

Migrating from Ivanti Service Desk to Ivanti Service Manager

If you're considering moving from Ivanti® Service Desk (powered by Landesk) to Ivanti Service Manager (powered by Heat), we've produced a helpful Momentum series "Tech Brief" webinar that you can view on demand. This note captures many of the questions from webinar attendees, along with the answers and responses from Ivanti, to provide you more information to help in your investigation to migrating to Service Manager.

For Service Management, Ivanti's goal is to bring best-of-breed ITSM capabilities to everyone—and to build a single ITSM solution—bringing the best bits of Service Desk into Service Manager, representing the best of both platforms.

During this development activity, Service Desk will continue to receive full support. There is no intention of making an end-of-life announcement for this product at this time.

The rest of this note presents the questions and answers from the Momentum webinar on migrating to Service Manager. We've captured most of the conversation from the webinar, but we encourage you to view the webinar when you can; you can find it in the Ivanti Community or from this link:

<https://community.ivanti.com/docs/DOC-69293>

Ivanti Service Desk Considerations

Q: Why Is Now a Good Time to Consider Migrating?

A: Ivanti Service Manager exceeds today's requirements for a modern IT service desk and provides the platform you need to fulfill advanced ITIL service management processes. Service Manager is built for the cloud and offers ongoing innovations in addition to current capabilities such as:

- Content and Workflows ready to go
- Native VOIP-based Voice Automation
- Shared Services Board
- Integrated Portfolio and Project Management module
- Dashboards and Reports
- Ongoing Integration with the Ivanti Portfolio
- New Innovations such as the AI-powered Hub and Bot

When migrating from Service Desk to Service Manager you receive:

- 'Like for Like' license swap of your current Service Desk licenses for licenses of the similar Service Manager solution
- Services methodologies, tools, and approaches to reduce the time, costs, and risks that normally result in a migration
- Enterprise License Agreement to help enterprise-level customers take full advantage of Ivanti's full portfolio

Q: What significant feature updates can we expect to see in Service Desk in the next two to three releases?

A: The Service Desk roadmap is driven almost entirely by you, our customers. If you're familiar with the Ideas Portal, you can go there and see what the highest-voted ideas are, and you can almost guarantee that those will be the next things you see coming in Service Desk. Ask your Ivanti representative to arrange to have the Service Desk roadmap presented to you. Additionally, look at the enhancement request portal to see what is popular with our customers and therefore likely to get implemented. <https://ivantiitsm.uservoice.com/forums/904216-service-desk>.

Q: If Service Desk is still to be developed, what new features are planned to be added?

A: Ask your Ivanti representative for a roadmap presentation.

Ivanti Service Manager Functionality

Q: Does on-premise Service Manager still integrate into Ivanti Endpoint Manager and Password Central?

A: Yes, on-premise Service Manager does have connectivity into Ivanti Endpoint Manager. However, it does not currently have integration with Password Central, but integrating with our password management solution is planned. It's worth noting that the Voice Automation discussed today does provide for easy self-service password reset through a simple phone call.

Q: Does Service Manager have a REST API?

A: Currently ISM does have a SOAP API and can use RESTful web services provided by other solution. An inbound, RESTful API is planned for ISM in late 2018. Please refer to the documentation for more information on the SOAP API:

https://help.ivanti.com/ht/help/en_US/ISM/2017.3/ISM_WebServices_2017-3.pdf

Q: Does Xtraction work with Ivanti Service Manager?

A: Yes, Xtraction does work with Service Manager, with capabilities similar to how it works with Service Desk. There is a two-user standard license included with Service Manager, just as there is with Service Desk.

Q: Will RES for Ivanti, including external system connectivity, be available for enterprise customers free of charge?

A: The RES automation tool or Ivanti Automation is available to all Ivanti customers regardless of what their license model is and includes connectors to all other Ivanti products. Please note that Automation Standard is included with Ivanti Service Manager at no additional charge for use within the Ivanti portfolio.

Automation Enterprise has additional capabilities to connect to many other external systems and can be purchased for an additional cost. Contact your Ivanti representative for more information.

Q: Does Service Manager allow the “cloning” of modules like Service Desk does?

A: Yes and no. Service Manager doesn't have a concept of modules in the same way, but you can create new top-level objects. Service Desk deprecated the cloning facility several releases ago. However, it has been possible to create new modules in Object Designer ever since. Service Manager has a similar capability in the Design component where you can create new objects and have them behave similarly to existing ones.

Q: With the Cloud solution, where are the data centers, as that would impact our ability to host our data there?

A: Ivanti has data centers in North America, Europe and Australia. With Cloud deployment, note any given client's data would only reside within the country that the customer designates as primary. In other words, a client's data does not cross borders and is not housed in multiple data centers.

Q: In Service Manager, is the Workspaces UI intended to be available for both end users and analysts or one or the other?

A: The Workspace UI as you know was initially designed to be Self Service specific in Service Desk. Service Manager's Responsive UI is intended for all types of users, end users and analysts. All users will have a seamless experience across all types of platforms. Initially end users were able to leverage the responsive UI first with the current Service Manager release, however Ivanti is bringing this same experience to analysts in early 2019.

Q: Will Ivanti Hub be available to on-premises Service Manager customers in the near future? If so, when?

A: The Hub is available today for the Ivanti Help Desk Essentials product, with plans to make it available for Service Manager in the cloud later this year. Currently, making the Hub available on-prem is not planned but we are investigating how we can make it available.

Q: Does Service Manager connect out of the box with Ivanti Patch to collect asset details?

A: Service Manager does not connect directly with Ivanti Patch for asset details. However, Service Manager does connect with Ivanti EPM for discovery/asset details and

through that connection would have information relating to patches.

Q: What about Asset Import options for Ivanti products, non-Ivanti products, and other import tools that are integrated?

A: Similarly to Service Desk, Service Manager has a range of connectors to popular asset repositories such as Active Directory and SCCM. If you have a repository of asset info somewhere you'll be able to import it into Service Manager in a very similar fashion as you do for Service Desk.

Q: Can you import data from other systems, i.e. importing user details as Service Desk does at the moment?

A: Yes, as above, Service Manager has similar import capabilities to Service Desk.

Q: Does Service Manager have the ability to present/change data from Service Desk?

A: This is technically possible using the Service Desk API. However, it's not been done before, so it would require a specialist to look in to it.

Q: What other voice integration is available for Service Manager other than Ivanti Voice?

A: Ivanti Service Manager only has native telephony integration into Ivanti Voice and through that, customers could be using Cisco, Avaya, Mitel or other SIP-based telephony system. For an integration into phone systems without Ivanti Voice, customers would need to engage with their telephony vendor directly (e.g. Cisco) to build the integration between their phone system and Service Manager using the API.

Q: What languages are supported in Service Manager compared to Service Desk—BOO for example? I assume there is a similar engine to customize within a process step?

A: Service Manager does have eight to 10 languages that are natively translated, with 25 to 30 more languages where we support the culture, but customers must provide the translations through a simple GUI to do the translations.

Q: Is there any particular aspect of Service Desk we might be using that would suggest we hang fire on a migration, other than Process Manager capability?

A: Probably not. It really does depend on how deeply invested in Service Desk you are. There are some obscure or very specific Service Desk capabilities that are not in Service Manager. Speak to your Ivanti representative to find out more.

Q: Will there be an app for iOS, Android, etc. for analysts in Service Manager?

A: We have an app for Self Service for Android and iOS Service Manager already. We haven't extended it to Analysts yet, but the intention is that there will be one in the future.

Q: Is the long-term goal to replace Asset Central with the Heat Asset Management product?

A: Yes, so we launched Asset Manager on the Service Manager platform in 2018—Asset Manager Essentials. Look out for announcements for Asset Manager - Cloud and Asset Manager - Premise. They will be replacements for Asset Central in the Asset Manager platform. For more information, you can view this Asset Manager webinar: <https://community.ivanti.com/docs/DOC-68988>

Q: Service Desk is configurable by us at the moment. Is Service Manager the same?

A: Yes. Very similar configuration capabilities across the two products. It's one of the things we like about having both of them is that they have very similar sets of capabilities and are just as easy to customize as each other.

Q: Is there a mobile version (not Workspaces) for analysts in Service Manager?

A: There are plans on the roadmap for Analysts. There is no mobile app for Analysts at this time; we intend to offer this mobile app in the future.

Q: Service Desk has Configuration Items in it. Does Service Manager as well?

A: Yes it does. Service Manager has a CMDB that is very similar to the Service Desk version.

Q: Is there a government cloud available for law enforcement agencies?

A: Yes. Ivanti does have law enforcement agencies on our AWS cloud for Service Manager. Our Service Manager cloud platform has been FedRAMP certified by the US Federal Government.

Q: Will Service Manager continue to be available as an on-prem or SaaS offering or only one or the other in the near future?

A: We have no plans to remove on-premises as an option for Service Manager. We have many customers who require a premise solution and we are keen to continue to meet that requirement.

Q: Does Service Manager offer an archiving capability such that you can clear out old Incidents/Requests?

A: Yes. Service Manager does have ability for authorized users to define search criteria and archive records that meet that criteria. Further detail is available within the Service Manager Help file.

Q: Could we see how the Analyst and End User UI would be and be used?

A: Yes, but we would be happy to schedule a follow up discussion and a demo if requested.

Q: Will Skype for Business adapter, KBOT, and SnapIT be available in Service Manager?

A: The Skype for Business Adapter is available now. The capabilities of KBOT can be built in Service Manager. SnapIT capabilities are not currently available although they could be added should customer demand require it.

Licensing Questions

Q: If we are interested in getting our hands on Ivanti Service Manager, is there a beta site/license like there is with Service Desk?

A: If you're interested to try out Service Manager you're best off speaking with your Ivanti rep about getting a proof of concept for Service Manager, which could include a Cloud trial.

Q: What does a 1:1 license swap mean? Does that mean if we are on-prem and want to remain on-prem we only

continue paying for our yearly maintenance renewal? Also, If I want to add additional functionality and move up to Enterprise level, move up to a more functional bundle, how does that work?

A: For on-premises, we would need more details but in general yes, you would essentially continue paying the yearly maintenance fee as part of your migration to the equivalent Service Manager offering.

For example, if you have at the moment 20 fixed and 50 concurrent user licenses, we would honor that for the move to Service Manager. If you also wanted to move up to the equivalent of Enterprise, then we would quote you the license cost of the uplift to the Enterprise equivalent Service Manager offering. If you also wanted to add more users as part of the migration effort, we can quote that as well. Please contact your Ivanti representative for more information on moving your licenses to Service Manager.

Q: Is Ivanti Voice a separate component that has to be purchased?

A: Yes, Ivanti Voice is a separately purchasable add-on to Service Manager.

Q: I understand that we can arrange a POC beta license. Can we download the full license to build our own on-prem solution side by side?

A: Speak to your Ivanti representative about obtaining a license to build your own Service Manager on-premises implementation.

Q: Is "Asset Essentials" included with Service Manager with the standard license or is it a separate offering?

A: Currently Asset Manager Essentials is a separate offering on the Service Manager platform on Azure; it's a separately purchasable product.

Q: Does Service Manager support scheduled actions?

A: Yes. Service Manager has the capability to schedule actions in a couple of different ways:

- During a workflow, you can "pause" to wait for specific actions or period of time. Once that has taken place or elapsed, workflow continues with defined actions.

- Service Manager can set schedules based on hourly, daily, weekly, monthly or yearly basis and execute defined actions.

Q: Will there be a SQL server import connector for Service Manager?

A: This is planned for the future.

Q: Does Ivanti Service Manager offer an app for mobile devices?

A: Yes, there are Ivanti Service Manager apps for both iOS and Android.

Q: Regarding licensing differences/entitlements—will we be able to run both solutions side by side to profile?

A: It is possible to run both ITSM solutions side-by-side during your transition. Please contact your Ivanti representative for more information.

Q: Are there any cost constraints moving from Service Desk to Service Manager?

A: There is no cost in terms of licenses and maintenance. Depending on your requirements and resources, you may need to purchase some professional services from Ivanti or one of our Partners to assist with the implementation.

Migration Process

Q: Since Ivanti recommends to not move transactional data, then the Service Desk license is not for live usage after migrating. Does that mean no new incidents etc.? Can we still manage and close down the historic records in our Service Desk instance?

A: Yes, in Service Desk you can continue to update records such as closing down the historical ones or adding new notes for an agreed period of time after you go live with Service Manager. After that time period has elapsed, you will continue to be supported to be able to look up data but not update anything further. Please contact our Ivanti representative for more information.

Q: For this overlap period is there a time limitation as to how long we can keep the two tools running together side by side?

A: There is no defined time limitation. It is something for you to agree with your Ivanti representative if that's something that interests you.

Q: What is a ballpark estimate for the time/effort to migrate to Service Management, if running Incident/Request/Change and Config?

A: That really depends on your level of customization and interest in using the Service Manager OOTB DB as is.

Q: Is there a way to get an on-premises trial or test so that we can see what is possible before moving forward? Also is there a lifecycle engine for modifying your own processes?

A: Speak to your Ivanti representative about coordinating an on-premises trial. Service Manager does have a workflow engine, and each record can be associated to 0 or many workflows, each of which do a specific automated task, completely editable. We have documentation that describes how to use these workflows to mimic the constraints that the Service Desk process engine can apply. For example, how to prevent a Change from being implemented without being approved.

Q: Is the suggestion then that Ivanti will engage as part of the current support agreements to help plan and execute the transition, or is this all additional paid engagements (including all the investments in training)?

A: If you are interested in moving to Service Manager talk to your Ivanti representative. They'll be able to arrange a demonstration, free trial, and free workshop for you to determine what, if any, additional costs there may be.

Q: What do the training offerings look like for Service Manager? Have they been refreshed since a lot of the Service Desk content is outdated?

A: We constantly review our training offerings. Speak to your Ivanti representative about what is available for you.

Q: Will there be a tool to move Service Desk processes or will it require Professional Services at a cost?

A: Service Manager doesn't have a process engine the way Service Desk does. However, you can replicate similar behavior using the workflow engine. You can build these yourself if you choose or you can employ Professional Services to do so for you.

Q: You talked about migration process and tooling; are there any preview or information about such features?

A: Talk to your Ivanti representative about what would be suitable in your situation.

Q: What will the migration process and tooling offer? Will existing records be moved or will it be a fresh start?

A: As discussed in the webinar, we would discourage you from migrating transactional data such as historical Incidents, preferring to keep an instance of Service Desk running to look up that data. Your static data, like Users and lists, can all be migrated.

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