

ZENworks Service Desk ITIL Advanced Edition

Deploy a complete, scalable service desk solution that lowers your service and support costs and improves service levels by streamlining and automating your entire service management environment.

Product Overview

OpenText™ ZENworks Service Desk reduces your mean time to repair (MTTR) and continuously improves your service management environment by streamlining and automating a complete range of service desk functions. It follows IT Infrastructure Library (ITIL) processes, helping you to enact industry-acknowledged best practices. The integrated service management tool in Service Desk allows you to solve, submit, track, and manage requests via email, smartphone, or a convenient customer portal.

Key Benefits

With Service Desk, you can:

- Deploy a complete, scalable, and flexible service management environment quickly and inexpensively.
- Quickly integrate Service Desk with your enterprise directories, asset management, authentication and cloud solutions.
- Enhance, improve, and automate incident, problem, and change management processes using a centralized Configuration Management Database (CMDB).
- Speed resolution times and reduce frustration by empowering users to solve their own problems.
- Embrace and follow key ITIL service processes, upgrades, best practices and delivery of support without hiring expensive consultants.

Key Features

ZENworks Service Desk ITIL Advanced Edition can offer your organization everything in the ZENworks Service Desk Standard edition with additional advanced capabilities and features.

Service Desk Store

Service Desk 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 is an appliance running on a virtual platform using a Common Appliance Framework (CAF) on all major hypervisors and

System Requirements

Service Desk is available as a complete service management solution or as a more basic incident management tool. For detailed product specifications and system requirements, visit: www.microfocus.com/en-us/support/Service%20Desk

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 applications support and comply with standards such as XML, Java, email, CSS, SOAP, REST APIs and Token Authentication.

Robust Request Management

Define workflows using a combination of states and transitions, along with configurable business rules, dynamic forms and templates to dispatch user created or technician created requests routed to the most appropriate specialist. Including manager approvals, generating notifications to ensure there isn't any communication breakdown to achieve the fastest resolution time. Requests can also be monitored, audited and analyzed to evaluate the performance of your service organization, trending response or fix deadlines according to your corporate policies.

Scalability

Service Desk supports thousands of concurrent users and integrates easily with other systems to expand and adapt to your existing enterprise applications. It also offers complete support for clustering, load balancing and failover.

Fast, Efficient Deployment

With Service Desk, there are no more 6–12 month implementations and long-term consulting contracts. We've designed Service Desk so your technicians can customize it using simple configuration options and style changes. This allows for quick startup and the ability to evolve the system as new requirements arise.

Tracking Deliverables

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.

Seamless Integration

Ease of integration with third-party applications via web services eradicates the prohibitive cost usually associated with enterprise integration projects. The system comes pre-integrated with all major asset management tools and supports all lightweight directory access protocol (LDAP), NetIQ eDirectory by OpenText™, Active Directory and AzureAD cloud services for a wide range of authentications. Securing communication with Basic, MSModern, OAuth token authentication protocols.

Support for OpenText Technologies

Service Desk works seamlessly with NetIQ eDirectory authentication server for centralized user management, NetIQ Advanced Authentication by OpenText™ providing Multi-factor Authentication methods, NetIQ SecureLogin by OpenText™ 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 and have entitlements to.

ITIL Foundation

ZENworks Service Desk ITIL Advanced Edition provides fine-grained control to support fundamental ITIL best practices on 10 different processes:

- Change management
- Request fulfillment
- Incident management
- Service asset and configuration management
- Knowledge management
- Service catalog management
- Problem management
- Service level management

- Release and deployment management
- Service portfolio management

Calendar Support

Requests with deadlines are visible in the Technician Portal calendar and Technicians can import tasks into any calendar application that supports iCalendar.

Automation and Notification to Get Line Manager Approvals

Many IT requests require approval from a user's line manager. Rather than have your IT staff hunt down the correct manager, Service Desk provides a smooth workflow for line manager approvals.

Scheduled Reporting

Service Desk produces huge amounts of information on the state of IT. To make sure this information reaches the right hands, you can schedule any report to run on a regular basis or whenever necessary.

Service Desk helps organizations align IT services and processes with business requirements and objectives. This can save organizations money by reducing the time IT teams spend on issues and helping organizations avoid downtime, increase productivity and speed business services.

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Relationship Impact Map

Service Desk provides a visual guide to how changes or outages in a single component will affect the entire IT infrastructure.

Intuitive User Interface

ZENworks Service Desk provides fast, easy access to information and rapid return on investment with an easy-to-use, browser-based interface with single sign-on options for instant access. The fully customizable visual dashboard lets technicians see the information they need to do their job, while managers can see the information they need to answer bigger questions.

"We've freed up about one quarter of our IT staff's time using Service Desk. They're now able to spend more time focused on meeting the business needs of our users."

ROBERT CAHOON

IT Systems Analyst, NuVista Analyst
NuVista Energy Ltd.

Learn more at

www.microfocus.com/opentext