hp OpenView
service desk 4.5
product brief

manage the customer experience

HP OpenView Service Desk is a comprehensive service management solution built on a consolidated service desk foundation. Constructed around the ITIL best practices with a modular approach, Service Desk allows your organization to implement a world-class service desk that improves management of service support, service delivery and service level agreements (SLAs).

As an enterprise and service provider competing in today's competitive markets, you are challenged to differentiate your services to your customers more than ever before. An inbound look that focuses only on your infrastructure does not provide insight into the actual customer experience.

Via tight integration with the HP OpenView solution portfolio, Service Desk delivers this broad insight. It gives you a view of the relationships between your business services, infrastructure elements and service receivers (the customers). This perspective is a key to improving the overall manageability of your service support organization.

In addition, a flexible, scalable architecture ensures that your organization can easily scale your Service Desk implementation and adapt your support processes as your business requirements change.

To maximize your return on investment, HP OpenView offers a complete portfolio of support and services. These flexible, effective, Customer Care options assure the utmost in responsiveness for your support needs. Beyond securing your investment, HP OpenView support helps you maintain its value, 24x7, globally.

the new paradigm: service management

With the ongoing evolution of the Internet as a core element of interaction between businesses, customers and IT end users, there has never been a clearer need to manage delivered services from a customer experience perspective. IT infrastructure and its components need to be managed in light of their relationship to the users of that infrastructure, not only from an end-to-end perspective but also from a top-down and bottom-up perspective.

customer centric
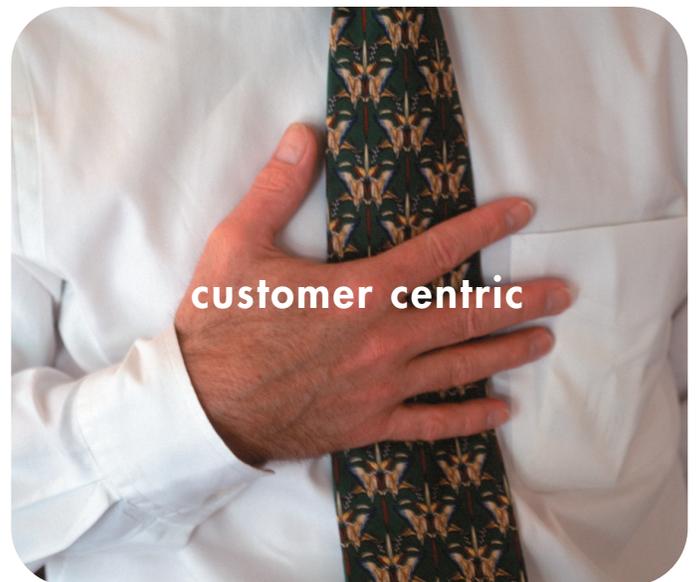
This new paradigm—service management—is taking hold rapidly. Many IT organizations are already transitioning from a focus on infrastructure elements and technology to a focus on service-level management or a focus on the "internal vendor of services" model. This transition aligns IT with functional responsibilities, instead of technology domains, and facilitates the marketing of relevant services to lines of business. This transition has brought an increased reliance on service level agreements (SLAs), which are used to negotiate specific services and the associated budgets.

Service management requires an integrated solution that focuses not only on operational management of the IT infrastructure or only on customer management but instead brings these two seamlessly together. In the end, the service management approach enables enterprise organizations and service providers to successfully differentiate service levels and actually manage the customer experience. It closes the loop between operational management and the customer-facing side provided by HP OpenView Service Desk.

HP OpenView provides a world-class service management solution set enabling your organization to successfully structure and manage your core business and processes that depend on IT services. With HP OpenView Service Desk, your organization is empowered to streamline your critical service delivery and support processes into a single workflow that seamlessly integrates with other HP OpenView products and third-party network and systems management tools.

The result is unparalleled manageability of SLAs and services based on industry-best practices and the industry-leading ITIL standards.

the closest link to the customers

The HP OpenView Service Desk solution manages not only individual IT components but also the IT processes delivering the IT services. Within these processes, Service Desk operates as the closest link to the customer.

Service Desk provides detailed business service definition, including information on:

- Which IT elements the service is depending on
- Which customers are receiving the service—and at what level of support, at which agreed times and at what cost
- Who is managing the service internally
- Who is supporting the service

At the same time, Service Desk functions as a central repository to store all relations between:

- Customers
- Business services
- Service level agreements
- Support level objectives

Moreover, Service Desk provides a hierarchical service structure with multi-tiered SLA capabilities to clearly describe the relationship between a higher-level business service and the supporting operation management service (such as a database management service).

the next step in service level management

HP OpenView Service Desk is taking the next step in service level management by providing a new set of HP OpenView integrations that will allow your organization to control your service management capabilities better than ever before.

No other vendor in the industry offers this capability today, showing that HP OpenView is committed to providing innovative, practical solutions that reduce the complexity of service level management.

integration with hp OpenView internet services manager 4.0

Integration with HP OpenView Internet Services Manager 4.0 enables you to:

- Download Service Desk service data to HP OpenView Internet Services Manager, including customer data and service data.
- Facilitate service level objective (SLO) definition for HP OpenView Internet Services Manager.

view service state
(connection to hp OpenView service navigator)

A direct connection to HP OpenView Service Navigator enables real-time service state indication in Service Desk. It allows you to:

- View service state in the context of the concerned Service Desk business or operations service, such as an e-mail service or a desktop service.
- Enable immediate assessment of the state of the infrastructure components of a service as managed and propagated by Service Navigator.

meeting diverse platform and scalability needs

With the introduction of HP OpenView Service Desk 4.5, a new realm of platforms becomes available. Providing a pure Java™ application server, Service Desk 4.5 can be run on HP-UX and Solaris next to the already supported Windows® 2000 and Windows NT® platform.

This flexibility provides a breadth of operating systems that meets the needs of large enterprises and service providers. This broad application server OS support ensures you can deploy Service Desk in line with your organization's standard platforms.

quick time-to-value

Service Desk provides a standard consolidated service desk solution based on industry-best practices. This enables a fast roll out with the ability to modify the application when changes occur to your support environment.

Ease of use and flexibility are core elements of the Service Desk architecture. It features an intuitive user interface with a Microsoft Outlook look and feel. This interface provides straight forward information in a recognizable format, greatly reducing the need for extensive end-user training.

Online deployment, online upgrades and ease of configuration of the application (consultants out-of-the-box) provide additional value to reduce administration cost and the time it takes to roll out Service Desk.

ultimate flexibility

tailorable best-practice templates

Service Desk's setup and configuration capability is a valuable asset. The capability is based on the HP OpenView experience in IT service management. Best practices and processes are captured in templates within Service Desk, providing a wealth of data that can be used to quickly deploy Service Desk.

Service Desk gives you the ability to customize forms, views and fields on the fly without the need to bring your application server down. This provides your organization with the flexibility needed to stay on top of changing business requirements and, consequently, your changing IT management requirements.

export and import service desk configuration

An extremely valuable addition to the Service Desk application is the capability to export and import views, forms, business rules and actions from a test or development environment to

a production environment. This capability decreases the time-to-release of new forms, fields and business logic, contributing to a reduction in administrative efforts when designing and modifying the application.

use of variables in rules

HP OpenView Service Desk 4.0 introduced user interface rules. New functionality in Service Desk 4.5 adds the ability to define variables in the rule definition to allow for dynamic rule processing based on the fields used in the database or UI rules. You can populate a field in an item (such as a service call or an incident) with the value of another field.

workflow

Service Desk 4.5 further expands workflow capabilities to meet requirements to automate support management and service level management processes. With these capabilities, Service Desk helps ensure that service levels are being met and that tasks are being executed correctly.

Additionally, it prevents unwanted errors and increases the efficiency of your overall IT organization via such features as:

- Multiple calendars for workgroups
- Dependency enforcement for work orders
- A function that prevents items from being closed when work orders remain open

outage planning

Many expensive outages are often not caused by failing devices or servers. Most of them are actually caused by the right IT asset being switched off by the right person at the wrong time—at a time when the availability of the asset was critical to meet a service level agreement to customers. Gartner research shows that an average of 80 percent of mission-critical application service downtime is directly caused by people or process failures.

Finding the ideal timeframe to switch off an IT asset item for maintenance can be a difficult job—especially when there are many asset items needed for many services. And if you add the complexity of many service level agreements for many customers in many time zones, finding the ideal time for maintenance can be a nightmare.

To simplify change planning and increase service uptime, HP OpenView Service Desk can automatically calculate a window of opportunity to execute a change on an IT asset. During this time window, the asset item can be switched off with no impact to service levels.

empowering the help desk analyst

For help desk analysts, an application's usability and speed of navigation are important. Service Desk 4.5 delivers both. It further enhances its previous strong usability features by providing quick drill-down capabilities through Explorer (or tree-type) navigation. This capability decreases the time it takes to get to results.

Service Desk enables this type of navigation for:

- Classification
- Organization
- Service
- Configuration item

hp OpenView service desk 4.5
product coverage

- help desk management
- knowledge management
- problem management
- incident management
- change management
- project management
- work management
- configuration/asset management
- service level management

new features:

- view service state through a direct connection to hp OpenView service navigator
- integration with hp OpenView internet services manager 4.0
- pure Java application server for application server deployment on HP-UX and Solaris
- workflow enhancements
- administration utility
- dynamic linking of variables in the rule manager
- SLA evaluation report
- flexible UI for customization of views, forms and business logic
- hierarchical closure codes for quick navigation

hp OpenView integration

HP OpenView Service Desk is part of the HP OpenView Integrated Service Management (ISM) solution. It provides integration with several other HP OpenView solutions, including HP OpenView Operations, Network Node Manager, Internet Services, Service Navigator and Service Information Portal. These integrations achieve the best service level management solution in today's market.

hp OpenView support services

HP offers a scalable set of support services for all HP OpenView solutions. The wide range of service offerings enables you to choose the support program that best matches your needs. Options include:

- Customer Care Standard: Provides 8x5 unlimited telephone support, timely product upgrades and materials delivered automatically, and direct access to eCare. This option is included in the price of each HP OpenView software product.

- Customer Care Extended: Includes all the benefits of Customer Care Standard plus extended 24x7 phone support.

- Customer Care Advantage: Provides proactive, remote HP OpenView technical assistance, such as periodic patch management and call history review.

- Customer Care Premier: Encompasses a proactive, personalized service for large or complex, multi platform HP OpenView management environments. Provides dedicated support personnel focused around three key activities: business alliance management, proactive problem avoidance and onsite technical services.

- Mission Critical: Maximizes system uptime/availability by providing specialized resources for fast recovery. (Available on HP-UX versions of HP OpenView as part of HP's Mission Critical offering.)

- eCare: Provides fast, efficient access to HP OpenView knowledge. Includes access to always-on solution self-help and business self-help through 20,000 technical knowledge resources as well as online calling.

To learn more, visit: **www.openview.hp.com/services**

requirements

supported operating systems

service desk client

Platform	Version
Microsoft Windows	98
Microsoft Windows	NT 4.0 Workstation Service Pack 6a
Microsoft Windows	2000 Professional Service Pack 2
Windows Based Terminal	Based on Windows 2000 Advanced Server

service desk service pages client browser

Browser	Version
Microsoft Internet Explorer	5.5
Netscape Navigator	6.01

service desk application server

Platform	Version
Microsoft Windows	NT 4.0 Server Service Pack 6a
Microsoft Windows	2000 Advanced Server Service Pack 2
HP-UX	11.0
Sun Solaris	8

database server

Database	Version
Oracle	8.1.7
Oracle	9i
Microsoft SQL Server	2000

ordering information

hp product number	product description
B4321AD	Service Desk Named User License
B4326AD	Service Desk Concurrent User License
B4322AD	Service Desk Helpdesk Module
B4323AD	Service Desk Change Management Module
B4324AD	Service Desk Service Level Management Module
B4325AD	Service Desk Media CD for Windows
B4327AD	Service Desk Media CD for Solaris
B4328AD	Service Desk Media CD for HP-UX

for more information

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