

CA Service Desk Manager 12.7

At a Glance

CA Service Desk Manager is an IT service support solution to streamline support operations through tight integrations between request, incident, problem, change, knowledge, asset and configuration management processes. Collaboration and mobility bring the right people together (e.g. end users, analysts, IT experts) to brainstorm, share information and resolve issues on their favorite devices, often without opening a ticket. Analysts and support managers get real-time information needed for timely decision making with a unique self-service dashboard option. Issues are quickly resolved with automation that assigns, diagnoses and fixes them, in adherence with change management policies.

Key benefits/results

Reduce support costs. Self-resolution, automate process

Faster resolution. Automate issue assignment*, diagnosis and fixes; root cause

Improve user experience. Self-sufficiency, collaboration, social media, mobility

Better decisions. Effective analysis, timely access to information

Reduce service disruptions. Manage change, visualize impacts

Key features

Comprehensive service support. Integrated request, incident, problem, change, knowledge, asset, service level and configuration management

Modern user experience. Collaboration, social media, federated knowledge search for end users, analysts and experts

Self-service dashboards, analytics and reporting*. Non-technical users create dashboards and reports

Mobility. Tablet or smart phone for core functions, self-service, dashboards

Robust change management. Root cause analysis, automated change verification, unauthorized change prevention

Support automation. Remote access and resolution

On-demand, contextual training*. Customizable, in-context training

Pre-built ITIL® content. Instructional guidance and suggested workflows for critical processes

Delivery model. On-premise or hosted

Business challenges

Organizations face several challenges attempting to streamline support operations to drive down costs and deliver a positive user experience.

Changing user expectations. Today's mobile and decentralized workforce is driving a cultural shift towards immediacy and self-sufficiency. Users are demanding social media-based collaboration for issue resolution and ad hoc information creation for management decision making. They demand immediate answers on whatever device they have at that moment—waiting for responses from Support is not acceptable.

Overburdened service desk. Managing incidents forces organizations to devote expensive resources to repetitive issues. Few users attempt to resolve issues on their own and there is minimal re-use of knowledge. Often, issues are not assigned to the most appropriate resources. IT is blamed for being slow to respond to and resolve issues.

Unmanaged changes. Service disruptions, caused by poorly managed or unauthorized changes, inhibit end-user performance and negatively affect IT's image. It is often difficult to understand the ramification of changes and the resulting business impact.

Solution overview

CA Service Desk Manager streamlines support operations by combining comprehensive enterprise-level capabilities for support processes, with an advanced user experience focused on self-sufficiency, social collaboration, mobility and advanced analytics.

Self-service capabilities can improve the user experience and eliminate calls to the service desk. Knowledge documents, chat threads, discussion boards and notifications enable end users to find existing fixes. Analysts can monitor and progress discussions or brainstorm resolutions with relevant domain experts and other analysts, while managing issues from mobile devices. All users can follow communities and topics, collaborate, consult with experts and search internal and external knowledge sources and contribute to the knowledge base. Optional ad hoc, self-service dashboards provide management with real-time analytics exactly when needed, without involving technical experts.

Live chat enables analysts to interact with multiple users at once. Optional automated assignment of issues to appropriate resources can improve time-to-resolution. Change management helps identify impacts of issues and changes, research root cause, coordinate the change life-cycle and prevent unauthorized changes.

* Optional add-on component.

Critical differentiators

CA Service Desk Manager is a comprehensive support operation solution with certification on 15 ITIL V3 processes and integration with infrastructure management functions across on-premise and hosted delivery models. Unlike traditional service desk solutions, CA Service Desk Manager delivers

- Industry-leading self-sufficiency through collaboration and extensive mobility across all stakeholders in Support processes
- A self-service analytics option that enables non-technical users to build and modify dashboards and reports in minutes
- Mobility for self-service, notifications, issue management, analytics and many other capabilities for end users as well as analysts
- Pervasive automation with best-practice ITIL content
- Industry-leading remote trouble-shooting and resolution
- An option to automatically assign issues to the best resources
- Robust change management that automatically verifies changes are authorized and invokes corrective policy if they're not

The included CA Open Space capabilities deliver self-service, collaboration and search in a social media paradigm, enhancing the user experience and driving productivity.



Related products/solutions

CA Open Space (included with CA Service Desk Manager).

Self-service social collaboration

Xtraction for CA Service Management.

Self-service dashboards

xMatters for CA Service Desk Manager.

Relevancy engine

CA Productivity Accelerator.

On-demand, contextual training

CA Service Catalog.

Request management, chargeback

CA IT Asset Manager.

Asset lifecycle management

CA Business Service Insight.

Service level management

For more information, please visit ca.com/us/service-management

Agility Made Possible: the CA Technologies advantage

CA Technologies is committed to our customers' success in Service Management. CA Service Desk Manager and its options take service support to the next level with advanced collaboration and social media, self-service dashboards and automation, yielding an unprecedented user experience, increased productivity and improved image of IT.

Achieve rapid time-to-value and better business results with CA Services

Get maximum value from your investment in CA Technologies solutions by leveraging the expertise of CA Services and best practice content.

Maximize your investment in CA Technologies solutions with CA Support

Increase your productivity and minimize risk with robust support maintenance tiers and offerings, highly experienced technicians, and diagnostic tools and programs.