

Ivanti Neurons for ITAM and ITSM meets Federal Agency's needs

Executive Summary

Federal agencies that have achieved a level of maturity in IT service management face escalating costs for features they're likely not exercising and use cases they aren't implementing. A simpler, more cost-effective approach may be Ivanti's FedRAMP moderate, market-leading and comprehensive IT service management and IT asset management solution. Our solution provides Incident Management, Problem Management, Change Management, Release Management, Service Level Management, an integrated self-service portal and much more. All that comes with ease of implementation through a no-code configuration model that provides faster time to value, quicker return on investment and lower overall total cost of ownership while meeting current and future requirements of your agency.



Ivanti ITSM Solution

A Leading, Comprehensive Solution

With a comprehensive set of service management modules (Table 1), Ivanti offers an expansive portfolio of features and capabilities to meet the growing demands of IT service desk and service management teams.

Table 1: Ivanti's ITSM and ITAM Product Modules

Module	Description	Features
Incident Management	Easily capture, identify and respond to issues and service requests with effective break/fix management — including incident and task management and problem resolution. Automate incident processes and communications to improve response cycle time. Analyze incidents to understand service desk performance.	<ul style="list-style-type: none"> ▪ Easy to build templates for quick calls. ▪ Google-style searching. ▪ Automatic, intelligent routing. ▪ Auto-escalation and notification, Real-time reporting. ▪ Automated incident classification. ▪ Summarization of Incident data using AI.
Problem Management	Gain an understanding of a problem's source and allow the service desk to address issues quickly to correct or minimize business impacts from problems. Analyze incidents and other data to identify trends.	<ul style="list-style-type: none"> ▪ Problem dashboards. ▪ Automatic, intelligent routing. ▪ Auto-escalation and notification ▪ Real-time reporting. ▪ Quick-close incident management option.
Change Management	Provide for simple, pre-approved change process workflow and for multi-level or dynamic change approval processes using out-of-the-box templates. Manage, track and optimize changes to ensure key stakeholders are fully aware and prepared before changes are implemented.	<ul style="list-style-type: none"> ▪ Support for industry best practices and regulatory compliance. ▪ Dynamic and Management reporting. ▪ Configurable workflow tool. ▪ Dynamic approvals. ▪ Linking of link incidents, problems/known errors, CIs, releases, changes. ▪ Web-based, VOIP and email approval options. ▪ Forward schedule of change. ▪ Risk calculator.

Module	Description	Features
Knowledge Management	Deliver knowledge management to internal teams and employees to enable self-help, reduce incidents and improve resolution times. Extend knowledge outside IT across HR and facilities service management.	<ul style="list-style-type: none"> ▪ Knowledge approval workflow. ▪ AI generated knowledge articles. ▪ Knowledge across IT, HR and facilities.
Artificial Intelligence	Secure and responsible AI using your ITSM data to correctly classify and assign incidents, speed up resolution and enhance knowledge management.	<ul style="list-style-type: none"> ▪ Incident classification. ▪ Incident summarization. ▪ Knowledge creation. ▪ Dashboard generation.
Chat	Deliver chat between IT and employees utilizing internal chat or industry standard Microsoft Teams.	<ul style="list-style-type: none"> ▪ Chat with IT support. ▪ Create Incident from chat. ▪ Check status of Incidents. ▪ Check knowledge.
Release Management	Plan, deploy and manage release by using either manual or automatic change capabilities, based on a comprehensive release strategy.	<ul style="list-style-type: none"> ▪ Reduce implementation costs and productivity loss. ▪ Reduce implementation time. ▪ Increase release visibility and customer awareness. ▪ Improve quality of hardware and software rollouts.
Service Level Management	A centralized management console allows customers to design, build and monitor service agreements throughout their lifecycle to define and deliver on expectations.	<ul style="list-style-type: none"> ▪ Lower SLA compliance costs while increasing service quality. ▪ Increase customer service satisfaction. ▪ More accurately define and deliver on customer expectations. ▪ Enhance communication between IT and third-party service providers.

Module	Description	Features
Self-Service Portal	Let's you easily capture, identify and respond to issues and service requests across the organization with effective break/fix management – including incident and task management and problem resolution.	<ul style="list-style-type: none"> ■ Easy to build templates for quick calls. ■ Google-style searching. ■ Automatic, intelligent routing. ■ Auto-escalation and notification, real-time reporting.
Service Catalog	Provides visibility and access to all service offerings for the enterprise, both IT and non-IT, through a web-based shopping cart that outlines and defines all services and allows users to request all service offerings directly online.	<ul style="list-style-type: none"> ■ Role-based access. ■ Friendly user experience. ■ Template designer. ■ Over 80 predefined request templates. ■ Support for non-IT services.
Event and Availability Management	Monitor events that happen in the IT landscape to detect and track outages that could impact devices or services. Review events over selected time periods to help decide when to replace hardware, install new devices or redesign services to better meet uptime goals.	<ul style="list-style-type: none"> ■ Track events at the CI level. ■ Report on availability over time against service level agreements. ■ Calculate Mean Time Between Failure. ■ Calculate Mean Time to Resolve ■ Assist in identifying hardware and software in need of changes to maintain services uptime.
Portfolio and Project Management (PPM)	Provides an integrated PPM capability to manage projects and portfolios across IT and other parts of your organization. Seamlessly integrated with the Ivanti ITSM solution, the PPM module allows for better decision making and increased focus on key projects. Initiate and manage IT and service management projects on one platform.	<ul style="list-style-type: none"> ■ Balance risk across all projects. ■ Allocate resources to projects aligned to strategic goals. ■ Improve ability to deliver key projects. ■ Manage project activities and resources from inception through execution. ■ Track project and portfolio budget allocations and expenditure.

Module	Description	Features
Mobile Access	Extend the reach of the service desk to your staff and users on the go or using their own mobile devices. Allow users to check on incident status, submit requests or search for answers to common IT questions. Analysts and technicians can manage their tasks, assignments and workloads while providing support where needed.	<ul style="list-style-type: none"> ■ iOS Support for iPad and iPhone. ■ Real-time access to incidents and assignments. ■ Change approval. ■ Push notifications. ■ Configure with your desired branding. ■ Bar code scanning of your assets (online and offline operation).
HR Service Management	Streamline and automate your HR service delivery with efficient case management, onboarding, self-service and back-to-work management that supports a more productive employee experience.	<ul style="list-style-type: none"> ■ Employee administration. ■ HR case management. ■ HR knowledge base. ■ Employee self-service portals. ■ Return to work features. ■ Onboarding and offboarding.
Facilities Service Management	Meet agency needs by automating workflows related to day-to-day work orders, work assignments, maintenance tasks and facilities-related projects.	<ul style="list-style-type: none"> ■ Work order management. ■ Facilities knowledge base. ■ Employee self-service portals. ■ Robust reporting tools. ■ Facilities asset management. ■ Reservation management. ■ Space and location management.

Module	Description	Features
Governance Risk and Compliance (GRC)	Agencies invest heavily in cyber threat detection and prevention technologies but still manage regulatory and contractual compliance manually. Ivanti Neurons for GRC provides a simple way to unify your GRC management so all authority documents, citations, controls, and risks are tracked in a single system.	<ul style="list-style-type: none"> Manage regulatory and statutory documents. Manage controls, citations, and policies. Track audits. Track and monitor and remediation activities. Risk assessments. Vendor risk management.
Security Operations Management	Manage and automate remediation of vulnerabilities, as well as security events and incidents, utilizing best practices.	<ul style="list-style-type: none"> Track security and remediation tasks centrally. Manage security incidents. Log and track vulnerabilities and remediation activities. Integrate with DevOps solutions (Azure DevOps and Jira).
IT Asset Management	Full IT asset lifecycle management from request through procurement to disposal. Manage the entire lifecycle across hardware and software.	<ul style="list-style-type: none"> Full asset lifecycle. Approvals. Retirement and disposal management.

2.2 ITSM Pink Verified

Ivanti is certified by Pink Elephant as compatible with 13 ITSM industry best practices. PinkVerify certification is a tool certification program for vendors to provide practitioners with an unbiased view of ITSM tools.



- Availability Management
- Change Management
- Configuration Management
- Financial Management
- Incident Management
- Knowledge Management
- Monitoring and Alerting
- Problem Management
- Release and Deployment Management
- Request Management
- Service Catalog Management
- Service Level Management
- Service Request Management

2.3 Security Requirements are met

Ivanti prides itself on security and adheres to Secure by Design principles. We are the first vendor to sign a pledge to adhere to Secure by Design practices.

Neurons for ITSM is certified at FedRAMP moderate and is in the process of meeting the Department of Defense Impact Level 5 (IL5) security requirements. Additionally, the Ivanti ITSM solution has obtained ATO for several enterprise deployments with multiple federal government agencies.

3 Federal Use Cases

Ivanti Neurons for ITSM and ITAM enables you to:

- **Automate** activities across IT, security, development, lines of business and devices. Increase productivity, optimize processes, and proactively identify and resolve issues.
- Deliver an omni-channel **experience** to all employees across desktop, mobile phone, self-service, or chat and empower users with an exceptional experience across IT and lines of business.
- Have clear **visibility** across your service and asset management environment. Optimize hardware and software spend, leverage accurate and actionable assets, and gain comprehensive insights to continuously improve service delivery.
- **Integrate** with anything to deliver workflows across the enterprise. Seamlessly integrate across security, development, IT, and lines of business to improve IT productivity and reduce operational costs.

4 Strong Product Strategy and Continuing Innovation

To deliver increasingly efficient and effective ITSM services and meet the <agency>'s future ITSM needs requires a solution partner with a strong product strategy who continues to innovate its product capabilities. One example from Ivanti is Ivanti Neurons, a dedicated cloud platform that delivers advanced operational awareness and automation to save time and money and improve the efficiency of the IT service desk and service management teams. Ivanti Neurons includes multiple enhanced capabilities for IT teams using the Ivanti ITSM portfolio, such as:

- **Comprehensive discovery information in minutes** for comprehensive, accurate and actionable asset insight, providing visibility in real time using active and passive scanning and third-party connectors.
- **Real-time 360-degree view of devices, users, applications, and services** lets first-line analysts resolve issues previously escalated to specialists, for faster resolution and greater productivity.
- **Query all edge devices using natural language** to get real-time intelligence for quick operational awareness, real-time inventory, and security configurations across the edge.

- **Automation bots** to proactively detect, diagnose and auto-remediate configuration drift issues, performance issues, compliance issues and security issues for endpoints. Automation paves the way for a truly self-healing environment – reducing time and costs and improving employee experience.
- **Faster vulnerability remediation SLAs** via supervised and unsupervised machine learning algorithms. Patch reliability data is automatically delivered with actionable intelligence pulled from thousands of public and crowdsourced sentiment data, improving patch reliability, enabling faster response to threats, and reducing time-to-patch.
- **Insights into your software landscape and application spend** for on-premises, cloud and edge environments to improve operational speed, asset visibility and utilization and manage costs.

5 Flexible Cost Model

Central to any impactful ITSM solution is the assurance of cost containment and strong business value. Yet the frequent release of new modules by ITSM vendors can lead to mounting licensing costs – resulting in a solution that exceeds budget expectations. With Ivanti, organizations can expect a flexible, cost-effective ITSM solution and an optimized Total Cost of Ownership (TCO) through a design that fosters cost efficiency, a feature set that supports controlled spending and adaptable licensing terms.

Modern, cloud-optimized architecture – Ivanti made a strategic choice to embark on a fresh product design in 2012, aiming to provide continuous innovation and value to our clients. Our present solution is the culmination of an architecture purposefully conceived for cloud deployment, yet still available for on-premises use. The outcome is a service that optimizes the cost efficiencies of the cloud, enabling our clients to scale infrastructure to meet demand while reducing costs.

Capabilities with a cost focus – Ivanti's suite provides modules and capabilities specifically designed to drive down TCO. Our features include pre-built templates and workflows for swift implementation, cost-efficient release management, a self-service portal for heightened service levels and lower per-incident costs, and innovative AI-powered automation bots through Ivanti Neurons. With these features, the quality, speed and cost of IT services and support are poised for significant improvement.

Flexible licensing – Choose from a full range of flexible licensing models, including SaaS subscription, on-premises subscription and named and concurrent user options. We don't charge for requesters (end users) or approvers (managers who must approve a workflow).

6 Outstanding Compared to Competition or Custom Solutions

The industry accolades for Ivanti Neurons for ITSM and ITAM are indeed impressive. Forrester has positioned Ivanti Neurons for ITSM as a strong performer in The Forrester Wave™: Enterprise Service Management, Q4, 2023 report. We are also recognized by GigaOm as a leader and outperformer in the GigaOm Radar for IT Asset Management. And Gartner Peer reviews rates Ivanti very highly – 4.3 out of 5.

7 Summary and Next Steps

Ivanti Neurons for ITSM and Ivanti Neurons for ITAM help organizations enhance service delivery and create greater value by automating workflows and delivering superior experience for agency users and service desk personnel. The ease of no-code configuration and administration facilitates faster deployments, exceptional agility, and quicker realization of benefits.


When combined with all-inclusive, concurrent licenses, TCO is significantly reduced compared to competing alternatives and traditional solutions. Ivanti stands out with a comprehensive feature set, a robust focus on continuous innovation, a more cost-effective offering, and favorable comparisons to market alternatives by leading industry analysts.

About Ivanti

Ivanti elevates and secures Everywhere Work so that people and organizations can thrive. We make technology work for people, not the other way around. Today's employees use a wide range of corporate and personal devices to access IT applications and data over multiple networks to stay productive, wherever and however they work. Ivanti is the only technology company that finds, manages and protects every IT asset and endpoint in an organization. Over 40,000 customers, including 85 of the Fortune 100, have chosen Ivanti to help them deliver an excellent digital employee experience and improve IT and security team productivity and efficiency. At Ivanti, we strive to create an environment where all perspectives are heard, respected and valued and are committed to a more sustainable future for our customers, partners, employees and the planet. For more information, visit [ivanti.com](https://www.ivanti.com)

The Ivanti logo consists of the word "ivanti" in a bold, lowercase, sans-serif font. The letter "i" is red, while the remaining letters "vanti" are black. A small registered trademark symbol (®) is located at the top right of the letter "i".

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A vertical bar on the right side of the page, transitioning from red at the top to orange at the bottom.

For more information, or to contact Ivanti, please visit [ivanti.com](https://www.ivanti.com).