



# Ivanti Service Manager

**Solution Bundles and Add-on Modules**

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# Ivanti Service Manager

Ivanti Service Manager is a proven IT Service Management (ITSM) solution that helps IT Service Desk teams provide better support and service delivery to employees and customers. Its modular functionality and automated workflows, combined with cloud or on-premises deployment options, enables IT organizations to quickly deploy and configure a modern solution to increase customer satisfaction, IT staff productivity and effectiveness.

Companies and organizations can choose from three solution packages, depending on their ITSM maturity:

- **Help Desk:** Foundation package with Incident, Request and Knowledge Management, Self-Service, Reports and Dashboards
- **Service Desk:** Intermediate package adds Problem, Change, Configuration and Service Level Management to the Help Desk package
- **Service Management:** Complete service management package adds Event, Availability, Release, Financial, Portfolio & Project Management, and more

Organizations can also add comprehensive Asset Management capability with Ivanti Asset Manager for complete discovery and visibility to maximize the performance and value of hardware and software assets.

Ivanti Neurons, also available as an add on, is a cloud-based, hyper-automation platform augmenting IT teams with automation bots and real-time insights. Detect and resolve issues and security vulnerabilities proactively, predictably, and autonomously, further improving the quality, speed, and cost of IT service delivery.

The rest of this document describes the modules and capabilities included in each of these solution offerings.

Capability	Help Desk	Service Desk	Service Management
Incident Management	✓	✓	✓
Knowledge Management	✓	✓	✓
Self Service	✓	✓	✓
Service Request & Service Catalog	✓	✓	✓
Mobile	✓	✓	✓
Dashboards & Reporting	✓	✓	✓
Survey	✓	✓	✓
Xtraction Standard (2 license)	✓	✓	✓
Automation Standard	✓	✓	✓
Problem Management		✓	✓
Service Level Management		✓	✓
Change Enablement		✓	✓
Configuration Management		✓	✓
Event Management			✓
Availability Management			✓
Release Management			✓
Financial Management			✓
Portfolio and Project Management (PPM)			✓
Asset Manager	Add-on	Add-on	Add-on
Ivanti Neurons	Add-on	Add-on	Add-on
Voice Automation	Add-on	Add-on	Add-on
Microsoft Teams Integration	Add-on	Add-on	Add-on

## Incident Management

Capture, identify, and respond to issues and service requests across the organization with effective break/fix management, including incident control, task management, and problem resolution. Automate incident processes and communications, including chat sessions, to quickly understand and restore service operations and resolve IT issues. Analyze incidents from top to bottom to understand service desk performance.

## Knowledge Management

Improve efficiency by reducing the need to rediscover knowledge by gathering, analyzing, storing, and sharing knowledge and information for both the service desk and employees. Provide automated knowledge matching when creating incidents to help resolve any previously known problems. Users can provide feedback on articles, and full knowledge article approval workflows are built in.

## Self Service

Let your employees submit and track requests themselves thru a web-based self-service tool, opening up the service desk for 24x7 customer access. Easy integration into your corporate website or employee portal means users will always know where to turn to get the services they need anytime, anywhere.

## Service Request and Service Catalog

Provide visibility and access into all services (IT and non-IT) offerings for your enterprise. Web-based shopping cart outlines and defines all services employees can directly order online. All service requests go through individually configurable approval processes, turning requests into approved and documented orders.

## Mobile

Extend the reach of the service desk to your users with the self-service mobile app. Let users interact with your service management solution via their iOS or Android mobile devices to check status, submit incidents or requests anywhere, anytime.

## Dashboards and Reporting

Monitor service delivery, quality, and commitments with role-based dashboards that provide the information and flexibility needed to easily configure reports through a drag-and-drop interface. Several out-of-the-box dashboards & reports enable organizations to have a single view of Service Manager's operational, financial, and productivity metrics to determine how well they're meeting performance goals.

## Survey

Understand how IT teams are perceived and identify improvement opportunities. Track users' replies to individual topics or gauge overall customer and user satisfaction by quickly creating and populating surveys. Responses can be linked to service records, which creates a paper trail to help analyze issues and identify areas for further increasing customer satisfaction.

## Xtraction Standard (2 user license)

Merge data from multiple tools in one place with a self-service reporting and dashboard solution for on premises deployments. Create personalized reports or dashboards and recut them at any time, without coding or complex commands, to focus on points of interest or areas of concern for more real-time insights. The Xtraction 2-user offering complements Service Manager's embedded analysis capabilities.

## Automation Standard

Integrate complex workflows beyond Service Manager into automated processes maintained in a single, easily navigated repository. Streamline the management of complex hybrid environments by automating infrastructure, cloud, and workspace automation processes required to support the business, reduce the risk of errors from manual steps and create a strong audit trail.

## Problem Management

Initiate actions to correct or minimize business impacts from problems. Address root causes by focusing on known issues and analyzing incidents and other data to identify trends or significant problems. Understand a problem's source and allow the service desk to correct issues quickly through increased visibility and automated processes.

## Service Level Management

Provide a centralized management console to design, build, and monitor service agreements throughout their lifecycle. Manage related activities and communications so teams can take action if services fall short of established targets, lowering SLA compliance costs while increasing service quality. Increase customer satisfaction and manage costs through SLM analysis to more accurately define and deliver on customer expectations.

## Change Enablement

Manage, track, and optimize changes to IT hardware, software, system components, documentation, and processes by minimizing the impact of change and ensuring that the business goals and IT services are in constant alignment. Workflow based change enablement includes the ability to plan, approve, and implement changes to increase visibility and understand how each change will affect the organization.

## Configuration Management

Enable management of configuration items that make up the business services and IT infrastructure supported by the service desk. Create your Configuration Management Database (CMDB) to define, identify, and report on configuration items across the IT landscape. Perform configuration management analysis so proper monitoring and cost savings can be achieved.

## Financial Management

Report and analyze IT service costs to enable the management of a service provider's budgeting, accounting, and charging requirements. Calculate the cost of providing IT services so that an organization can understand underlying cost drivers.

## Event Management

Monitor events that happen in the IT landscape to detect and track outages that could impact devices or services. Manage event notifications from event monitoring tools such as SolarWinds to further help identify hardware or software in need of potential change or preventive actions.

## Availability Management

Review events over selected time periods to help decide when to replace hardware, install new devices, or redesign services to better meet uptime goals. Track mean time between failure (MTBF) and mean time to repair (MTTR) for both assets and services, as well as report service availability against service level agreements.

## Release Management

Plan, deploy, and manage releases based on a comprehensive release strategy to improve the quality of hardware and software rollouts. Address the entire release cycle, from creation and planning through to communication and rollout by using either manual or automatic change capabilities to reduce implementation time, costs, and productivity loss.

## Project Portfolio Management (PPM)

Initiate and manage IT and Service Management projects on one platform to balance risks across all projects. Review and track project deliverables, resources and costs with real-time dashboards, and Gantt charts for project and portfolio managers. Reduce errors and costs by managing projects on one platform for a single source of truth and increasing focus on more strategic projects.

## Add-on Capabilities

### Asset Manager

Leverage complete IT Asset discovery and visibility to maximize the performance and value of your hardware and software assets. Automatically pre-populate your CMDB, reclaim unused software, meet compliance requirements, and save time with a centralized view of your assets and relationships. Know what assets you have, where they are, how they're used, and how they perform for better decisions at any asset's lifecycle stage.

### Ivanti Neurons for Discovery

Gain accurate, actionable and real-time asset information in minutes using active and passive scanning and third-party connectors. Leverage normalized hardware and software inventory data, software usage information and actionable insights to efficiently feed configuration management and asset management databases.

### Ivanti Neurons for Healing

Augment your IT operations team with squads of automation bots to proactively detect, diagnose, and auto-remediate configuration drift, performance, and security issues, maintaining compliance for endpoints. Automation of routine tasks paves the way to creating a truly self-healing environment, reducing time, costs, and improving the employee experience.

### Ivanti Neurons Workspace

Empower first-line analysts to resolve issues previously escalated to specialists with 360-degree views of devices, users, applications, and services, with real-time data. User and device views cut complexity, long wait times and high escalation costs, resulting in faster end user resolutions and greater productivity.

### Ivanti Neurons for Spend Intelligence

Gain insights into your software landscape and application spend for on-premises, cloud, and edge environments to help you improve operational speed and asset visibility, utilization, and costs.

### Voice Automation

Integrate existing phone infrastructure with the service desk environment to provide call routing, integrated voice response, voice self-service, screen-pop's, and call management functionality. Use voice automation with Service Manager to improve customer satisfaction with increased first call resolution rates, better call handling and more self-service options.

### BI Service (for Cloud deployments)

Leverage direct access to your Service Manager cloud instance's production database for reporting purposes using additional analysis tools not provided by Ivanti. Database access is provided to a mirrored copy of production data on a read-only database.

### Microsoft Teams Integration

Integrate Microsoft Teams with Ivanti Service Manager to automatically capture and save important details from valuable end-user interactions. Keep accurate records to reduce handling time without disrupting end-user productivity.

### Ivanti Marketplace

Extend Service Manager's capabilities with ready-to-deploy integrations and apps to extend out-of-the-box capabilities. Find partner solutions or sample content to get you running faster, or as a starting point to customize as you need. Use third-party connectors to simplify your integration requirements for more automated end-to-end processes.

#### Learn More



[ivanti.com](https://www.ivanti.com)



1 888 253 6201



[sales@ivanti.com](mailto:sales@ivanti.com)