

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

Micro Focus® 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 medium and large 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 Micro Focus 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. The new 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.

Web 2.0 Architecture

With Service Desk Standard, you are not limited by a specific browser or plugin, because the product supports every browser on every operating system and embraces the latest Web 2.0 technologies. This level of support gives you true portability and access from any location.

Vendor-Neutral Approach

Service Desk Standard supports all major operating systems, databases, and application servers with simple installation and configuration on current business systems, reducing the need to invest in proprietary software or specific hardware.

Support for Open Standards

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

Scalability

Service Desk Standard supports thousands of concurrent users and integrates easily with other systems to expand and adapt to your enterprise

System Requirements

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

applications. Complete support for clustering, load balancing, and failover is also available.

Fast, Efficient Deployment

With Service Desk Standard, there are no more 6–12 month implementations and long-term consulting contracts. The product is designed so that users can perform customization using simple configuration options and style changes.

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 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, and Micro Focus ZENworks® Configuration Management for asset management. This support translates into flawless integration with the technologies you already depend on.



Micro Focus
UK Headquarters
United Kingdom
+44 (0) 1635 565200

U.S. Headquarters
Rockville, Maryland
301 838 5000
877 772 4450

Additional contact information and office locations:
www.microfocus.com

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 efficient 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
 - Finding information using expert systems-search tools and allowing users to create custom views
 - Managing and organizing KBAs and FAQs by topic 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 views of all main screens using list views and filters
- Single sign-on options for instant access