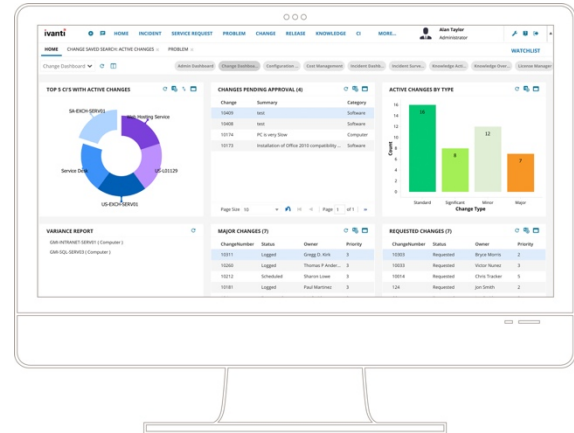


# Services: Service Manager Premium

## Gain Greater Control over IT Changes

Service Manager Premium is the best choice for customers who want to deliver high levels of IT service. The Premium Professional Services package for an Ivanti® Service Manager implementation adds Change Management to your platform to increase peace of mind—minimizing risk to the business when system updates and fixes are deployed. Plus, you receive assistance on your Configuration Management Database (CMDB), the centralized venue for storing all your IT configuration data and relationships among IT assets and services.



## Setting Up Your Solution

With the help of Ivanti Professional Services for your Service Manager implementation, you can deploy these powerful resources:

- **Infrastructure Installation:** We'll help you stand up your Service Manager infrastructure in the Ivanti Cloud or on-premise, ensuring all necessary connections for a quick start.
- **Incident Management:** Your ticketing system will be set up with multiple levels of categorization and prioritization, so you'll start with great visibility and an improved service experience.
- **Knowledge Management:** The primary role for Knowledge Management is to provide knowledge to all other Ivanti processes and make sure all information stays accurate and reliable throughout the Service lifecycle. You'll be able to gather, analyze, store, and share information to resolve any previously known issues.
- **Self-Service Portal:** Users will realize an immediate benefit via your new self-service portal. We'll configure your portal and have it ready for your Service Manager Professional go-live. This enables users to request services, while providing admins with visibility and access to resolve incidents through an intuitive interface.
- **Service Level Management:** We'll help you design, build, and monitor service agreements throughout their lifecycle.
- **Problem Management:** Problem management will be configured to address root causes, focusing on known issues by analyzing incidents.
- **Request Management:** We'll set you up with access to all the request offerings in the Service Catalog. You'll have control to customize the end-user experience—where customers and employees order products and services.
- **Change Management:** IT Admins will realize improvements to daily operations through managing, tracking, and optimizing changes to configuration items while minimizing impact on the business. You can ensure key stakeholders are fully aware and on the same page before changes are implemented.

### Project Impact – Service Manager Premium



- **Configuration Management:** Configuration records hold formal documentation on processes and maintain all components of configuration items required for an IT service. We'll set you up to define, identify, and report on configuration items across the IT infrastructure, including items delivering business services.

### Prescriptive, Outcome-based Approach

With more than 35,000 deployments, the Ivanti Professional Services team brings skill, experience, and understanding to every project. Our consultants, methodologies, and best practices are vetted continuously and proven to deliver the right solution. Customers gain peace of mind that their systems are implemented successfully, with world-class efficiency.



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