CA technologies
A **Broadcom** Company

Product Brief

CA Service Desk Manager

Key Benefits

- **More user satisfaction.** A consumer-like collaborative experience.

- **Increased productivity.** Automated processes, single-stop self-service, mobility, and teamwork.

- **Reduced costs.** Fewer service disruptions, fewer tickets raised, and quicker issue resolution.

- **Reduced business risk.** Automated processes and more effective change management.

- **Better decisions.** Business value reporting, dashboards, and selfservice BI.

Key Features

- **xFlow analyst experience** gives analysts a personalized, natural way to work with complete views, contextual understanding, and an app launcher to take action.

- **Collaborative self-service** provides a modern, search-centric way for users to access knowledge, collaborate, resolve issues, request services, and view assets.

- **Mobile app** for core analyst functions, self-service, dashboards, and approvals.

- **Robust change management** delivers root cause analysis, CMDB, automated change verification, and rule-based unauthorized change handling.

- **Support automation** offers remote access, chat, automated troubleshooting, and repair.

- **Management insights** are provided by productivity and cost reports, ready made dashboards and reporting, and a business metrics library.

At a Glance

The service desk capabilities of CA Service Desk Manager are an integral part of the CA Service Management solution. Mobility and collaborative self-service bring users together to share information and resolve issues on their favorite devices, often without opening a ticket. With the xFlow user experience, support analysts receive timely, contextual information. With this information, they can make better-informed decisions, and take actions that enable quicker issue resolution, increased staff productivity, and higher satisfaction for all involved. Robust automation and integrated Configuration Management Database (CMDB) help to prioritize, assign, diagnose and resolve issues more effectively.

Business Challenges

Because of changing IT consumer expectations and rapidly advancing technology, organizations that try to streamline support operations and deliver a positive user experience face many challenges

Changing user expectations. Today's mobile workers expect immediacy, minimal effort, and self-sufficiency when they need something. They demand collaboration for issue resolution and contextual information creation for decision making. They expect immediate answers on whatever device they have at that moment; waiting for responses from support is not acceptable.

Over-committed service desks. Managing incidents often requires devoting expensive resources to repetitive issues. Too few business consumers attempt to resolve issues on their own and there is minimal knowledge reuse. IT gets blamed for not empowering users and for being slow to respond. Power users have difficulty working as a team and are frustrated that they can't make every moment count.

Unexpected costs. Service disruptions, caused by poorly managed or unauthorized changes, inhibit business consumer performance, negatively impact IT's image, and drive up costs. Furthermore, complex and highly customized environments can make installations and upgrades unexpectedly costly.

Overview

The CA Service Management service desk streamlines support operations by combining comprehensive support processes with a modern xFlow analyst experience. Because this is combined with the Service Point business user experience, which is focused on search-centric self-service, mobility, and advanced analytics, users are better informed to work more efficiently, effectively, and naturally. Service Point Self-Service can eliminate calls to the service desk by providing users with ARIA, a virtual analyst service bot that can send knowledge docs, perform ticket status checks and complete password resets.

Overview (cont.)

Service Point uses Natural Language Processing (NLP) to automatically categorize tickets so users never even have to think about it.

AI, analytics, and machine learning help analysts to monitor discussions and brainstorm resolutions with domain experts and other analysts. All users can follow communities and topics, collaborate, consult with experts, and search internal and external knowledge sources.
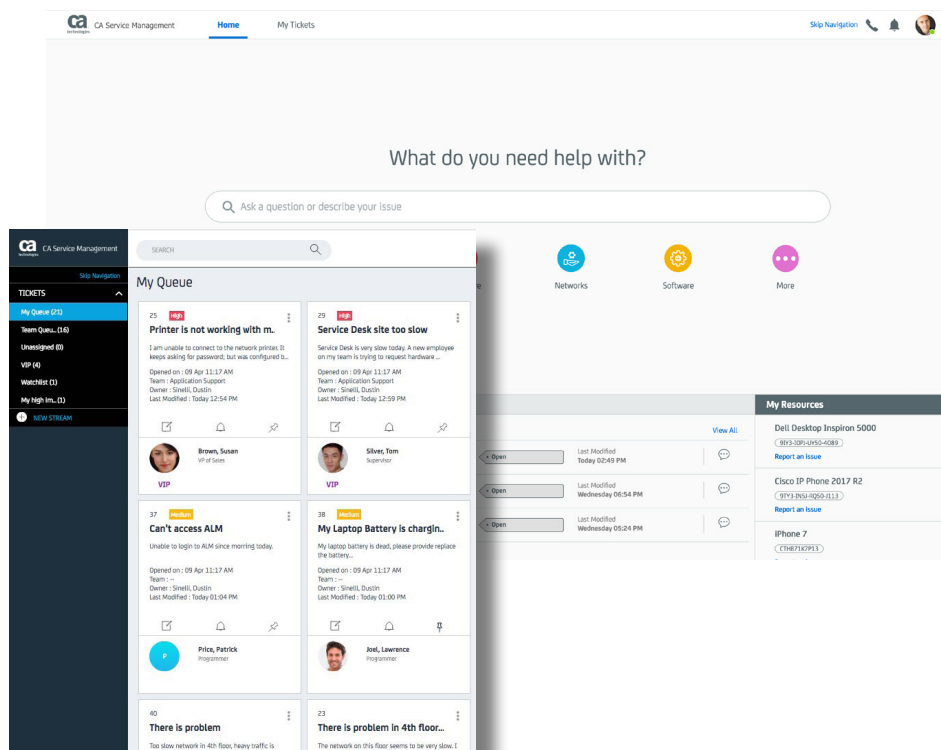
For decision makers, business value reports and self-service dashboards provide real-time analytics, without involving technical experts. And for change managers, innovative change management helps to identify the impacts of issues and changes, research root cause, coordinate the change lifecycle, and manage changes.

CA Service Management's service desk capabilities provide a modern, consumer-like user experience for business consumers and Support analysts.

Critical Differentiators

The CA Service Management service desk provides a comprehensive support operation solution with certification on twelve ITIL processes and integration with infrastructure management functions. Unlike traditional service desk solutions, CA Service Management delivers the following capabilities:

• Service Point brings a search-centric experience to self-service for business consumers. ARIA and Service Point utilize NLP to automatically categorize tickets, historical data, and analytics to automate knowledge push, it can free up analysts to solve more critical issues. This can all be done on desktops, tablets, and mobile devices.

• The award-winning xFlow user experience and app launcher let analysts work the way they want, with deeper personalization, to help deliver incredible service.

• Mobility for self-service, collaboration, notifications, issue management, analytics and more for everyone involved.

• A business metrics library with aggregated data enables users to build dashboards and reports in context.

• Extensive change management with a robust CMDB and rule-based verification, and handling of authorized and unauthorized changes.

Related Products and Solutions

CA Service Desk Manager is part of CA Service Management, which includes the following products and solutions:

• **CA Service Catalog**
  Request management, chargeback, pricing, and delivery automation.

• **CA IT Asset Manager (Optional)**
  Asset lifecycle management.

For more information, please visit our website at: broadcom.com/service-management