



HP Service Manager Help Desk module

Data sheet

HP Service Manager Help Desk module helps your organization meet your challenges of providing key IT service support. Through best-in-class support for tracking and resolving interactions, incidents, and problems, HP Service Manager Help Desk module enables IT with an ITIL-aligned management tool to start with embedded best practice that will evolve with the demands of your business.

Key benefits

- Enables IT to quickly identify and resolve service outages
- Provides a central triage command center for all issues
- Tracks IT work and responsibility providing visibility into service support
- Establishes a historical record of service disruptions and resolutions for reuse and analytics

The challenge of the modern help desk

It's an unavoidable truth in IT: service outages occur, hardware devices fail, and software systems crash. For organizations that are not prepared, service disruptions are costly—significant production time is lost to diagnosing and resolving problems. Proactive organizations can reduce unplanned outages through established centralized processes for automatically detecting, escalating, and resolving incidents, quickly processing end-user issues, getting quickly to the root cause of problems, and performing planned regularly scheduled maintenance.



Product overview

HP Service Manager Help Desk

HP Service Manager Help Desk module enables IT organizations to decrease service disruptions and provide excellent support to the business. Provide your company with unmatched command and control over IT operational service support. To further accelerate implementation and increase out-of-box usability, HP has built upon IT Infrastructure Library (ITIL) v3 process definitions to provide an embedded set of procedures, work instructions, comprehensive help documentation, views, and context-related wizards.

The HP Service Manager Help Desk module provides IT technicians with a central interface where all customer requests are channeled.

Comprehensive and integrated help-desk functionality

HP Service Manager Help Desk module provides the following capabilities:

- Incident management
- Problem management
- End-user interaction management including self-service ticketing
- Scheduled maintenance

HP Service Manager Help Desk enables your IT organization to become a world-class service support delivery organization.

Incident management

The HP Service Manager Incident Management module automates the entire incident lifecycle, from the time a service disruption is reported through final service restoration. Incident Management promotes technician efficiency by providing visibility of in-depth configuration item (CI) information to help resolve incidents faster and achieve service level agreement (SLA) targets.

HP Service Manager Incident Management includes powerful out-of-the-box categorization, as well as routing and escalation workflows that can be triggered based on criteria such as SLA, impact, urgency, CI, location, or customer. Once an incident is resolved, Incident Management provides an automated feedback loop to validate the solution and capture it as knowledge for future use.

Problem management

The HP Service Manager Problem Management module implements ITIL best practices to find permanent solutions for recurring incidents. Problem Management handles the complete lifecycle by integrating incident and change management processes to apply a complete and closed-loop approach. Ultimately, as errors are resolved through the request for change process, open incidents are updated and solutions are verified with the customer. HP Service Manager Problem Management default, out-of-the-box workflow is ITIL compliant with separate records for problem and known errors. An organization seeking to be ITIL compliant can leverage built-in workflows or easily customize its own processes to meet unique needs.

Effective problem management is based on the concept of harnessing past experiences in resolving problems by providing a means to document issues. When errors are discovered and resolved, they can be published automatically to the service desk, enabling the benefit of shared information for future problem solving. HP Service Manager Problem Management highlights repetitive customer errors that can be remedied by enhanced training or documentation. Problem resolutions can easily be found and added to the appropriate documentation and training materials.

HP Service Manager Help Desk enables your IT organization to become a world-class service support delivery organization with its incident management, problem management, and end-user interaction management capabilities.

Interaction management

The HP Service Manager Help Desk module provides IT technicians with a central interface where all customer requests are channeled. Whether requests are initiated by a phone call, an e-mail message, or the self-service interface, IT can centralize them, assign tasks, manage them, and resolve issues efficiently. HP Service Manager Help Desk is the vital, first step to laying a foundation for value that is consistent with your service-level objectives.

HP Service Manager Help Desk manages call information and the resulting interactions to completion. It gives service agents all the tools they need to document, capture, and update information about a customer's reported issue and then leverage knowledge management tools to improve first-call resolution. This frees technical specialists to work on more difficult issues. Solutions are captured and reused when issues recur and reports on overall service desk performance are easily generated.

Scheduled maintenance

The HP Scheduled Maintenance module enables your IT organization to define, schedule, and perform maintenance tasks and automatically generates the appropriate incident tickets, change requests, or supply quotes. HP Scheduled Maintenance supports the definition and storage of as many maintenance tasks as your organization requires and communicates updates through a central location. The product's powerful workflow capabilities alert IT to when a maintenance task is due.

HP Scheduled Maintenance can help in meeting regulatory requirements by providing a central repository of maintenance rules and a complete audit trail for reporting activities. An IT organization can demonstrate—at a single glance—complete maintenance schedules and histories. Furthermore, with the financial impact of unplanned outages and the potential loss of business opportunities, IT departments should stay on top of hardware upgrades, operating system service releases and application updates that are necessary to keep a network running smoothly. HP Scheduled Maintenance allows IT departments to develop and implement a comprehensive maintenance plan to optimize the service life of their IT assets and reduce the cost of outages.

A complete solution

Comprehensive training

HP provides a comprehensive curriculum of HP Software and IT Service Management courses. These offerings provide the training you need to realize the full potential of your HP solutions, increase your network efficiency and responsiveness, and achieve better return on your IT investments.

With more than 30 years experience meeting complex education challenges worldwide, HP knows training. This experience, coupled with unique insights into HP software, positions HP to deliver the optimum training experience. For more information about these and other educational courses, visit www.hp.com/learn.

The smartest way to invest in IT

HP Financial Services provides innovative financing and financial asset management programs to help you cost-effectively acquire, manage, and ultimately retire your HP solutions. For more information on these services, contact your HP sales representative or visit www.hp.com/go/hpfinancialservices.

Ordering information

For information on HP Service Manager Help Desk module, contact your HP Software sales representative.

Contact information

To find an HP Software sales office or reseller near you, visit www.managementsoftware.hp.com/buy.

HP Services

Get the most from your software investment.

HP provides high-quality software services that address all aspects of your software application lifecycle needs. With HP, you have access to standards-based, modular, multi-platform software coupled with global services and support. The wide range of HP service offerings—from online self-solve support to proactive mission-critical services—enables you to choose the services that best match your business needs.

For an overview of HP software services, visit www.managementsoftware.hp.com/service.

To access technical interactive support, visit the Software Support Online at www.hp.com/managementsoftware/services.

To learn more about HP Software Customer Connection, a one-stop information and learning portal for software products and services, visit www.hp.com/go/swcustomerconnection.

Technology for better business outcomes

To learn more, visit www.hp.com/go/btossoftware

© Copyright 2008 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

4AA1-6376ENW Rev. 1, November 2008

