

Novell Service Desk

Deploy a complete, scalable service desk solution that lowers your service and support costs and improves service levels by streamlining and automating your entire service management environment.

Product Overview

Novell® Service Desk reduces your mean time to repair (MTTR) and continuously improves your service management environment by streamlining and automating a complete range of service desk functions. It has been PinkVERIFY certified for 10 IT Infrastructure Library (ITIL) processes, helping you enact industry-acknowledged best practices. The integrated service management tool in Novell Service Desk allows you to solve, submit, track and manage requests via email, smart-phone or a convenient customer portal.



Key Benefits

With Novell Service Desk, you can:

- *Deploy a complete, scalable and flexible service management environment quickly and inexpensively.*
- *Integrate Novell Service Desk quickly with your existing enterprise directories, asset management and authentication solutions.*
- *Enhance, improve and automate incident, problem and change management processes using a centralized Configuration Management Database (CMDB).*

- *Speed resolution times and reduce frustration by empowering users to solve their own problems.*
- *Embrace and follow key ITIL service support and delivery support processes without hiring expensive consultants.*

Key Features

Novell Service Desk can offer your organization the following features and capabilities:

WEB 2.0 ARCHITECTURE

Novell Service Desk supports the widest variety of browsers on nearly every operating system, embracing the latest Web 2.0 technologies.

VENDOR-NEUTRAL APPROACH

Novell Service Desk 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 applications support open standards and comply with existing standards such as XML, web services, Java, email and cascading style sheets (CSS).

System Requirements

Novell Service Desk is available as a complete service management solution or as a more basic incident management tool. For detailed product specifications and system requirements, visit: www.novell.com/products/service-desk

SCALABILITY

Novell Service Desk supports thousands of concurrent users and integrates easily with other systems to expand and adapt to your existing enterprise applications. It also offers complete support for clustering, load balancing and failover.

FAST, EFFICIENT DEPLOYMENT

With Novell Service Desk, there are no more 6–12 month implementations and long-term consulting contracts. We've designed Novell Service Desk so your technicians can customize it using simple configuration options and style changes.

SEAMLESS INTEGRATION

Ease of integration with third-party applications via web services eradicates the prohibitive cost usually associated with enterprise integration projects. The system comes pre-integrated with all major asset management tools and supports all lightweight directory access protocol (LDAP) and Active Directory servers for authentication.

Novell Service Desk helps organizations align IT services and processes with business requirements and objectives. This can save organizations money by reducing the time IT teams spend on issues and helping organizations avoid downtime, increase productivity and speed business services.

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SUPPORT FOR NOVELL TECHNOLOGIES

Novell Service Desk works seamlessly with other Novell solutions such as Novell ZENworks® Configuration Management. Novell Service Desk also gives users access to tools such as ZENworks remote control and bundle assignments from within the Novell Service Desk console.

ITIL CERTIFICATION

Novell Service Desk provides fine-grained control to support fundamental ITIL processes. This support has been independently verified by PinkVERIFY, which certified Novell Service Desk in 10 ITIL processes:

- *Change management*
- *Request fulfillment*
- *Incident management*
- *Service asset and configuration management*
- *Knowledge management*
- *Service catalog management*
- *Problem management*
- *Service level management*
- *Release and deployment management*
- *Service portfolio management*

CALENDAR SUPPORT

Technicians can import tasks into any calendar application that supports iCalendar.

LINE MANAGER APPROVALS

Many IT requests require approval from a user's line manager. Rather than have your IT staff hunt down the correct manager, Novell Service Desk provides a smooth workflow for line manager approvals.

SCHEDULED REPORTING

Novell Service Desk produces huge amounts of information on the state of IT. To make sure this information reaches the right hands, you can schedule any report to run on a regular basis or whenever necessary.

RELATIONSHIP IMPACT MAP

Novell Service Desk provides a visual guide to how changes or outages in a single component will affect the entire IT infrastructure.

INTUITIVE USER INTERFACE

Novell Service Desk provides fast, easy access to information and rapid return on investment with an easy-to-use, browser-based interface with single sign-on options for instant access. The fully customizable visual dashboard lets technicians see the information they need to do their job while managers can see the information they need to answer bigger questions.

“We’ve freed up about one quarter of our IT staff’s time using Novell Service Desk. They’re now able to spend more time focused on meeting the business needs of our users.”

ROBERT CAHOON

IT Systems Analyst
NuVista Energy Ltd.



By engaging Novell Services for Premium Support, Consulting or Training, we can help you get the most of your product investment to suit your business needs. Please contact us today, or contact your local Novell Solutions Provider:

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