

# NOVELL® SERVICE DESK FOR INCIDENT MANAGEMENT

Take advantage of a fast, affordable incident management solution that streamlines internal support operations and enables you to meet and exceed customer support expectations.

## Product Overview

Novell® Service Desk for Incident Management provides sophisticated incident management capabilities, an embedded configuration management database, an integrated knowledge base, and SLA management and reporting for medium and large enterprises. Together, these capabilities give you the ability to streamline your internal IT support operations, lower support costs and deliver best-practice service across your organization.

## Key Benefits

With Novell Service Desk for Incident Management, you can:

- *Deploy a complete, scalable and flexible incident-management solution quickly and inexpensively*
- *Enhance, improve and automate incident-management processes using a centralized Configuration Management Database (CMDB)*
- *Move to Novell Service Desk—a more comprehensive ITIL service management solution—quickly and easily*

## Key Features

Novell Service Desk for Incident Management can offer your organization the following key features and capabilities:

## Web 2.0 Architecture

With Novell Service Desk for Incident Management, you are not limited by a specific browser or plugin, because the product supports every browser on every operating system and embraces the latest Web 2.0 technologies. This gives you true portability and access from any location.

## Vendor-neutral Approach

Novell Service Desk for Incident Management supports all major operating systems, databases and application servers with simple installation and configuration on existing business systems, reducing the need to invest in proprietary software or specific hardware.

## Support for Open Standards

Novell Service Desk for Incident Management applications support open standards and comply with existing standards such as XML\*, web services, Java\*, Mail and CSS.

## Scalability

Novell Service Desk for Incident Management supports thousands of concurrent users and integrates easily with other systems to expand and adapt to your existing enterprise applications. Complete support for clustering, load balancing and failover is also available.





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## Fast, Efficient Deployment

**With Novell Service Desk for Incident Management, there are no more six- to 12-month implementations and long-term consulting contracts. The product is designed so that customization can be performed by users using simple configuration options and style changes.**

## Seamless Integration

**Ease of integration with third-party applications via web services eradicates the prohibitive costs usually associated with enterprise integration projects. The system comes pre-integrated with all major asset-management tools and supports all LDAP\* and Active Directory\* servers for authentication.**

## Support for Novell Technologies

**Novell Service Desk for Incident Management is designed to work seamlessly with Novell eDirectory™ authentication server for centralized user management, Novell SecureLogin for single sign-on and Novell ZENworks® Configuration Management for asset management. This translates into flawless integration with the Novell technologies you already depend on.**

## Robust Incident-management Capabilities

**Novell Service Desk for Incident Management provides a complete range of core incident-management features and capabilities. This includes:**

- **Incident Management.** *Makes it possible to define incident workflows using a combination of states and transitions, use configurable business rules to dispatch incidents to the most appropriate specialist and generate notifications that ensure the fastest path to resolution.*
- **Configuration Management.** *Uses a centralized Configuration Management Database (CMDB) to store, manage and control infrastructure information.*

- **Service-level Management.** *Makes it possible to meet response or fix deadlines in accordance with ITIL best practices. This includes using Service Level Agreements (SLAs) based upon Operational Level Agreements (OLAs) and Underpinning Contracts (UCs) to define, manage and track service delivery levels.*
- **Knowledge Management.** *Provides efficient knowledge creation, publication and distribution processes that speed resolution times, reduce frustration and empower customers to solve their own problems. This includes:*
  - Accessing FAQ and Knowledge base articles (KBAs) based on a user's role and status
  - Converting solutions to KBAs in real-time from within an incident
  - Managing the approval process for all articles
  - Finding information using expert systems-search tools and allowing users to create custom views
  - Managing and organizing KBAs and FAQs by topic or frequency of request
  - Maintaining an audit history of all articles

## Intuitive User Interface

**Novell Service Desk for Incident Management provides fast, easy access to information and rapid ROI with an easy-to-use browser-based user interface that includes:**

- Fully customizable visual dashboards with drill downs
- Personalized views of all main screens using list views and filters
- Single sign-on options for instant access

## System Requirements

**For detailed product specifications and system requirements, visit: [www.novell.com/products/service-desk/](http://www.novell.com/products/service-desk/)**