

# HP Service Manager Help Desk module

Data sheet



**HP Service Manager Help Desk module helps your organization meet your challenges of providing key IT service support. Using ITIL v3 embedded best practices for tracking and resolving interactions, incidents, and problems, HP Service Manager Help Desk module enables IT to get the most out of the service availability and provide excellent support to the business.**

## Key benefits

Enables IT to quickly identify and resolve service outages

Provides a central triage command center for all issues

Tracks IT work and responsibility providing visibility into service support

Establishes a historical record of service disruptions and resolutions for reuse and analytics

Supports an automated closed loop incident process (CLIP) through integration with other HP BTO operations applications

## The challenge of the modern help desk

It's an unavoidable truth in IT: service outages occur, hardware devices fail, and software systems crash. For organizations that are not prepared, service disruptions are costly—significant production time is lost to diagnosing and resolving problems. Proactive organizations can reduce unplanned outages through established centralized processes for automatically detecting, escalating, and resolving incidents, quickly processing end-user issues, getting quickly to the root cause of problems, and performing planned regularly scheduled maintenance.

## Product overview

### HP Service Manager Help Desk

HP Service Manager Help Desk module enables IT organizations to decrease service disruptions and provide excellent support to the business. Provide your company with unmatched command and control over



Figure 1: The out-of-box MySM incident dashboard



IT operational service support. Arm your service desk agents with a convenient dashboard that helps them keep track of incidents and interactions. To further accelerate implementation and increase out-of-box usability, HP has built upon IT Infrastructure Library (ITIL) v3 process definitions to provide an embedded set of procedures, work instructions, comprehensive help documentation, views, and context-related wizards.

### Comprehensive and integrated help-desk functionality

HP Service Manager Help Desk module provides the following capabilities:

- Incident management
- Problem management
- End-user interaction management, including self-service ticketing
- Scheduled maintenance

HP Service Manager Help Desk enables your IT organization to become a world-class service support delivery organization.

### Incident management

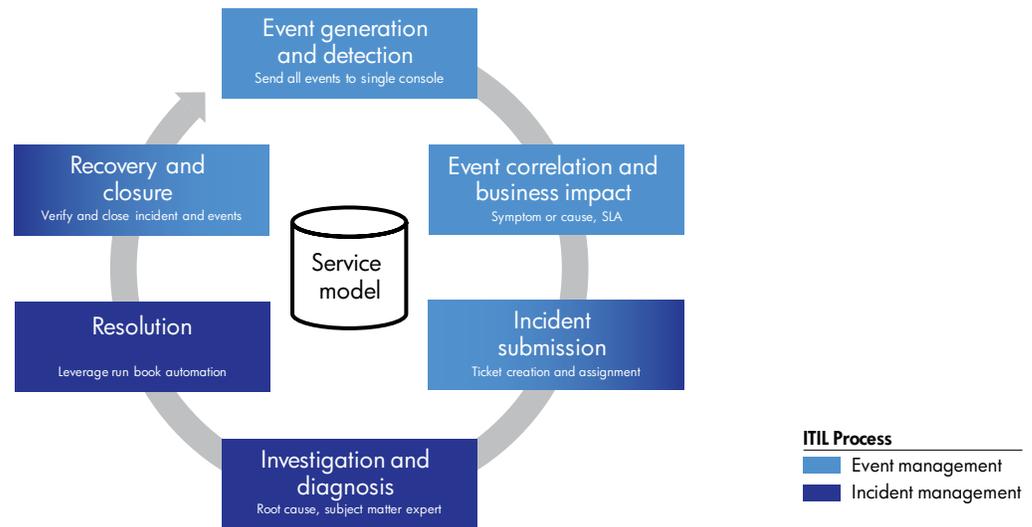
The HP Service Manager Incident Management module automates the entire incident lifecycle, from the time a service disruption is reported through final service restoration. Incident management promotes technician efficiency by providing visibility of in-depth configuration item (CI) information to help resolve incidents faster and achieve service level agreement (SLA) targets. Field engineers are provided mobile access via smart phones to incident tickets so when they go on location to fix a faulty device, they can update the ticket while still in the field.

Service desk agents have everything they need at their fingertips on their convenient MySM home page. This customizable dashboard provides role-based, graphically driven operational summary data so that they can stay on top of things. HP Service Manager has an out-of-box MySM dashboard for incidents and another for interactions. Its interactive interface allows you to navigate from a data point on a chart to a filtered list of incidents and get additional information by moving your mouse over hover-over fields. Filters and groupings can be changed on an as-needed basis. The page components can be set to refresh automatically at a specified time interval and also can be refreshed real-time manually.

Service desk agents can also customize their dashboards to display external web pages identified by URL, within MySM components. This in effect provides additional data from external systems that form a more complete view of the information agents need in order to perform their monitoring and support responsibilities, all in a single dashboard. In addition to the out-of-box dashboards, agents can also customize their charts as needed with data from any HP Service Manager table.

HP Service Manager Incident Management includes powerful out-of-the-box categorization, as well as routing and escalation workflows that can be triggered based on criteria such as SLA, impact, urgency, CI, location, or customer. Once an incident is resolved, incident management provides an automated feedback loop to validate the solution and capture it as knowledge for future use.

Figure 2: HP Closed Loop Incident Process



Through integrations with other BTO operations applications, support of an end-to-end CLIP includes automated:

- Incident creation from correlated root-cause events
- Invoking of the Business Service Management (BSM) business impact report from within the SM incident record to aid in categorizing and prioritizing incidents
- Incident triage and remediation
- Closure of related events triggered by incident closure

#### Problem management

The HP Service Manager Problem Management module implements ITIL best practices to find permanent solutions for recurring incidents. Problem Management handles the complete lifecycle by integrating incident and change management processes to apply a complete and closed-loop approach. Ultimately, as errors are resolved through the request for change process, open incidents are updated and solutions are verified with the customer. HP Service Manager Problem Management default, out-of-the-box workflow is ITIL compliant with separate records for problem and known errors. An organization seeking to be ITIL compliant can leverage built-in workflows or easily customize its own processes to meet unique needs.

Effective problem management is based on the concept of harnessing past experiences in resolving problems by providing a means to document issues. When errors are discovered and resolved, they can be published automatically to the service desk, enabling the benefit of shared information for future problem solving. HP Service Manager Problem Management highlights repetitive customer errors that can be remedied by enhanced training or

documentation. Problem resolutions can easily be found and added to the appropriate documentation and training materials.

#### Interaction management

The HP Service Manager Help Desk module provides IT technicians with a central interface where all customer requests are channeled. Whether requests are initiated by a phone call, an email message, or the self-service interface, IT can centralize them, assign tasks, manage them, and resolve issues efficiently. HP Service Manager Help Desk is the vital, first step to laying a foundation for value that is consistent with your service-level objectives.

HP Service Manager Help Desk manages call information and the resulting interactions to completion. It gives service agents all the tools they need to document, capture, and update information about a customer's reported issue and then leverage knowledge management tools to improve first-call resolution. This frees technical specialists to work on more difficult issues. Solutions are captured and reused when issues recur and reports on overall service desk performance are easily generated.

#### Scheduled maintenance

The HP Scheduled Maintenance module enables your IT organization to define, schedule, and perform maintenance tasks and automatically generates the appropriate incident tickets, change requests, or supply quotes. HP Scheduled Maintenance supports the definition and storage of as many maintenance tasks as your organization requires and communicates updates through a central location. The product's powerful workflow capabilities alert IT to when a maintenance task is due.

**Figure 3:** Field engineers have mobile access to HP Service Manager incident tickets via smart phones



HP Scheduled Maintenance can help in meeting regulatory requirements by providing a central repository of maintenance rules and a complete audit trail for reporting activities. An IT organization can demonstrate—at a single glance—complete maintenance schedules and histories. Furthermore, with the financial impact of unplanned outages and the potential loss of business opportunities, IT departments should stay on top of hardware upgrades, operating system service releases and application updates that are necessary to keep a network running smoothly. HP Scheduled Maintenance allows IT departments to develop and implement a comprehensive maintenance plan to get the most out of the service life of their IT assets and reduce the cost of outages.

## A complete solution

### Comprehensive training

HP provides a comprehensive curriculum of HP Software and IT Service Management courses. These offerings provide the training you need to

realize the full potential of your HP solutions, increase your network efficiency and responsiveness, and achieve better return on your IT investments.

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