

Questions and Answers from What's New Webinar for Ivanti Service Manager and Ivanti Asset Manager Release 2019.3

Ivanti Product Management recently provided an overview of the 2019.3 release for Service Manager and Asset Manager. Service Manager topics covered in the webinar for the 2019.3 release included: ongoing quality improvements, security updates, usability enhancements, “Analyst on the Go” capability. Asset Manager topics for the 2019.3 release included: new request offerings for software, consumables and bundles, software certificates asset subtype, licensable software from Ivanti Cloud, and improved stability.

Here are the questions on the 2019.3 release from attendees and the associated answers. You can view the recording of the “What’s New in Release 2019.3” webinar in the [Ivanti Community here](#).

Q: For the ISM Security enhancements, if the user is not already logged in, will they still be able to navigate directly to specific records via the link, or will they go to the home page after logging in?

A: The user will still have to authenticate but afterwards they should be able to go directly to the record.

Q: For the ISM Service Catalog Home Page configuration item, does this mean we can remove the gray column down each side, which can't be currently edited?

A: You can edit it now so it can be a color or an image of your choice.

Q: How do users and customers make suggestions for enhancements to Service Manager or Asset Manager?

A: Primary source for enhancement suggestions is User Voice in the Ivanti Community where users can submit ideas. We recommend you search for your idea first and then vote for it. We regularly review submittals and then do more investigations, include determining what specific problem is being solved. We like to work with customers to bring their domain expertise so we can better understand the context and potential value beyond the specific submittal. Working together helps Ivanti better design and deliver better new features.

Q: Are the Service Manager Mobility apps available for both iOS and Android? And will the apps also work on tablets?

A: Yes, both iOS and Android apps are available. The apps should work on tablets as well. Our design approach is to be aware of and responsive to the display device to deliver a good user experience.

Q: Will the Service Manager Mobility app be able to update the CMDB while on the go?

A: Not yet since some of the CI forms are not incorporated the responsive design yet. We are also investigating continue including more mobility functionality with Asset Manager from a lifecycle perspective that takes advantage of mobile device capabilities.

Q: Will the Service Manager Mobility app be a revamp of the current mobile app, or is it some sort of layout update inside Service Manager?

A: No, this not a re-vamp of the mobile app as the mobile app does not have its own UI. This app leverages the

responsive design native to Service Manager. This is the first step to incorporate responsive design into Service Manager for service desk analysts and is enabled through a new role. The initial use cases are to update incidents and manage tasks from a mobile device. Note that the app is not intended to become the primary interface for analysts to use Service Manager.

Q: For Asset Manager, if a customer already has Service Manager in the cloud, are they entitled to Asset Manager at no additional subscription cost?

A: Asset Manager is currently structured as a stand-alone product so existing Service Manager customers will still need to purchase additional subscription licenses. We recommend you work with your account manager if you wish to add Asset Manager.

Q: Is there way to do a trial of Asset Manager if we are already currently running Service Manager in the cloud?

A: We are able to support a trial for Asset Manager in a stand-alone context but a trial based on your specific Service Manager data is more a involved scenario than can be supported in a trial basis.

Q: Can Asset Manager populate Service Manager's CMDB?

A: Yes. Asset Manager and Service Manager share the same CI object. Anything you import into Asset Manager is also part of the CMDB. Also, information in the CMDB will likewise show up in Asset Manager since they are in the CI tables.

Q: Is Service Manager's Chatbot only available in English?

A: Yes, currently in English only. We do have plans to support other languages as part of our ongoing effort to grow our understanding of the chatbot. We recognize that the chatbot can't remain English only. Look for more information on the chatbot as we update our roadmap.

Q: How do I find out more about the Service Manager Beta program for the on-premises release?

A: We are still working out the details of a Beta program so we are not ready to announce a program yet. As we work out topics like the timing and delivery vehicle for a Beta release, we'll announce further details to ensure such a program provides desired feedback and meets other goals.

Q: Where can we find the list of customer reported issues that have been addressed in 2019.3 release for Service Manager?

A: The Service Manager Release Notes will contain the complete list. The Release Notes are published in the Ivanti Community. Service Manager's Release Notes are typically published during the release pilot phase.

Q: Where can we see roadmaps for Ivanti products?

A: For Service Manager and Asset Manager, please work with your account manager for the latest roadmap, which is usually updated quarterly.

Q: How long does it take to deploy Asset Manager if we already have Service Manager deployed?

A: It depends on a number of factors, such as level of customization of your Service Manager environment. Initial deployments can be accomplished in a manner of days with Professional Services. Recognize Asset Management is a journey - you can start with simple processes, like identifying and finding where your assets are, then growing incrementally to the full asset lifecycle process from procurement through disposal.

Learn More

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