

# ChangeGear® Service Desk Suite

## IT Service Management Solution

### Value of streamlined IT Service Management

Managing incoming IT service requests is an important component of IT operations. Today's demanding business climate requires IT to maintain the availability of business services, while efficiently responding to service and change requests. Having IT process controls and automation in place is essential to delivering the expected level of service. By implementing a solution that can help to quickly and efficiently resolve requests, IT organizations can minimize business disruptions, increase customer satisfaction, and gain a competitive edge.

### ChangeGear Service Desk Suite

ChangeGear is a comprehensive easy-to-use and simple-to-deploy solution that enables IT support staff to quickly and easily respond to customer requests. Designed using the IT Infrastructure Library (ITIL) best practices, ChangeGear features workflow automation, intelligent tracking, and an integrated architecture.

**Incident and Problem Management** - Fully-integrated service request management solution that enables IT organizations to effectively and efficiently resolve service requests - minimizing business disruptions, increasing customer satisfaction, and gaining competitive edge.

With ChangeGear Service Desk, IT support staff can:

- Web-based Self-Service Portal
- Searchable Knowledge Base
- Known Error Database tracking
- Automated assignment and notifications

**Change and Release Management** - Out-of-the-box enterprise change control and release management solution that ensures all changes introduced into the IT infrastructure follow a regulated process - preventing unauthorized change, thereby eliminating potential system downtime.

- Built-in workflow automation
- Event-based notification
- Automated approval process
- Complete historical audit-trail

**Configuration Management System** - Built-in auto-discovery, dependency mapping, and configuration auditing allows organizations to easily manage their entire IT infrastructure within a CMDB - giving the insight needed to secure valuable assets and meet today's demanding business requirements.

- Agentless auto-discovery of physical and virtual networks
- Dependency and relationship mapping
- Collection and tracking of configuration details
- Scanning and monitoring of changes

### Automate IT policies with a flexible workflow

ChangeGear's configurable workflow allows IT organizations to define and automate IT processes to match the way you do business. Out of the box, the pre-defined workflows enable support staff to easily track and manage the entire service ticket lifecycle, from notification of assignments to ticket resolution.

ChangeGear's robust workflow gives IT organizations the ability to:

- Automatically notify stakeholders at every stage of the request lifecycle.
- Guarantee repeatable and sustainable processes.
- Enforce IT policies and business processes.

### Implement built-in best practices and IT controls

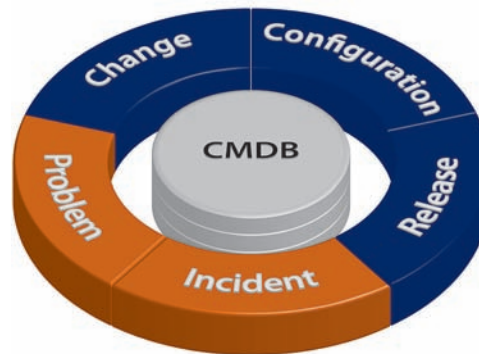
All ChangeGear workflows and processes are based on the IT Infrastructure Library (ITIL) best practices. Even though the workflow is based on ITIL best practices out-of-the-box, you can use the built-in Workflow Editor to modify the process to meet the needs of your organization. Not only does ChangeGear provide you with a simplified way to implement ITIL, but it also helps you to leverage other IT controls and best practices such as MOF, COBIT, ISO, etc.

### Why ChangeGear

- **Simple to Deploy** - deploy in days, not months
- **Cost Effective** - low total cost of ownership when compared with other enterprise ITSM solutions
- **Seamless Integration** - easily integrate with other systems or processes
- **Flexibility** - quickly adapt processes to meet your business needs without coding
- **ITIL Alignment** - utilize ITIL-based processes out of the box for fast ROI

### Benefits

- Increase IT security
- Improve IT efficiency
- Achieve regulatory compliance
- Reduce operating costs
- Improve incident and problem resolution
- Increase IT service availability
- Ease adoption of change management
- Improve infrastructure visibility
- Simplify and automate IT processes



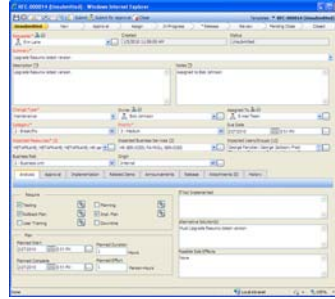
## Leverage the power of customization for request fulfillment

ChangeGear provides an effective way to streamline service requests to improve overall productivity of the IT organization. With ChangeGear's Dynamic Request Automation, you have intelligent handling of requests that leverage the power of customized forms, advanced workflows, notifications, and approvals. Form authoring tools give you complete control of the layout, labels, what fields are displayed on the ticket, actions, and workflows.

A catalog of custom requests can be added to the ChangeGear Self-Service Portal for your end-users or you can integrate them into an existing corporate portal. Forms can dynamically adjust based on the selections made within a ticket by the submitter, the selection could be a specific change type, priority of the request, or even if a critical impacted resource is selected.

To automate request fulfillment, ChangeGear can:

- Require and collect the proper information.
- Route the request to the appropriate staff.
- Ensure approvals are enforced.
- Send out automated notifications.

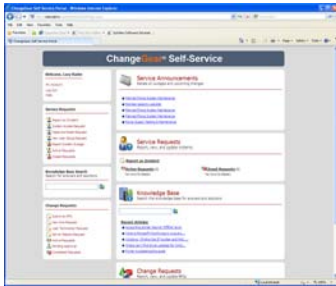


## Seamless integration across ITSM processes

ChangeGear seamlessly integrates all modules and processes - meaning that information is shared and can be viewed and accessed by IT staff from any ChangeGear module. A powerful linking mechanism allows ticket association that provides the intelligence and insight necessary to resolve issues more effectively. The transparent integration allows service requests to move from one process to another without compromising data integrity and effort duplication.

An integrated solution allows IT organizations to:

- Streamline and automate end-to-end IT processes.
- Facilitate fast and easy information access.
- Ensure effective communication throughout the lifecycle.



## Empower users with the Self-Service Portal

ChangeGear provides a customizable web-based self-service portal that allows end-users, customers, and partners to easily submit requests, track their status, and get up-to-date IT information. With an integrated Knowledge Base, users can easily search for known problems, temporary workarounds, and frequently asked questions. This improves incident resolution and reduces call volume and staff workload.

## Manage incidents and problems efficiently

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ChangeGear accelerates incident and problem resolution by:

- Automatically assigning requests based on priority and type.
- Providing support staff easy access to pertinent user information.
- Delivering intelligent information about impacted users and affected business services.

## Track and measure with key performance indicators

ChangeGear's iCenter is fully customizable and goes beyond the functionality of a regular dashboard. The iCenter provides staff with a way to access all pertinent information about IT services and operations - supporting embedded services and applications from other third-party vendors.

Producing timely reports is essential for meeting change control regulatory compliance standards; it is equally important for upgrade planning, server provisioning, and asset consolidation. ChangeGear provides a number of pre-defined reports out of the box to meet these requirements. Customized reports can also be created with ChangeGear's easy-to-use ad-hoc reporting tools.



## Key Features

### Processes

- Incident Management
- Problem Management
- Change Management
- Release Management
- Configuration Management (CMDB)
- Request Management

### Automation

- Business Policy Automation
- Dynamic Request Automation
- Task Management
- Advanced Group Security
- Customizable Workflows
- Automated Notifications and Alerts
- Flexible Request Approvals
- Business Service Mapping & Visualization
- Automated Network Discovery
- Configuration Auditing

### Collaboration

- Intuitive Web 2.0 interface
- Mobile Access to Workflow Actions
- Email Conversation Management
- Personalized Dashboard
- Historical Audit-Tracking
- Standard Reporting

### Extensibility

- Microsoft .NET Architecture
- Directory Services Integration
- Web Services SDK
- Forms Authoring
- Extensible CMDB
- Configuration Collector Framework

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