

CA Service Management

Service Desk

At A Glance

Service desk capabilities are an integral part of the CA Service Management solution. Mobility and collaborative self-service bring business consumers, power users and decision makers together to share information and resolve issues on their favorite devices—often without opening a ticket. With the xFlow user experience, analysts and support managers receive timely, contextual information to make better-informed decisions and take actions that enable higher customer satisfaction, quicker issue resolution and increased staff productivity. Robust automation and integrated Configuration Management Database (CMDB) help to prioritize, assign, diagnose and resolve issues more effectively.

KEY BENEFITS

- Make every moment count:** informed decision making via contextual knowledge of IT priorities and workload
- Embrace the team, not the ticket:** respond quickly as a united IT team
- Better management insights:** deep data analysis of business metrics
- Increased control:** robust change management
- Sum is greater than its parts:** integrated service and operations management

KEY FEATURES

- xFlow analyst experience** gives analysts a natural way to work with complete views, contextual understanding and an app launcher to take action
- Unified collaborative self-service** provides a modern, social media-based way for users to access knowledge, collaborate, resolve issues, request services and view assets*
- Mobile capabilities** for core analyst functions, self-service, dashboards
- Robust change management** provides root cause analysis, CMDB, automated change verification and rule-based unauthorized change handling
- Support automation** offers remote access, chat, automated troubleshooting and repair
- Quick value content** delivers predefined services, workflows and guidance
- Management insights** provided by productivity and cost reports, ad-hoc dashboards and reporting, and a business metrics library

Business Challenges

Organizations face several challenges attempting to streamline support operations and deliver a positive user experience in today's application economy, including:

- **Changing user expectations.** Today's mobile workers expect immediacy and self-sufficiency when they need something. They demand social media-based collaboration for issue resolution and ad hoc information creation for decision making. They expect immediate answers on whatever device they have at that moment—waiting for responses from support is not acceptable.
- **Over-committed service desk.** Managing incidents forces organizations to devote expensive resources to repetitive issues. Too few business consumers attempt to resolve issues on their own and there's minimal knowledge reuse. IT gets blamed for not empowering users and for being slow to respond. Power users have difficulty working as a team and are frustrated they can't make every moment count.
- **Unexpected costs.** Service disruptions, caused by poorly managed or unauthorized changes, inhibit business consumer performance, negatively impact IT's image and drive up costs. Further, complex and highly customized environments can make installs and upgrades unexpectedly costly.

Solution Overview

CA Service Management service desk capabilities streamline support operations by combining comprehensive support processes with a modern xFlow analyst experience. Combined with a unified user experience that's focused on self-service, mobility, social media-based collaboration and advanced analytics, users can become better informed and work more efficiently, effectively and naturally.

Unified self-service can eliminate calls to the service desk by linking people and knowledge to answer questions and solve problems. Analysts can monitor and progress discussions or brainstorm resolutions with domain experts and other analysts. Users can follow communities and topics, collaborate, consult with experts, and search internal and external knowledge sources. For decision makers, business value reports and self-service dashboards provide real-time analytics, without involving technical experts.

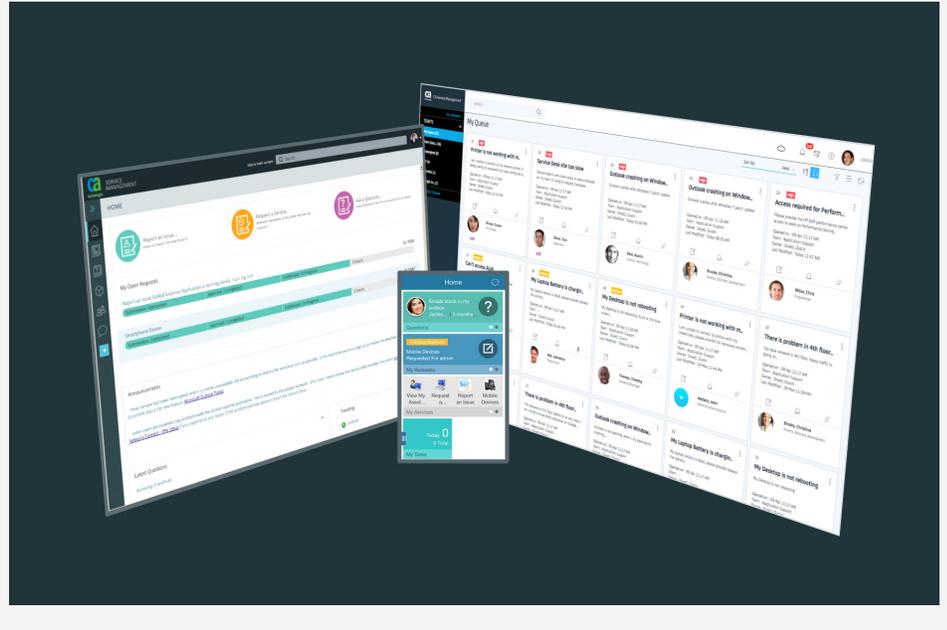
Change management helps identify the impacts of issues and changes, research root cause, coordinate the change lifecycle and manage changes.

Critical Differentiators

CA Service Management service desk capabilities provide a comprehensive support operation solution with certification on 12 Information Technology Infrastructure Library (ITIL®) processes and integration with infrastructure management functions across on-premise and hosted delivery models. Unlike traditional service desk solutions, these capabilities deliver:

- Unified collaborative self-service for business consumers, support personnel and product administrators—on desktops, tablets and mobile devices.
- The award-winning xFlow user experience and app launcher let analysts work the way they want and helps them deliver incredible service.
- Mobility for self-service, collaboration, notifications, issue management, analytics and more for business consumers, power users and decision makers.
- The Insights capability provides a business metrics library with aggregated data and enables users to build ad-hoc dashboards and reports in context.
- Pervasive automation with quick value content and best-practice ITIL content.
- Robust, remote troubleshooting and resolution.
- Extensive change management with a robust CMDB which automatically verifies that changes are authorized and invokes corrective policy if they're not.

CA Service Management service desk capabilities provide a modern, consumer-like user experience for business consumers and IT analysts.



Related Products/Solutions

Other Service Management solutions include:

Service catalog: request management, chargeback, pricing, delivery automation

Asset management: asset lifecycle, [software asset management](#)

Advanced reporting and dashboards: self-service dashboards

For more information, please visit ca.com/itsm

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* Some capabilities may require an optional component.