12 month implementations and long-term consulting contracts. This allows for quick startup and the ability to evolve the system as new requirements arise.

Seamless Integration

Ease of integration with third-party applications via web services eradicates the prohibitive costs usually associated with enterprise integration projects. The system comes pre-integrated with all major asset-management tools and supports all LDAP, NetIQ eDirectory, and Active Directory servers for authentication.

Support for Our Technologies

Service Desk Standard works seamlessly with NetIQ eDirectory authentication server for centralized user management, NetIQ SecureLogin for single sign-on, OpenText ZENworks Configuration Management for asset management and providing integrated tools such as ZENworks remote control and bundle assignments from within the Service Desk console. There is integration with ZENworks Reporting Server should you need a deeper comprehensive reporting. This support translates into flawless integration with the technologies you already depend on.

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Robust Incident-Management and Service Request Management Capabilities

Service Desk Standard Management provides a complete range of core incident-management, service request management features and capabilities, including:

- **Incident Management.** Makes it possible to define incident workflows using a combination of states and transitions, use configurable business rules to dispatch incidents to the most appropriate specialist, and generate notifications that ensure the fastest path to resolution.
- **Service-Request Management.** Makes it possible to meet response or fix deadlines in accordance with ITIL best practices. Users can directly log service requests themselves or service personnel can, or when necessary, requests can be dispatched to appropriate personnel for approval and service delivery. Requests can also be monitored and analyzed to evaluate the performance of your service organization.
- **Both Incident and Service request management** allow using service level agreements (SLAs) based upon operational level agreements (OLAs) and underpinning contracts (UCs) to define, manage, and track service delivery levels.
- **Configuration Management.** Uses a centralized Configuration Management Database (CMDB) to store, manage, and control infrastructure information.
- **Knowledge Management.** Provides an efficient, modern look and feel with

knowledge creation, publication, and distribution processes that speed resolution times, reduce frustration, and empower customers to solve their own problems, including:

- Accessing FAQ and knowledge base articles (KBAs) based on a user's role and status
- Converting solutions to KBAs in real-time from within an incident
- Managing the approval process for all articles
- Provide user and technician feedback through KBA.s ratings and comments
- Finding information using expert systems-search tools, custom column configurations, and allowing users to create and save custom views and filtering options
- Managing and organizing KBAs and FAQs by topic, relevancy, or frequency of request
- Maintaining an audit history of all articles

Intuitive User Interface

Service Desk Standard provides fast, easy access to information and rapid ROI with an easy-to-use browser-based user interface that includes:

- Fully customizable visual dashboards with drill downs
- Personalized modern view of all main screens using list views, sort/filter options, saved column customizations
- Single sign-on options for instant access