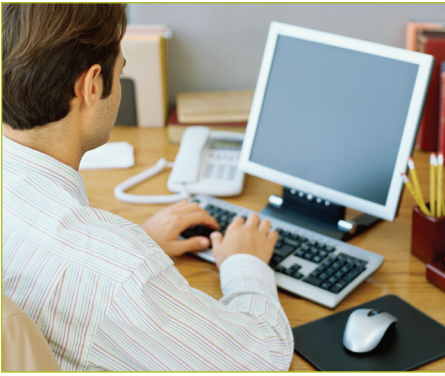




LANDesk® Service Desk

Outstanding IT Service Management Made Easy



Deliver Outstanding IT Services to Employees, Citizens and Customers

LANDesk® Service Desk enables organizations to deliver outstanding IT services to employees, citizens, and customers, transforming the relationship between IT and its customers throughout the business and beyond. By using LANDesk Service Desk, IT service desks can develop and improve service continuity. In turn, organizations experience fewer service interruptions, accelerated service restoration, and a reduction in costly downtime or other service-related business risk.

Key Features

- Faster incident logging and improved resolution while minimizing recurring incidents
- Flexible, process-driven approach ensures the right person does the right thing at the right time
- Tightly integrated incident, problem, change, and release
- Decreased risk and increased control by understanding how changes impact services and service levels
- Manages the lifecycle of IT services
- Seamless integration with leading enterprise, desktop, and network management systems
- Powerful management and reporting tools for enhanced decision-making
- Simple, effective way to introduce and use ITIL or other best practices and manage regulatory compliance needs
- Ideal method for delivering shared services both outside the IT department and with other organizations
- Highly configurable to meet individual organizational needs
- Business functionality for HR and other departments beyond the traditional scope of IT

LANDesk Service Desk features all of the core IT Service Management (ITSM) functionality expected from a market-leading service management software application, including ITIL®-verified and process-driven incident, request, problem, change and release, configuration and asset management, service levels, knowledge management, and management reporting—all from a single console. Reduce costs, through better management of assets; reduce risk by controlling change and meeting SLAs; and increase productivity by supporting rapid incident and problem logging. What's more, LANDesk goes beyond ITSM, enabling other areas of the business such as HR and facilities to benefit from using LANDesk Service Desk.

In addition, achieving PinkVERIFY status through Pink Elephant's software certification scheme for all 14 processes that make up ITIL V3, as well as being KCS V3 verified for knowledge management, means you can be assured of an industry-accredited solution when choosing LANDesk Service Desk.

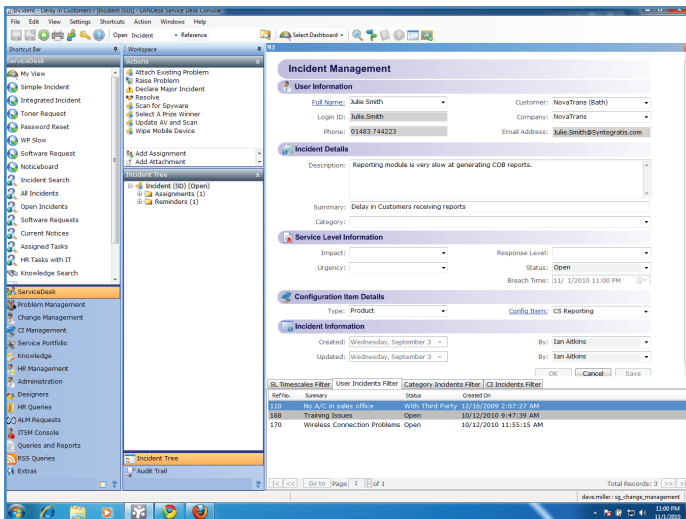
Improved Service Provisioning

LANDesk Service Desk is a consolidated service desk solution for all types of incident, service requests, and requests for change that an organization encounters, from “how-to” questions and user issues to requests for new software or software upgrades. A clean, informative interface enables fast, consistent incident logging with minimum effort. As an incident is logged, analysts have instant access to information about who is calling; previous incidents or incident histories and outstanding issues; details of any equipment, services, or products used; and issue criticality.

Furthermore, to aid rapid and accurate logging of common incidents and service requests, LANDesk Service Desk users benefit from access to an unlimited number of templates designed and stored within LANDesk Service Desk.

Not only is capturing incident and service request information quick and easy, it can be categorized and prioritized based on, for example, impact and urgency using a service level rules-based engine, speeding the progress of incident handling. Analysts can use color-coded fields to prioritize their workload, giving urgent incidents the right level of attention. If a call or service request cannot be resolved immediately, the appropriate assignments and service levels are applied automatically.

Customers and other users can be notified immediately of the status of their incident or service request, ensuring that they are kept informed at all stages, increasing customer satisfaction levels. Information can be passed proactively to the end-user employee through a variety of methods, including email, Web, PDA, and RSS feeds, and in turn, users are able to perform actions required in support of their incident. This regular communication can continue right through to resolution.



Incident form

To assist incident diagnosis, LANDesk Service Desk incorporates knowledge management capabilities, which prompt analysts with relevant information and guidance about potential solutions for each incident based on past history and best practices, speeding resolution time. However LANDesk Service Desk has not just been designed to take advantage of existing knowledge; a key strength is the ability to capture, create, and manage knowledge, complete with an expiration date, as the user works, which reduces the effort involved in knowledge creation. These activities help to improve resolution rates while at the same time fostering the retention of better trained, more motivated service desk staff.

Much More than Just Incident and Request Management

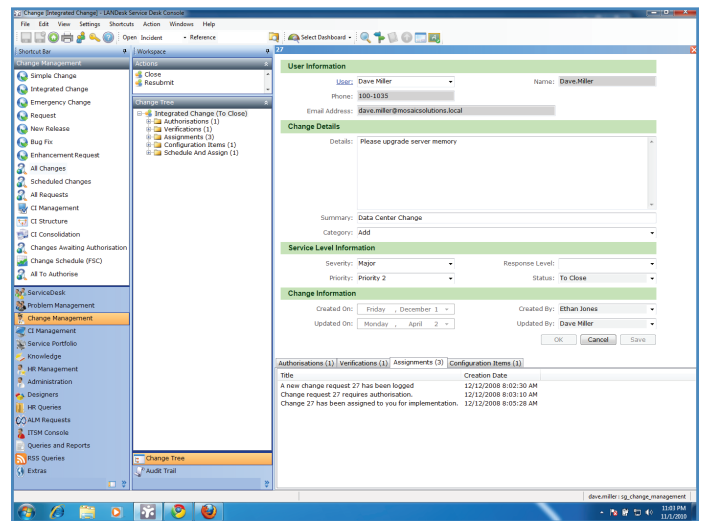
Intuitive and easy to use, LANDesk Service Desk features the expected incident and service request management functionality and much more. LANDesk incident and service request processes support the many activities that may be required to investigate an incident or manage a service request through its lifecycle; for example, adding memo information such as notes, assignments, attachments, or linking to problems that allow service desk staff to track and monitor the progress of an incident while providing a complete picture and audit trail.

LANDesk Service Desk also aims to minimize reoccurring incidents, and as a result, business downtime and costs. But when required, it is possible to classify and log a problem as a part of your problem management function or as a by-product from incident management activity.

With built-in problem management processes, LANDesk Service Desk delivers a consistent process-driven approach to reduce the impact of current problems, minimize down time, and eliminate potential future incidents and events. Problems can be logged and progressed to investigate trends, diagnose and identify the underlying route cause of problems, and to create reports. A valuable by-product of this process is improved communication

through the recording of workarounds and flagging problems as known errors, which can then be used by service desk incident teams to enable faster incident resolution. This ensures that different service desk teams can continue to add value to efficient service desk operations.

When a problem is resolved, all linking incidents can be closed, saving time and effort, and reducing the administrative burden on service desk staff. In addition to linking incidents to problems, LANDesk Service Desk enables change requests to be raised—either as a part of change management activity or from problems. Change management is tightly integrated with incident and problem management, allowing full traceability of the reasons for change. It promotes efficient handling of changes and releases, and reduces the time required to manage change and release activity.



Change form

Within LANDesk Service Desk, change requests follow the highly configurable change processes required to meet the needs of the organization. Adhering to the change process reduces the chances of a failed or mismanaged change disrupting business operations and potentially impacting an organization's revenue opportunity, or the ability to meet its service level targets. The change process incorporates all change-related activity from initial request, through to authorization, scheduling, and assignment so that control is retained at every stage.

What's more, using LANDesk Service Desk for change management enables the service desk to gain asset visibility and control. All assets are tracked and, as a result, the impact of future changes to assets and the delivery of an overall service are known and can be communicated to affected users and authorized. As a result, organizations reduce the risk of unauthorized change while maximizing asset utilization. Beyond asset management, LANDesk Service Desk also links change to configuration management activities, enabling the creation and maintenance of a rich and capable configuration management database.

To further enhance the control over an organization's assets, LANDesk Service Desk includes a specific set of asset management processes that provide a repeatable method for maintaining accurate data about IT assets deployed across the organization and their subsequent impact on the business. It manages the procurement process from beginning to end, and it defines the process for changing an asset profile and the process for removing and disposing assets, ensuring that the asset portfolio is aligned to organizational needs and that there is control over asset purchases.

To ensure that the distribution of changes is properly controlled, LANDesk Service Desk incorporates a release management process for the release lifecycle. It delivers the capability to successfully manage the introduction of new software and hardware releases into an organization's IT infrastructure, allowing multiple changes to be built, tested, and safely released while generating an audit trail of release activity. The release process promotes efficient, consistent handling of releases across the enterprise from start to finish. This can, in turn, generate a positive perception of IT throughout the organization.

Once a change request is closed, problem management can be notified of completion, and any problem process that instigated the change request is progressed to resolution. Thanks to the provision of a complete out-of-the-box service management solution, this efficient communication flow continues to cascade as necessary, notifying incident management that a problem which may have been holding the progression of linked incidents has been resolved, promoting a collaborative approach to service management.

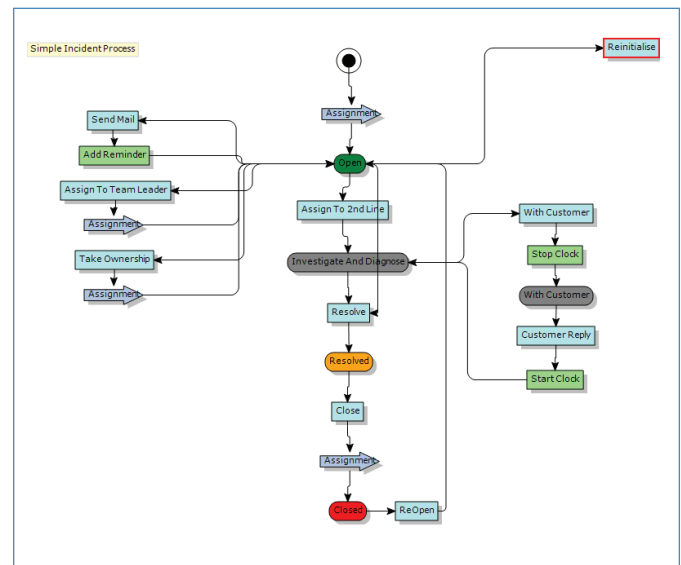
In addition to the traditional service support functionality, LANDesk Service Desk extends the best practice, process-driven approach beyond the IT department and into the HR department. The solution includes key HR processes such as new hire and exit, reducing the time required to manage general HR processes while improving HR administration efficiency. These processes possess the same functionality as other processes within LANDesk Service Desk, generating detailed audit trails and leveraging data in existing systems, plus they are fully flexible and can be re-designed in line with an organization's changing needs.

Thanks to the configurable nature and integration capabilities of the LANDesk Service Desk suite of products, your service management possibilities become infinite: automatic logging, response and resolution of event management, a shopping window of services available to employees through service catalogues, and availability and knowledge are but a few examples. The potential is as great as the imagination allows.

Process-Based Approach

LANDesk Service Desk uses a process-driven approach that allows unlimited bespoke or tailored processes to be quickly and easily defined and followed within the controls of a department structure, job roles, service levels, and permissions. The provisioning of

simple to complex processes that are customizable enables service desks to follow consistent support processes, which in turn enables an organization to identify who is going to perform a task, what they are going to do, and when.



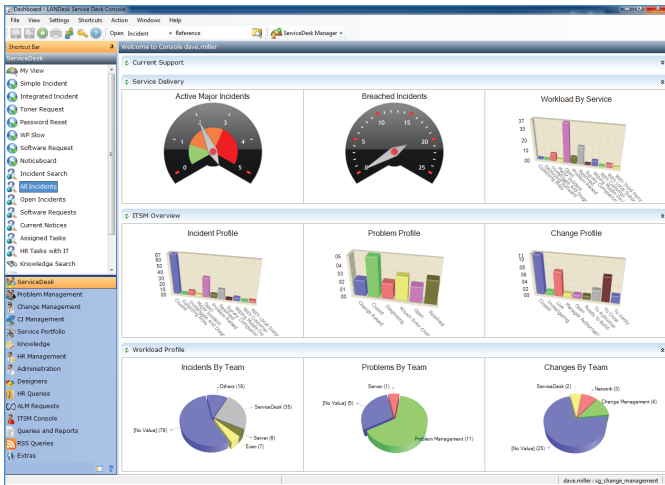
Incident process

Sophisticated process design tools enable service desks to design other business processes—such as complaint processes or facilities processes—and incorporate internal organizational processes and industry or government regulations. In addition, LANDesk Service Desk is verified in all 14 ITIL V3 disciplines, which makes it the ideal solution for IT service providers who are using or wish to adopt ITIL best practices.

In addition to the foundation of flexible, graphical process design, all forms presented are fully configurable using the form designer that allows fields, labels, colors, and windows to be configured to match organizational and user requirements. The power of process can be extended further through the use of templates that make incident logging faster and easier through the use of pre-filled data.

Dynamic Dashboard Views

All key data can be configured and displayed at the point of entry to the LANDesk Service Desk through instantly updated graphical dashboards for monitoring relevant data. These dashboards deliver configurable, real-time graphical display of data such as workload lists, open incidents by category, and group workloads. Powerful statistical reporting and one-click access to current activity help ensure that managers are always aware of the continued effectiveness of the service function and of any potential issues.



Dashboard

The ability to create multiple dashboards allows users to choose and group information on individual dashboards to suit their working needs; e.g., a service desk manager may decide to have one dashboard displaying team activity and another dashboard for management reporting requirements. In addition, dashboards can be published and administered centrally. Users with the appropriate privileges can design dashboards easily on behalf of other users and control who these dashboards are published to, providing total control over the information presented to the analyst user.

Customer Satisfaction Tracking

For IT service desks, understanding customer satisfaction and improving the perception of their value within an organization is paramount. With LANDesk Service Desk, analysts can capture customer satisfaction data at the point at which the service is delivered, allowing relevant information to be analyzed easily for trends, issues, and successes.

When an incident is resolved, the end user can be prompted to complete a survey, providing the service desk useful feedback on the service delivered. Moreover, completion of the survey can also be used to confirm satisfactory closure of the incident by the end user, further improving customer satisfaction.

Business Alignment

LANDesk Service Desk helps position IT services as the lynch pin for facilitating maximum employee productivity and end user satisfaction, and it is pivotal to meeting the key performance indicators (KPIs), vision, and goals of an organization.

Achievement and progress against organizational goals is measured through tailored KPIs that are inherently linked to the LANDesk Service Desk processes. Results can be tracked using best-of-breed reporting tools.

The comprehensive service level management component within LANDesk Service Desk enables the service operation to define all the levels of service needed to satisfy its users and its business targets. The fully configurable user interface ensures that all types of service—from simple call, service request, or any other definable sequence of events—will be managed appropriately and escalated to the correct analyst user or manager in a timely manner. This also ensures that the right action is completed clearly, quickly, and visibly by the right person at the right time.

The proactive and highly flexible nature of the solution means that the service desk can anticipate and adapt to changing business requirements.

Improve Productivity, Reduce Cost, Reduce Risk

LANDesk Service Desk promotes consistent service support and proactive service management. By enforcing standardized processes, it enables compliance with internal policies and external mandates. It streamlines workflows and relieves IT workloads through templates and automation.

LANDesk Service Desk enables organizations to reduce costs, for example through better management of assets; to reduce risk by controlling change and allowing customers to meet SLAs; and to increase productivity by supporting rapid incident and problem logging, automated processes, and employing knowledge management for fast knowledge transfer.

Key Features

ITIL+

- Pink Verify certified in all 14 ITIL V3 disciplines
 - Availability Management, Capacity Management, Change Management, Event Management, Financial Management (Service Costing), Incident Management, IT Service Continuity Management, Knowledge Management, Problem Management, Release and Deployment Management, Request Fulfillment, Service Asset and Configuration Management, Service Catalog Management, Service Level Management, Service Portfolio Management

Process-Foundation

- Extensible, flexible process-driven solution
- Define multiple processes and ensure they are followed
- Out-of-the-box, configurable capabilities provide additional flexibility to support processes beyond ITIL

Support Best Practice Procedures

- Process engine ensures adherence to defined procedures
- Support for best practice and regulatory initiatives such as ITIL, Six Sigma, COBIT, and Sarbanes-Oxley
- Stores historical and incident-based information

Strong Service Levels

- Manage escalations, actions, response levels and agreements, contract, operational level agreements (OLAs), and underpinning contracts (UC)
- Define automatic actions

Graphical Dashboards

- Real-time, configurable, graphical displays of key data on multiple dashboards

Integration

- Integrate with leading business and IT applications such as office productivity tools, enterprise applications (e.g. ERP), desktop, network and systems management tools, directory services, and identity management
- Access to LANDesk Integration Services and LANDesk Management Automation Platform for tailored integration solutions

Management Reporting

- Real-time access to key service management KPIs
- Results tracking available via best-of-breed reporting tools, e.g. SAP™ Crystal Reports®, Oracle Business Intelligence, and LANDesk Management Information

Easy User Administration

- Graphical user management, process, and window design
- Ability to set privileges and permissions
- Graphically explore processes, relationships, and user and business structures
- Intuitive, role-based information delivery

User Interfaces through the LANDesk Suite of Products

- Fully Web-delivered over http/https to a range of role-specific interfaces:
 - Rich, dotnet smart client/browser
 - Analyst interfaces also through industry-standard browsers
 - Self service user/customer access presented in industry-standard browsers and third-party portals, also accessible through PDA/tablet devices
 - Email/RSS/SMS
 - PDA mobile capability for roaming analysts

Visit www.landesk.com for more information.

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