

# CA Service Desk On-Demand

CA Service Desk On Demand is a versatile, ready-to-use IT support solution delivered *On Demand* to help you build a superior Request, Incident, Change and Problem solving system. Based on an ITIL® pre-configured version of CA Service Desk Manager r12.1, Service Desk On Demand delivers rapid time-to-value with low upfront costs. CA Service Desk On Demand is lean – with a monthly subscription fee you receive ongoing infrastructure support, maintenance, and upgrades.

## Overview

As an IT support professional, you know that despite juggling updates, changing infrastructures, increasing demands for availability and managing segmented information silos you are expected to efficiently respond to any and all IT service requests.

CA Service Desk On Demand is an enterprise-wide solution accessed and used by you via the internet charged on a per user, per month fee.

CA Service Desk On Demand users access and use CA's latest Service Desk Manager r12.1 from world-class managed facilities without the need to purchase, deploy and maintain additional software or hardware.

## Benefits

With CA Service Desk On Demand, time to value is greatly improved via rapid implementation services, with ITIL best practices configurations and zero infrastructure effort to you.

CA Service Desk On Demand is designed to help improve the speed and accuracy with which issues are resolved, enabling better service and response times — while reducing support costs.

CA Service Desk On Demand also reduces financial risk with pay-as-you-go pricing.

## The CA Advantage

CA Service Desk On Demand provides you with a pre-configured ITIL service desk that brings key Service Management processes together into an integrated solution featuring:

- Incident Management
- Problem Management
- Change Management
- Request Management
- Escalation and notification on SLA's
- Knowledge Management
- End User Self-Service
- Web based Management and Dashboard Reports

This solution is an important part of CA's Enterprise IT Management (EITM) vision. EITM helps unify IT by simplifying the management of complex computing environments throughout the enterprise.

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## CA Service Desk On Demand: Designed to Resolve IT Problems Faster - Help Manage Risk and Save Money

Has your IT staff's ability to find and fix incidents and problems been complicated by the proliferation of multiple service desks and closed-system information silos?

Whether inherited through mergers and acquisitions or through deployment of enterprise applications with their own built-in support packages, these information islands fail to give your support team centralized, clear visibility into the entire enterprise to identify, isolate and resolve incidents and problems.

Changing one or many service desks for a consolidated solution can be a daunting task. One filled with countless functional analyses, comparisons and financial justifications, and that's just for the software.

Then there are the infrastructure costs and risks associated with upgrading, hardware, databases and their ongoing maintenance and support – all just to streamline your ability to provide support.

There is a lean alternative to this challenge that can help you to focus on the end goal of standardizing on an industry proven support solution – that's CA's Service Desk on Demand. This offering delivers one of the industry's top service desk solutions via an on demand option.

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## The CA Service Desk On Demand Advantage

CA Service Desk On Demand utilizes the latest CA Service Desk Manager r12.1 and provides an ITIL preconfigured instance offering technical and financial advantages:

- Fast to Get Started Deepest and Broadest Functionality
  - Proven Enterprise functionality with hundreds of customers
  - Rich portfolio of integrated Enterprise IT Management solutions
  - Seamless upgrades
- Financially Compelling
  - Reduce financial risk with predictable, pay-as-you-go pricing
  - Eliminate support infrastructure, upfront capital investment and their associated ongoing maintenance costs
  - Eliminate support infrastructure costs
  - Focus internal resources on strategic initiatives
  - Cost efficient scalability to meet current and future business requirements
- Secure, Scalable and Optimized
  - Secure, discrete company/role based data separation
  - Reliable, world class hosting facilities backed by CA
  - Highly available with continual performance optimization by CA application professionals

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## CA Service Desk On Demand: Integrated Components Make a Comprehensive Solution

### Making the Service Desk More Effective

The traditional mandate for IT, whether internal or at a service provider, is to deliver on several key initiatives and improve service quality while controlling support costs. If systems are down and service disruptions are the norm, end-users can't perform, productivity drops and overall business performance suffers.

However, if these challenges are addressed and overcome, your IT organization can enhance user productivity and proactively support the key technology requirements of the business. This can be done by automating industry-proven best practices for Request, Incident, Problem, and Knowledge Management.

CA Service Desk on Demand helps provide a complete picture of your IT environment, automates many aspects of problem diagnosis and fault isolation and leverages ITIL best practices to help streamline your support processes. With these interlocking processes in place, service desk analysts address fewer redundant user requests, correctly respond to service outages, and have the information and processes in place to mitigate risks from change.

### SERVICE DESK FUNCTIONALITY

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CA Service Desk On Demand is scalable to accommodate growth while serving as the foundation for an improved approach to Request, Incident and Problem Management. It helps enable:

- **Automated Incident detection, diagnosis and repair** while enabling cost-effective remote support and self-service capabilities
- **Out-of-the box best practices**, including Request, Incident, Problem and Change Management, for a level of service management and control that helps align IT processes with business objectives
- **A Role-Based User Interface** that allows product functionality and content to be tailored to the needs of each user. There are 21 ITIL v3 aligned, out-of-the-box roles provided in the solution to decrease implementation time.
- **Multi-Tenant capabilities** that allow easy segregation of customer (tenant) data, so Service Providers can separately manage customers without having to deploy multiple service desks
- **Graphical views** offering insight into the effectiveness of service desk operations, historical data and the status of current Requests, Incidents, Problems and more
- **A comprehensive view of current IT configurations, dependencies and interrelationships** that help to streamline the processes of configuration, and change management
- **Comprehensive Notifications** to keep everyone in the organization aware of status via emails, faxes or online alerts, ensuring a quick response to open issues and helping provide good customer service
- **A central authority** (LDAP and Active Directory), letting the network database verify a user's identity and access to the service desk. This simplifies implementation and maintenance, and improves adherence to security standards

## KNOWLEDGE MANAGEMENT

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CA Service Desk On Demand knowledge repository is designed to connect IT with the business it supports by presenting accurate, authoritative, timely, and consistent data tailored to the needs of end-users and service desk analysts. By capturing valuable experience and storing and publishing it for reuse, the knowledge repository empowers individuals with intuitive Request, Incident, and Problem resolution and instructional information, while helping the support environment run more efficiently and effectively.

Effective Knowledge Management helps drive down support costs by building on the experience of others. As fixes for errors are found, experience is captured and categorized in a way that is easily retrievable and used by others. Self-Service, allows end-users to find trusted information with specific solution details so they can diagnose and resolve their own requests.

The knowledge base can be segmented so users only have access to information that is specific to their role or job function, helping to minimize call volumes, enhance self-service capabilities, accelerate problem resolution and enable faster ramp up of new service desk analysts. Distinctive features are:

- **Comprehensive knowledge management** functionality including authoring, retention, retrieval, notification and lifecycle management
- **FAQs featuring patented "bubble up" technology** that allows end-users to find solutions to questions based on documents ranked by frequency of use
- **One integrated knowledge base** to support all knowledge management functionality, enabling simplified administration
- **Decision trees** that guide multi-step procedural tasks and help end-users arrive at the appropriate solution

## CHANGE MANAGEMENT

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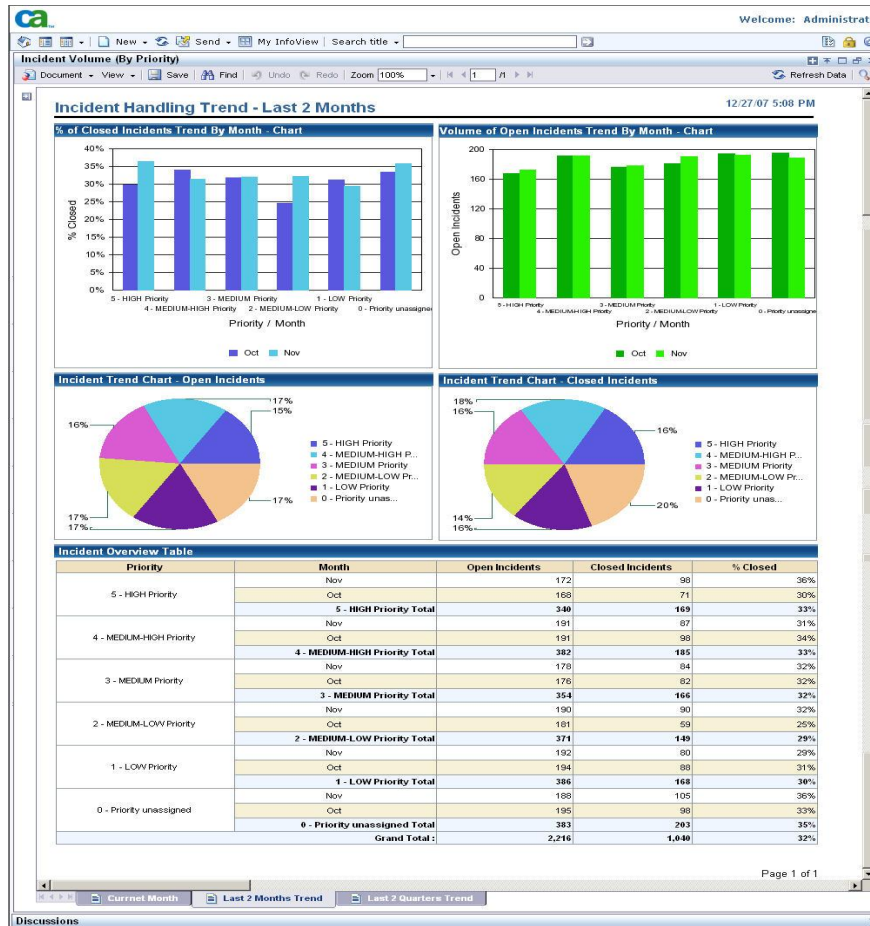
CA Service Desk On Demand enhances the Change Manager role to be better aligned with ITIL processes, allowing for the review and management of all changes in a single system within a unified change calendar. It enables:

- **Change Management Schedule** that is designed to provide visibility of upcoming changes in a calendar view
- **Change Reporting** provides for complete change schedule reporting and critical business performance metrics
- **Change Advisory Board Automation and Reporting** that coordinates and unites change management conflict resolutions and change approvals

## REPORTING AND ANALYTICS

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CA Service Desk On Demand is designed to provide high-level graphical overviews of service desk and knowledge management operations to help enable 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, these out-of-the-box graphical and tabular views offer superior insight into key performance indicators for analyst performance, issue resolution, change metrics and knowledge use. It also allows non-technical managers to quickly create their own reports and analyses to help gain rapid insight into key performance indicators (KPIs) and trends using Business Objects XI technology.



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

### A Complete Solution

CA provides full lifecycle support including application, education, and support to help your organization realize the maximum value from CA Service Desk on Demand. CA can show you how to manage Requests, Incidents, Problems, Service Asset and Configuration, Change, and Knowledge — with the requirements of the business foremost in mind. The CA Service Desk On Demand solution provides critical support for a successful Request, Incident, and Problem management strategy.

### Part of the EITM Framework

CA Service Desk On Demand is a critical component of Enterprise IT Management (EITM), which is CA's overall approach to transforming IT management. CA's EITM framework allows you to unify and simplify the management of complex IT environments across the enterprise for greater business results.

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## Next Steps

To learn more about CA Service Desk on Demand and other CA on Demand solutions, visit [ca.com/on demand](http://ca.com/on demand).

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