

Symantec™ ServiceDesk 8.0

Quick, effective automated incident response and problem resolution

Data Sheet: Endpoint Management

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 processes. Symantec ServiceDesk meets all of those needs!

Achieve a new level of end-user satisfaction

Symantec™ ServiceDesk is an automated incident response, change management, and problem resolution solution for quick, effective remediation of end-user incidents, systemic problems, and management of essential changes. ServiceDesk also offers a knowledge management system, rapid installation and configuration through a wizard-driven user interface and integrates directly with Symantec™ IT Management Suite. This helps reduce service interruptions, accelerate service restorations, correct systemic issues, and reduce overall downtime—saving valuable IT resources and expenses all while improving end user satisfaction.

The ServiceDesk management software is based on ITIL best practices. ServiceDesk also features a rules engine for efficient and convenient process configuration and customization and is designed for full integration and optimization of IT processes. The result is a service desk solution that delivers faster incident creation and tracking, faster initial response resolution, accelerated service restorations, and improved service continuity—while helping to minimize recurring incidents, multiple staff interventions, and costly escalations.

ServiceDesk 8.0 includes an install guide that walks the user through a comprehensive planning phase for install and configuration, making the critical design phase much faster and easier. ServiceDesk 8.0 also features an enhanced configuration framework that includes customizable email templates, SLA configurations, and an extensive wizard-driven rules engine, so administrators can configure ServiceDesk to operate optimally with their own custom logic and business processes. This capability allows users to quickly modify ServiceDesk to their specific needs, 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 IT Management Suite
- 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), additional process automation capabilities (Symantec™ Workflow), and incident, problem, and change management.

ServiceDesk Modules

ServiceDesk 8.0 consists of several independent modules that interact and function together to provide a complete solution.

Incident Management:

- Traditional break/fix module

- Create tickets from multiple entry points
- Full audit trail and reporting
- Utilize ruleset logic for routing, SLAs, etc.
- Can utilize 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:

- Complete change planning, approval, and implementation module
- Change can be initiated to resolve an incident or problem ticket
- Can utilize templates for reoccurring changes
- Configurable sequential approval chains
- Time zone support

Service Catalog:

- Active Directory password reset
- Request access to network share folder
- Unlimited configurable options, including custom processes with Workflow

Streamline processes

ServiceDesk provides a single point of contact and facilitates rapid restoration of normal operational service with minimal business impact controlled by service level agreements (SLAs).

ServiceDesk allows you to take control of your environment with actionable information and reporting.

- The forward schedule of change helps you to effectively schedule resources, proactively minimize down times, and prevent change conflict
- ServiceDesk will not only help you identify problems in your organization, but it will take immediate action to resolve them

Faster remediation of end-user incidents, systemic problems, and essential managed changes saves IT department's valuable time, money, and staff effort - enabling the department to sharpen focus on complex or strategic projects that enable your business to grow. The result is a more agile IT department that's better able to provide additional business services and improved customer satisfaction levels.

Use rules engine to accelerate implementation

A rules engine is now integral in the ServiceDesk portal and allows administrators to easily create rules (using a wizardtype interface) to prioritize process handling, set SLAs, route and send notifications, and so much more. The rules engine can nearly remove any need to manually modify core configuration processes. And, any configuration made via the rules engine is easily upgradeable, after version 7.5.

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. The intent of these workflows is to showcase how ServiceDesk and Workflow can be extended to automate manual processes currently performed by IT. There are endless possibilities because ServiceDesk is based on the Symantec Workflow platform.

Unified management platform

ServiceDesk is built on a unified management platform, so it's easy to add solutions that go beyond ServiceDesk without adding unnecessary infrastructure or complexity. The platform delivers advanced integration benefits and will enable your solution to flexibly scale with your needs as your organization grows.

- Ease of integration is provided for other Symantec products as well as third party-products
- Integration with the CMDB is included in the Symantec Management Platform
- Expanding upon ServiceDesk with additional Symantec products allows your organization to increase security, track assets, and manage client and server devices over time
- Through integration with Symantec Client Management Suite, ServiceDesk lets you quickly resolve help desk issues
- Client Management Suite lets you manage a single computer in real time. You can view detailed information about the managed computer and remotely perform support tasks, such as restart a computer, reset a password, terminate a process, and more

What's New in 8.0?

There are several new features and enhancements in ServiceDesk 8.0 including the ability to customize any of the user interface forms, localization support added for 8 languages (German, French, Spanish, Chinese (Simplified), Chinese (Traditional), Italian, Russian, and Portuguese and multiple updates to Change Management, Incident Management, and Problem Management.

Key new features in Change Management:

- Configurable sequential approval chains
- Time zone support

Key new features in Incident Management:

- Manage incidents page supports sorting and improved searching
- Subtask assignment to queues

Key new features in Problem Management:

- New problem management process view page
- Rule engine support (emails now sent through rule engine)

Extending ServiceDesk

Take your IT infrastructure to the next level by leveraging the following tools that complement ServiceDesk.

Symantec™ Client Management Suite automates time-consuming and redundant tasks for deploying, managing, patching, and securing desktops and laptops so organizations can reduce the cost and effort of managing Windows®, Mac®, Linux® and virtual desktop environments.

Symantec™ Server Management Suite provides IT administrators with a comprehensive solution for managing physical and virtual servers across a broad array of platforms.

Symantec™ Asset Management Suite enables organizations to take control, uncover savings, and ensure compliance of IT assets. With an accurate picture of assets throughout their lifecycle, IT can optimize investments, eliminate the purchase of unnecessary software, and avoid penalties and fines due to non-compliance.

System requirements

ServiceDesk requires the Symantec™ Management Platform, which includes the Symantec Management Console, Database, Notification Server, and ServiceDesk management components.

Management Platform

- Symantec® Management Platform 8.0

ServiceDesk/Process Manager Server (Workflow Server)

- Windows® Server 2008 R2 SP1 x64 or higher
- Windows® Server 2012 R2
- Microsoft® .NET Framework 4.5.1 or above
- Windows® Internet Information Services (IIS)

Microsoft SQL Server

- Microsoft SQL Server® 2008 SP2 or higher
- Microsoft SQL Server® 2012 and higher

Workflow Designer

- Windows® 7 x86 and x64
- Windows® 7 SP1 x86 and x64
- Windows 8
- Windows 10
- All Workflow Server supported OS versions

Process Manager Browsers

- Microsoft Internet Explorer® version 7 and later
 - Mozilla Firefox® version 13 and later
 - Google Chrome® version 17 and later
 - Apple Safari® version 5 and later
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More Information

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Symantec Corporation (NASDAQ: SYMC) is the global leader in cybersecurity. Operating one of the world's largest cyber intelligence networks, we see more threats, and protect more customers from the next generation of attacks. We help companies, governments and individuals secure their most important data wherever it lives.

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