# Novell® Service Desk

Delivering Best Practice ITIL Service Management—On Demand. On Premise.

**Novell**®

# Empower Your Service Desk

**Novell Service Desk is a complete, best practices service desk solution that is designed around ITIL v3 and based on open standards and a Web 2.0 interface.**

Novell® Service Desk gives you the ability to reduce your mean time to repair (MTTR) and continually improve your service management environment by streamlining and automating your service desk function. By applying industry-acknowledged best practices, Novell Service Desk's fully integrated service management tool allows you to solve, submit, track and manage requests via e-mail, PDA or a convenient customer portal.

## Gain the Advantages of ITIL v3 and Web 2.0 Integrated Service Management Integration

Novell Service Desk is a complete ITIL v3 service management tool that supports 11 core processes out of the box and is built around a powerful configuration management system with an embedded CMDB and Knowledge Base. This combination facilitates high visibility and accessibility between all your core processes and creates a customer focused environment where service and support issues are managed according to service level requirements. With Novell Service Desk, fully configurable workflows span the crucial areas of request, fulfillment, incident, problem and change management.

Novell Service Desk empowers your support technicians by proactively proposing solutions and workarounds stored in the Knowledge Base, which reduces task load and maximizes staff efficiency as their time is freed to focus on your core business. Customizable surveys, reports and views provide meaningful metrics and in-depth analysis of the service provided by your service and support organization.

### Scalable

Novell Service Desk supports thousands of concurrent users with millisecond response times. Using any browser to access the system, installation and configuration is the same regardless of your organization's size.

### Cost Effective

Pay for software, not toolkits, using software designed to be customized at the application level. Onsite Novell Service Desk consulting focuses on adding business value by process mapping and training, not software programming.

### Instant Upgrades

Minimize downtime with single click upgrades when moving to the latest release. With zero upgrade consulting fees, you can invest in service improvement, not software consultants.

### On the Road, in the Office or at Home

Novell Service Desk's modern Web 2.0 interface allows end users to access the system via any web browser or mobile device without plugins. This ensures your customers get support when and where they need it.

## Integration

Novell Service Desk is pre-integrated with most enterprise infrastructure and seamlessly integrates into any large environment. With rich web services, it can also be easily extended using any programming language—from PHP* and Perl* to .NET* and Java*.

## Asset Management and Discovery

The Asset Management Integration Engine (AMIE) makes it easy to synchronize with a range of Novell and third-party asset management systems. Using XML descriptor files embedded within the Novell Service Desk application, AMIE is able to connect to the foreign host and transfer any type of asset management data into Novell Service Desk's Configuration Management Database (CMDB).

AMIE also provides default integrations to most major asset management systems and provides a simple mechanism to create your own in a matter of hours using simple XML descriptor files.

## Authentication and SSO

Using the authentication gateway, Novell Service Desk can integrate with any LDAP* or Active Directory* server. With support for anonymous, SASL and SSL authentication and individual mappings, you can control every aspect of user login and security.

This gateway makes it possible to use mixed login techniques for different users or groups, and it connects with any third-party server to validate user access. In addition, Novell Service Desk provides integration points into single sign-on (SSO) or identity management environments. This allows authenticated users to bypass the login page and land directly in the request queue.

## Novell eDirectory™, SecureLogin and ZENworks® Configuration Management Integration

Novell Service Desk is designed specifically to work seamlessly with Novell eDirectory authentication server for centralized user

management, Novell SecureLogin for single sign-on and Novell ZENworks.

For example, by simply choosing ZENworks from the Novell Service Desk popup menu and selecting a synchronization interval, you can immediately see all your ZENworks assets in your Novell Service Desk system. This kind of tight integration ensures that Novell Service Desk will always work flawlessly with the other Novell technology in your organization.

In addition to supporting a range of Novell directory and asset management technologies, Novell Service Desk seamlessly supports all major directory servers and provides integration points into most single sign-on or identity management environments.

## Deployment Options

Novell Service Desk can be deployed in many different ways depending upon your needs. As a native Web 2.0 application it can be offered in many different models. This includes a number of on-premise solutions, including virtual appliances.

## On Premise

In the private cloud model, Novell Service Desk provides various choices—from a full installation to a copy-and-play virtual appliance. These options allow for more seamless integration and scalability within your environment.

An on-premise model is best suited to larger enterprises with more than 50 technicians and a large number of end users, typically with multiple points of integration that require sub-second response times.

**Novell Service Desk seamlessly supports all major directory servers including:**

- **Novell eDirectory**
- **Microsoft Active Directory**
- **Open LDAP**
- **Open Directory**
- **Netscape Directory Server**
- **Java Directory Server**

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### Storage

Novell Service Desk's pluggable storage architecture supports all major databases, so you can choose a database you already own or one you prefer. This gives you the ability to move to other storage engines in the future as technology evolves or as your needs change.

### Virtual Appliance

Novell Service Desk is available as a virtual appliance, which can significantly reduce the time and effort it takes to install and maintain the system. The appliance currently supports both VMware* Workstation and ESX/ESXi. The configuration menu provides access to the key functions of the Novell Service Desk operating system as well as utilization statistics. With the virtual appliance option, installation times typically change from hours to minutes. One of the key advantages of the virtual appliance is that Novell Service Desk takes care of the core infrastructure for you, so you can be sure it has been secured and optimized for service delivery. The virtual machine is based around Novell Service Desk's own JeOS (Just Enough Operating System), a Linux distribution that has been specifically tuned for Novell Service Desk performance.

Novell Service Desk's Virtual appliance operates in 64 bits and effortlessly scales to meet the needs of any organization. As a standalone platform, the Novell Service Desk Virtual appliance also includes an auto update facility, so you can automatically keep up to date with the latest release. Simply choose the update option and Novell Service Desk will automatically download and install the latest release directly from the console.

## Knowledge Management

The key function of any service desk is to not only to reduce call volume and mean time to repair, but also capture the intellectual capital of the organization, so you can recycle information quickly. This ensures rapid resolution for customers, reduces costs and ultimately improves efficiency. A comprehensive knowledge ecosystem also leads to a decrease in the cost of technician training, improved job satisfaction and lower staff turnover.

Novell Service Desk allows you to harness the intellectual capital of your employees and further reduce dependence on key staff over time. By building a comprehensive knowledge infrastructure, solutions to customer issues can be automatic and timely. This frees your technicians to focus on more challenging tasks and enables them to improve customer satisfaction.

Traditional service desk software relies solely on attribute-based searching of the underlying database for matching and correlating responses from previous requests. Novell Service Desk takes an entirely different approach, leveraging a modern search engine to correlate responses from the knowledge base against every incoming request. Every request, along with its corresponding notes and attachments (including Word doc and docx, RTF, PDF, Powerpoint ppt and pptx, Excel xls and xlsx, Visio, Text, HTML and even Log files) is included in the search index. In addition, the search syntax includes fuzzy logic and Google style term selection, so you can refer to specific attributes within the search criteria using the "attribute:" syntax.

### Localization

Novell Service Desk natively supports eight languages, including English, Chinese, Spanish, French, German, Norwegian, Romanian and Polish. The inherent flexibility of Novell Service Desk's internationalized framework makes it very easy to customize the application and add new translations as required. While most applications require you to define a default language, Novell Service Desk is able to automatically deliver the appropriate interface to each user based upon the location of the computer accessing the application. This allows one central Novell Service Desk instance to service your organization globally in the user's native language.

### Process Visibility

Support technicians using Novell Service Desk gain immediate access to all information that relates to a request, whether a Service Request, Incident, Problem or Change. This includes an audit trail of all actions, resources used and notes, a complete client history and configuration item information directly from Novell Service Desk's integrated CMDB. Knowledge base articles can be created directly from solutions and accessed at any time to help resolve support issues quickly and consistently. Problems and change requests (RFCs) can also be generated from the Service Desk, which allows the Incident team to communicate effortlessly with other service management teams.

### Service Levels

Organizations can use Novell Service Desk's Service Level Agreements (SLAs) supported by Operational Level Agreements (OLAs) and Underpinning Contracts (UCs) to guarantee the quality of service delivered to the business. Using SLA-compliance reporting, managers can define and track availability and performance objectives that reflect business requirements.

## Change Management

Novell Service Desk ensures all changes to the CMDB are controlled and managed in accordance with your organization's documented change management procedures. Change requests are accepted by the change manager and assigned a priority that determines the lifecycle applied to the RFC.

Novell Service Desk offers granular control over the business logic applied during the change process. These fully customizable life cycles include the assignment of relevant technical staff at each stage of the lifecycle, which provides easily identified points of contact.

At the final stage of implementing a change, Novell Service Desk's tight integration with the CMDB ensures configuration management is involved when updating Configuration Item (CI) information.

Novell Service Desk provides instant access to all scheduled events with a built-in calendaring system that provides the due dates of requests, the forward schedule of changes (FSC) for all change requests and the resource schedules of technicians.

### An Incident Management Only Option

In addition to the complete Novell Service Desk solution, Novell also offers a separate "incident management only" version of the product. Novell Service Desk for Incident Management is ideal for smaller organizations that need a simple best practices help desk product—without the extra costs and planning required for a full-blown service desk solution.

# Take the Next Step

Learn more about how Novell Service Desk can help you lower costs and improve service levels in a matter of weeks with a complete, best practices service desk solution that is designed around ITIL v3 and based on open standards and a Web 2.0 interface.

# System Requirements

### Minimum Requirements

- *2GB Available RAM (100 concurrent technicians)*
- *20GB Hard Disk (per year, 1–5k requests month)*
- *Java 5 or later (6 recommended)*

### Deployment Platforms (64-bit only)

- *Windows\* Server 2003 SP2, 2008 R2*
- *SUSE® Linux 11 SP1*

### Virtualization (64-bit only for Virtual appliance)

- *VMware Player 1, 2*
- *VMware Workstation 5 or above*
- *VMware Fusion 1, 2*
- *VMware Server 1, 2*
- *VMware ESX Server 3, 3i, 4*

### Application Servers

- *JBOSS 3.0 and above*
- *Apache Tomcat 5.0 or above*

### Web Servers

- *Apache 1.3.9 or above*
- *Internet Information Server 5.0 or above*

### Databases

- *Oracle\* 9.2.0.5, 10g*
- *SQL Server 7, 2000, 2005, 2008*
- *Sybase ASE 11, 12.x*
- *Sybase ASA 8.0 and later*

### Browsers

- *Internet Explorer 6.0, 7.0, 8.0*
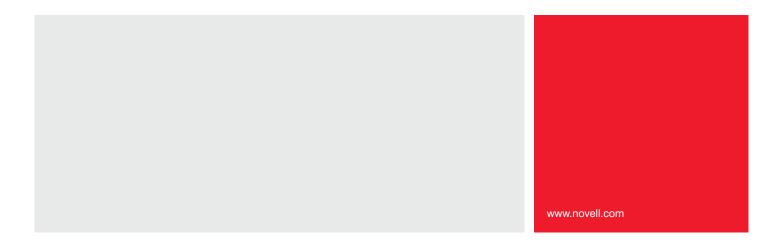- *Safari 2.x, 3.x*
- *Firefox 2.0 or later*

### Languages

- *English*
- *French*
- *German*
- *Spanish*
- *Chinese (simplified)*
- *Norwegian*
- *Polish*
- *Romanian*

## Novell Service Desk Highlights:

- **Federated CMDB.** *Build a complete picture of the IT infrastructure that underpins their business services, as details from multiple data sources can be entered into Novell Service Desk's Asset Management Integration Engine (AMIE), allowing Item details to be populated from disparate sources - from asset monitoring tools to asset discovery applications.*
- **Service Portfolio Management.** *Calculate and recover costs for planned and live services by forecasting a service's use across a range of Service Level Agreements.*
- **Knowledge Management Approvals.** *Ensure information published within the Knowledge Base is relevant, accurate and appropriate with auto-created requests for approval when new or revised content is moved to a "Pending Publication" state.*
- **Extensive Web Services API.** *Novell Service Desk's Web Services API provides integration access between systems for customer, request and item creation and updates.*
- **Live Feeds.** *Keep your customers informed by sending customer request updates via SMS or allowing them to subscribe to RSS feeds for updates regarding request creation, status changes and added notes.*

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