

PRODUCT SHEET:
CA Service Desk Manager

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CA Service Desk Manager (CA SDM), on-premise or on-demand, is designed to help you prevent service disruptions, better manage change risks, and provides a 360-degree view into your IT services. CA SDM is a versatile, comprehensive IT support solution to help you build superior request, incident, problem, and knowledge management processes with simplified and enhanced change and configuration management. CA SDM lets you get control of your change process and standardize your IT business processes in accordance with industry-proven best practices. CA SDM can consolidate multiple, disparate help desks and separately manage customers without having to deploy multiple service desks, a key feature for Service Providers—all with the objective of reducing the cost and complexity of managing multiple software instances. CA SDM delivers extensive automated support tools to identify, diagnose, and resolve issues, delivering a higher quality of customer service while lowering costs.

Business value

To survive in today's economy, your IT organization faces increasing pressure to do more with less. With this in mind, savvy IT organizations are taking a comprehensive approach to service support—that is, treating the individual functions within service support as an integrated whole. Holistic service support is about replacing the traditional siloed approach to incident, problem, change, configuration, and asset management with a unified service support strategy. Companies that have implemented this approach are achieving greater IT efficiency and reducing costs:

- A leading global IT outsourcing firm views CA Service Desk Manager's integration of incident, problem, change, and knowledge management as the key to efficiently delivering services to



CA Technologies—the only major vendor certified as PinkVERIFY™ compliant on all 14 ITIL® Version 3 processes:

- Incident Management
- Problem Management
- Change Management
- Release & Deployment
- Request Fulfillment
- Service Asset and Configuration Management
- Knowledge Management
- Event Management
- Service Level Management
- Service Catalog Management
- Financial Management
- Capacity Management
- Service Portfolio Management



CA Service Desk Manager has been certified Gold Level ITIL Process Compliance for Incident and Problem Management from the United Kingdom’s Office of Government Commerce (OGC).

21 customers with 160,000 end users in 35 countries. CA SDM is helping to manage over 150,000 incidents per month by maximizing agent efficiency and is instrumental in moving its customers to standardized, ITIL-based processes for greater IT service consistency.

- A large IT services provider has improved efficiency by around 15 percent, reducing staff overtime and boosting the quality of its services by using CA Service Desk Manager to identify customer trends around change requests.
- One of the United Kingdom’s leading department stores uses CA Service Desk Manager to track over 1,400 incidents a week, with up to 25 percent of these (going to 45 percent in the near future) being logged via self-service, which are then automatically routed to the appropriate support team. CA SDM’s self-service capabilities are helping users solve their own IT issues, with up to 15 percent of issues now being resolved without direct involvement from IT.
- A large financial services holding company was able to reassign nine IT service desk agents, amounting to annual savings of more than 4.4% of service management costs.

Product overview

Resolve IT problems faster, manage risks, and save costs

When a home-grown or outdated help desk, multiple service desks inherited through mergers and acquisitions, or mismatched service desk upgrades do not fully integrate, the processes by which end users’ requests are solved simply break down. Information silos act as barriers to responsiveness and resolution, and IT doesn’t have the visibility into the infrastructure that it requires to successfully manage its services. With a centralized service desk, CA SDM provides the means to investigate and resolve problems and assess the risk of change while helping end users automatically solve their own requests and capitalize on the IT organization’s knowledge.

Making the service desk more effective

The traditional mandate for IT, whether internal or as a service provider, is to deliver on several key initiatives and improve service quality while controlling support costs. If the systems are down and service disruptions are the norm, end users can’t perform at their peak, productivity drops, and overall business performance suffers. CA SDM automates industry-proven best practices for request, incident, problem, change, configuration and knowledge management. With these interlocking processes in place along with full-featured self-service capabilities, service desk analysts address fewer redundant user requests and correctly respond to service outages. Your IT organization can enhance user productivity and proactively support the key technology requirements of the business.

Visibility into IT silos

Traditionally, IT has created multiple silos, each making changes as fast as possible. No one team was watching out for conflicting changes or to avoid collisions—IT was often reactive, fixing conflicts after the fact. In today's complex IT environments with teams spanning the globe, it is no longer possible to maintain these silos. An automated Manager of Managers for all the change silos is an absolute necessity.

CA SDM delivers sophisticated change management capabilities, providing visibility into all scheduled changes in the enterprise. CA SDM features an open change management process that can be integrated with disparate change silos to provide a single point of control for true enterprise change management. As the single point of control, CA SDM can integrate changes from multiple sources so all changes can be viewed together and in context for proper risk assignment and change impact identification.

Features

CA SDM acts as a single point of contact for all users. It expedites the restoration of normal service and helps to manage future events from adversely impacting business services, while also helping to improve IT staff efficiency. CA SDM delivers a more effective end-to-end service support solution via intuitive, easily adopted, enterprise-scale technology:

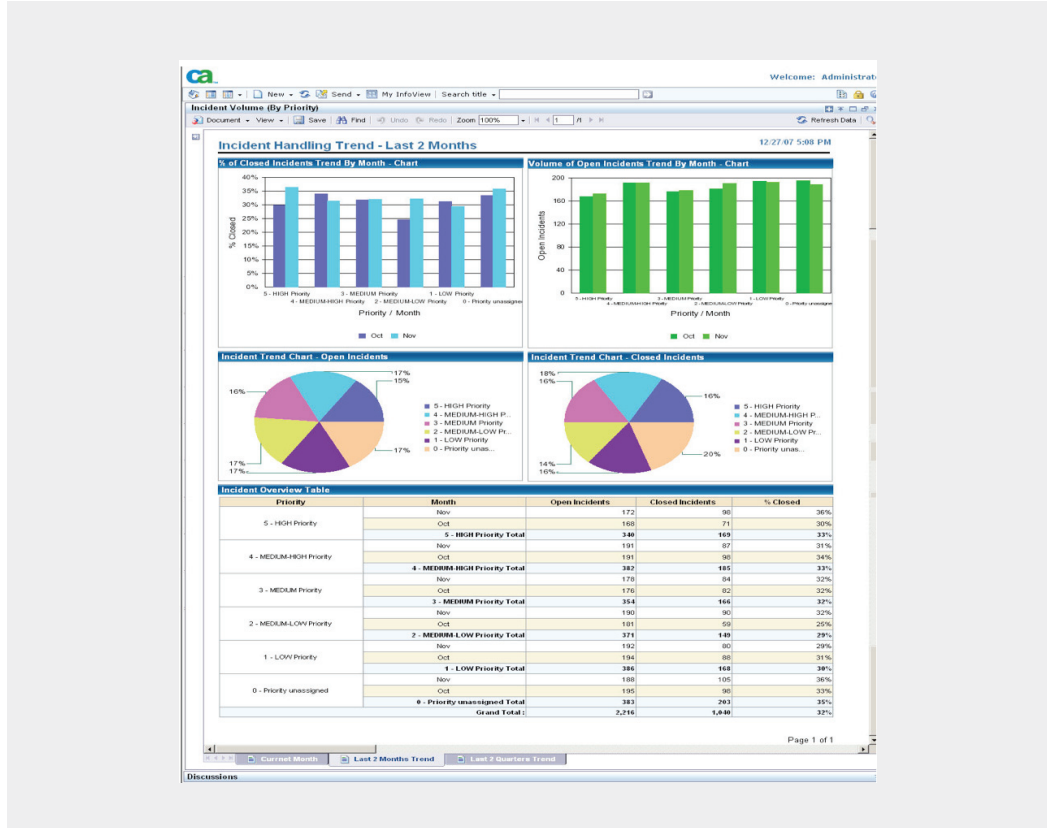
- **Native support for the flow of ITIL processes**, such as initial Request, to Incident, to Problem, to Change supported by Knowledge Management and complemented with Support Automation and Workflow processes, all in a fully integrated and interoperable environment.
- **Change Management** provides the ability to manage change *across the enterprise* by providing the visibility needed to make infrastructure and application decisions based on a better understanding of business impacts. Utilizing the CMDB, changes are evaluated and conflicts involving the same Configuration Item (CI) are automatically displayed. CA SDM provides the ability to manage change across the enterprise by providing the visibility needed to make infrastructure and application decisions.
- **Configuration Management** The CMDB provides the foundation for a comprehensive Configuration Management System (CMS) for greater management control over your IT environment by providing a consolidated view of configuration items (CIs) and their interdependencies.
- **CMDB with application dependency mapping** automatically discovers, inventories, and stores CI data and relationship information gathered from multiple sources to link services with their underpinning CIs. Analysts can perform change impact analysis and do a more thorough root cause analysis.

- **Self-service support** provides users a personalized self-service portal with information on outages and their existing requests, as well as intelligent solution search and notification, integrated password reset, chat, and automated repair options along with analyst-driven remote repair.
- **Knowledge Management** uses the knowledge repository to **help** connect IT with the business it supports by presenting accurate, authoritative, timely, and consistent information tailored to the needs of end users and service desk analysts.
- **Support Automation** helps IT support analysts to remotely fix requests and incidents quickly and cost effectively by providing proven resolution tools and techniques to identify, diagnose, and resolve difficulties before they impact vital business processes.
- **Multi-Tenancy** enables multiple independent tenants (organizations or departments) to share a single implementation of CA SDM. Within the multi-tenant architecture, tenant data and configurations are virtually separated so that each client organization works with its customized virtual instance. CA SDM provides the granular user and data access controls to permit/deny sharing of configuration, process, contacts, and content between tenant groups to support customer defined policy.
- **CA IT Process Automation Manager** is a robust, enterprise-class runbook automation tool providing repeatable and extensible automation that maximizes business efficiencies across departments and integrates and optimizes IT operations across physical, virtual, and cloud environments.
- **Reporting and Analytics** are high-level graphical overviews of service desk and knowledge management operations to help in real-time analysis and integrated decision support. Designed to help service desk, change, and other IT managers gain immediate visibility into critical operational metrics and day-to-day activities.

Delivery approach

CA Service Desk Manager is part of the CA Technologies' Service Management family of solutions that enable you to facilitate end-to-end service support processes on-premise or on-demand. Receive maximum value from your investment in CA Technologies' solutions by leveraging the expertise of CA Services. Through our proven deployment methodology and best practices, we help you implement solutions in a way that accelerates time-to-value and lowers risk. CA Education helps you maximize your business results with CA software by delivering robust training solutions that develop agile, competent, and proactive professionals who can successfully support your IT requirements. For added investment protection and enhancement there is CA Support, the place to go for easy access to technical support resources that are always available.

Figure A
 The CA SDM reporting functionality provides managers with a real-time view of incident and problem identification and resolution processes, and lets them drill down to graphical and tabular views—as well as key metrics—to gain a deeper understanding of critical issues.



Benefits

CA SDM helps improve service support and quality while lowering IT costs by enabling your IT organization to:

- Combine typically standalone service support offerings into a complete, single product, thus simplifying the approach to service support to help customers achieve greater value quickly at a lower total cost of ownership.
- Include multi-tenant architecture supporting service desk consolidation for global enterprises
- Empower individuals with intuitive request, incident, problem resolution and instructional information, while helping the support environment run more efficiently and effectively.
- Manage all changes, minimizing service disruptions and risks resulting from unforeseen change, improving the day-to-day operations of the organization.
- Offload service issues to low-cost self-service channels and increase IT responsiveness to the business with advanced self-service and remote support automation.

Why CA Technologies

CA Service Desk Manager provides a comprehensive approach to service management by uniting traditionally separate offerings into the industry's most comprehensive single ITIL service desk technology that:

- **Delivers a stand-alone service support offering all in a complete, single product** simplifying the approach to service support, helping customers achieve greater value quickly at a lower total cost of ownership.
- **Drives down IT support costs and increase IT responsiveness to the business** with advanced self-service, knowledge management, and remote support automation.
- **Provides automated training** CA Productivity Accelerator provides visual training to users on-demand, in the context of the task and process they are working on. This can help to speed time-to-value, lower training costs, improve adherence to best practices, and preserve institutional knowledge.
- **Offers a 60-to-90-day time-to-value** with fixed-price Rapid Implementation Service Offerings backed by documented deployment methodologies based on ITIL, CoBIT, and ISO best practices.
- **Delivers out-of-the-box integration with governance, security, application, and data center and infrastructure management solutions** to drive cross-IT collaboration around a common, business-centric service perspective.

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