

Symantec ServiceDesk 8.5

Quick helpdesk process response and problem resolution

Overview

Today's IT departments face continued pressure to do more with less, with increased scrutiny, new compliance requirements, while needing to seamlessly integrate upgraded tools and applications into business helpdesk processes. Symantec™ ServiceDesk meets all those needs!

What is Symantec ServiceDesk?

Symantec ServiceDesk offers ITIL-based helpdesk functionality for quick incident, change, and problem management. ServiceDesk also includes a knowledge management system, full reporting, and wraps these in an easy to use and configurable service catalog.

ServiceDesk also integrates directly with other Symantec endpoint management solutions including IT Management Suite, Client Management Suite, Asset Management Suite, and Server Management Suite. ServiceDesk helps reduce service interruptions, accelerate service restorations, correct systemic issues, and reduce overall downtime—allowing optimization of valuable IT resources and expenses.

ServiceDesk includes an installation guide that walks the user through a comprehensive planning phase for install and configuration, making the critical design phase fast and easy. ServiceDesk also features an enhanced configuration framework that includes customizable email templates, SLA configurations, and an extensive wizard-driven rules engine,

so administrators can tune ServiceDesk to operate optimally based around their own custom logic and business processes. This capability also allows users to quickly modify ServiceDesk configuration options, delivering a better overall customer service experience while fostering a better perception of the IT department.

Based on best practices, ServiceDesk is designed for:

- Fast implementation
- Upgradeable, rules-based configuration
- Direct integration with Symantec endpoint management solutions
- Optimization of IT processes

Information Technology Infrastructure Library (ITIL)-based processes are provided straight out-of-the-box, as well as a knowledge base, connection to a Configuration Management Database (CMDB), an easy-to-configure service catalog, additional process automation capabilities (Symantec Workflow), making incident, problem, and change management a snap.

Add an easily accessible REST API for incident, problem, and change management and you have all the makings of a top tier helpdesk solution with Symantec ServiceDesk.

ServiceDesk Modules

ServiceDesk has four primary modules and a service catalog that interact and function together to provide a complete solution.

Incident Management:

- Traditional break/fix module
- Create tickets from multiple entry points (form entries, email, and API)
- Full audit trail and reporting
- Ruleset logic for routing, SLAs, etc.
- Templates for common incident types

Problem Management:

- Root cause and corrective action analysis module
- Allows for association to a collection of incidents to define a single, common issue
- Rule engine support

Change Management:

- Change planning, approval, and implementation module
- Change can be initiated to resolve an incident or problem ticket
- Templates for reoccurring changes
- Configurable, sequential approval chains
- Time zone support
- Rule engine support

Software Management:

- Supports request and delivery of managed and unmanaged software delivery packages from the Symantec Management Platform

Service Catalog:

- Active Directory password reset
- Request access to network share folder
- Submit a KnowledgeBase entry
- Bulk orphaned process closure utility
- Incident queue, monitored email, and template management utilities
- Unlimited configurable options, including custom processes with Workflow

Streamline Processes

ServiceDesk facilitates rapid restoration of normal operational service with minimal business impact, by using configurable service level agreements (SLAs). ServiceDesk allows you to take control of your environment with actionable information and reporting.

- The forward schedule of change calendar helps you to effectively schedule resources, proactively minimize down times, and prevent change conflict
- ServiceDesk can help you identify problems in your organization and take immediate action to resolve them

Use Rules Engine to Accelerate Implementation

The rules engine is integral in the ServiceDesk portal and allows administrators to easily create rules (using a wizard-type interface) to prioritize process handling, set SLAs, route and send notifications, and so much more. Combined with the ability to customize all user-facing forms, the rules engine has removed any need to manually modify core processes.

Automate Processes 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 in the service catalog. The intent of these workflows is to showcase how ServiceDesk uses the Workflow platform to extend and automate manual processes currently performed by IT. There are endless possibilities because ServiceDesk is based on the Symantec Workflow platform.

What's New in ServiceDesk 8.5?

There are several new features and enhancements in ServiceDesk 8.5 including:

- Support for multiple email boxes and email routing
 - Alleviates manual email classification intervention so tickets get to the right place faster
- New REST API for incident and change
 - Allows specific operations against the core ServiceDesk process types and can be extended to support additional custom operations using a plugin pattern that lets you register your own controller or data libraries
 - Allows for closed-loop remediation scenarios involving other applications, such as Symantec DLP, SEP and CCS. By leveraging this API, such applications can raise incidents and change requests in ServiceDesk and, in the case of incidents, automatically resolve them as well.
- Incident, problem, and change data extensibility
 - Allows for better custom data extensions, when additional data fields might need to be associated with the standard incident, change and problem data types, and have rule-set functionality operate on the contents of that custom data
- Localization for the same languages as the Symantec Management Platform
 - Korean and Japanese languages now supported

More Information

Visit our website at <http://www.symantec.com/service-desk>

About Symantec

Symantec Corporation (NASDAQ: SYMC), the world's leading cyber security company, helps organizations, governments and people secure their most important data wherever it lives. Organizations across the world look to Symantec for strategic, integrated solutions to defend against sophisticated attacks across endpoints, cloud and infrastructure. Likewise, a global community of more than 50 million people and families rely on Symantec's Norton and LifeLock product suites to protect their digital lives at home and across their devices. Symantec operates one of the world's largest civilian cyber intelligence networks, allowing it to see and protect against the most advanced threats. For additional information, please visit www.symantec.com or connect with us on [Facebook](#), [Twitter](#), and [LinkedIn](#).



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