CA Service Desk Manager®

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

Business Challenges
Because of changing IT consumer expectations and rapidly advancing technology, organizations trying to streamline support operations and to deliver a positive user experience face many challenges:

Changing user expectations. Today’s mobile workers expect immediacy, minimal effort, and self-sufficiency when they need something. They demand collaboration for issue resolution and contextual 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 desks. Managing incidents often requires devoting expensive resources to repetitive issues. Too few business consumers attempt to resolve issues on their own and there is 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 that 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.

Solutions Overview
CA Service Management’s service desk streamlines support operations by combining comprehensive support processes with a modern xFlow analyst experience. Because this is combined with the Service Point business user experience which is focused on search-centric self-service, mobility, and advanced analytics, users are better informed to work more efficiently, effectively, and naturally. Service Point Self-Service can eliminate calls to the service desk by providing users with an automated knowledge push to answer questions and solve problems.
Solutions Overview (cont.)

Service Point uses Natural Language Processing (NLP) to automatically categorize tickets so users never even have to think about it.

AI, analytics, and machine learning help analysts to monitor discussions and brainstorm resolutions with domain experts and other analysts. All 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. And for change managers, innovative change management helps to identify the impacts of issues and changes, research root cause, coordinate the change lifecycle, and manage changes.

Critical Differentiators

CA Service Management service desk provides a comprehensive support operation solution with certification on twelve ITIL processes and integration with infrastructure management functions. Unlike traditional service desk solutions, CA Service Management delivers the following capabilities:

• Service Point brings a search-centric experience to self-service for business consumers. Employing NLP to automatically categorize tickets, historical data, and analytics to automate knowledge push, it frees up analysts to solve more critical issues. This can all be done on desktops, tablets, and mobile devices.
• The award-winning xFlow user experience and app launcher let analysts work the way they want, with deeper personalization, to help deliver incredible service.
• Mobility for self-service, collaboration, notifications, issue management, analytics and more for everyone involved.
• A business metrics library with aggregated data enables users to build dashboards and reports in context.
• Extensive change management with a robust CMDB and rule-based verification, and handling of authorized and unauthorized changes.

Related Products and Solutions

CA Service Desk Manager is part of CA Service Management from CA Technologies, which includes the following products and solutions:

• CA Service Catalog
  Request management, chargeback, pricing, delivery automation.
• CA IT Asset Manager (Optional)
  Asset lifecycle, software asset management.
• Xtraction for CA Service Management (Optional)
  Self-service dashboards.

For product information, visit our website at: ca.com/itsm

Copyright © 2019 Broadcom. All Rights Reserved. The terms "Broadcom" refers to Broadcom Inc. and/or its subsidiaries. Broadcom, the pulse logo, Connecting everything, CA Technologies, CA Service Management, CA Service Desk Manager, CA Service Catalog, CA IT Asset Manager, and the CA Technologies logo, are among the trademarks of Broadcom.