



BMC Service Desk Express 9.0

New name, new look, same innovative
Magic Service Desk technology

BMC Service Desk Express 9.0 offers enhancements in the following areas:

- > Dashboards and QuickViews
- > Service Level Management
- > Usability and New Features
- > Reports
- > Documentation
- > Installation
- > Security
- > Database Support and Administration
- > Oracle Specific Updates
- > Infrastructure

BMC® Service Desk Express 9.0 increases overall *business value* with new business visibility metrics that reduce operational costs and improve efficiency. These out-of-the-box metrics help you determine the cost of key activities, such as incident resolution, change-related outages, and system maintenance, helping you proactively manage the cost of IT operations.

With this release, BMC continues our investment in solutions for the small and mid-sized business, developing innovative new features, simplifying the user interface, and implementing new enhancements requested by our customers. BMC Service Desk Express 9.0 is built on the same flexible, browser-based Magic Service Desk platform and architecture with which you are already familiar. What's more, it includes a simple and automatic upgrade from Magic Service Desk 7.52, 7.53, 8.0 and a "no-fuss" upgrade for customers upgrading from HelpDeskIQ.

Dashboards and QuickViews

Quickly and easily format and consolidate all data that is important to you and your staff.

- > **Dashboards:** Take advantage of this new feature, which replaces the previous QuickView screen as the central display. Dashboards is extremely flexible and allows for multiple QuickViews to be added, removed, or displayed within one screen, providing the ability for windows to be sized and re-sized as appropriate for users. Administrators can create pre-defined dashboards and deploy them by group.
- > **Hide Navigator Bar:** Present more data in the Dashboard by hiding the navigator bar, providing additional screen space.
- > **Calendars and Charts:** View results of queries in a calendar and chart format, in addition to the existing table format.
- > **Multi-table Queries:** Easily assess priorities across multiple areas by building queries across multiple tables. For example, you can display results from the Incident, Work Order, Problem, Change, Change Approvals, and Change Assessments tables all in a single unified view.
- > **Advanced Queries:** Define complex queries through an advanced query option that is similar to the query capabilities of the Magic Management Center System Monitor.
- > **Conditional Formatting:** Visually distinguish between results displayed in a color-coded format. For example, high priority incidents can be highlighted in red to stand out from those of lesser importance.
- > **New Queries for New Modules:** Run expanded QuickViews for new modules, including: Service Level Management, Surveyor, and Licence Management.
- > **QuickViews on Forms:** Enable administrators to add QuickView results as an object on customizable forms, such as Incident, WorkOrder, or custom forms.
- > **Hide Sections:** Hide query folders and filter header in QuickViews through the use of a double arrow icons.

Service Level Management

Expanding upon our commitment to the IT Infrastructure Library (ITIL®), the new Service Level Management module provides ITIL-based service level management that lists business services supported by IT in a hierarchical structure.

- > **Defined Service Levels:** Use Service Level Agreements (SLAs) to provide a stated support level to a group of users for a given business service. For example, a Sales department may be given a HIGH priority level of support when the Sales Order Processing service is unavailable, whilst the Marketing department may receive a lower Service Level for the same application as it is not critical to their role.
- > **Criteria Definition:** Gain significant flexibility in creating Service Levels that reflect your business with the ability to link a Service Level to any individual client, inventory item, or category through criteria definition.
- > **Simplified Escalation Processes:** Simplify the creation of Service Levels and escalation processes by enabling milestones and actions to be created without using the business rules interface.
- > **New Organization Module:** Allow significant flexibility when creating groups by defining the groups of users to whom support is given for business services. The Organization module can be a Company, a Department or both.
- > **Automatic SLA Assignment:** Automatically assign Service Level Agreements to incidents based on rules defined within the SLA, removing the need to manually assign an SLA to an incident when it is created.

Usability and New Features

Ease of use and minimal training are important to our customers. This set of features and enhancements focuses on streamlining the interface, automatically enforcing processes, and consolidating information to make your staff and your processes more efficient.

- > **User Interface Update:** Benefit from a modernized look, layout, and color scheme of the application, as well as from new button icons and tabbed property forms throughout the product for improved consistency.
- > **Dynamic Form Transformation:** Simplify form maintenance and enforce business processes requirements in the Client Side Business Rules module. Dynamic Form Transformation automatically changes the fields on a form, based on the data input. For example, a selection of "Software" in the Category field would automatically display 3 new fields on the form, specifically asking questions related to software.
- > **Tab Control:** Allow for greater information density on forms. Administrators can add control to customizable forms allowing for multiple fields on each tab.
- > **Condition Builder:** Simplify business processes flow and administration of the application by allowing for the values in a pick list to dynamically change based on a previous data selection on the form.
- > **Pop-up/Pick List Selection:** Allow the administrator to choose the appropriate data selection method based on the amount of data to be displayed. Choices are a pop-up (separate window) or a pick list (drop-down menu).
- > **Collaborative Workspace:** Enable support staff and/or end users to collaborate by creating discussion forums on specified topics. Post, read, and subscribe to a topic on the Collaborative Workspace, a central location for all discussion messages.
- > **Email Conversation Management:** Record entire email conversations between support staff and end users, and archive the recordings with the related record. For example, emails that pertain to Incident #24 are viewable in the details section of that incident, providing a full audit history of all email conversations relevant to it. Email Conversation Management can be added to any module in the application, including customized modules.
- > **Preventive Maintenance:** Simplify the management of standard, repeating tasks that are undertaken against Inventory Items. This feature allows you to create and schedule maintenance tasks against Inventory Items or an Inventory Catalog. For example, a Test Backup Restoration procedure could be implemented against all servers, which would create a Work Order automatically on a given schedule (e.g. every 30 days).
- > **Automatic Problem Identification:** Identify and manage major problems at an earlier stage in the process for faster solutions and less end-user downtime. This innovative feature will automatically generate an action based on an event that occurs a specified number of times within

a given timescale. For example, if 10 Incidents are logged with the Category 'Email' within 30 minutes, a notification is automatically sent to the Email Administrator and a Problem record is automatically created.

- > **Problem Scanner:** Allow IT staff to spot problem trends early and act accordingly, providing quicker resolutions and less end-user downtime. This feature provides an out-of-the-box view that specifically monitors incidents as they are logged from analysts, technicians, or via self service.
- > **Surveyor:** Obtain valuable statistical information regarding customer satisfaction. This feature automatically generates tailored customer satisfaction surveys and sends them to your end users via email. Surveys are triggered from various modules, such as Client, Category, Urgency, Staff, and Group, or can be generated on-demand.
- > **License Management:** Track how many BMC Service Desk Express licenses are in usage at any one time and report on historical usage.
- > **New Record Creation:** Easily create a new record on the fly by using the "new" button in the pop-up list. For example, if a user selects the Client list on the Incident form, but does not see the client they require, they can quickly access the Client form to create a new record.
- > **Self Service Attachments:** Enable end users to attach a file to an Incident providing additional information on the incident or request.
- > **Import Wizard:** Easily and quickly import basic information into Service Desk Express.
- > **Application Administration Form:** Centralize the administration settings.

Reports

With new and improved reports, you can maximize access to the valuable data and information you need to improve service, manage costs, and ensure proper IT alignment with business needs.

- > **Service Level reports:**
 - Performance against Service Levels relating to Incidents, Problems, and Changes.
 - Breached Service Levels relating to Incidents, Problems, and Changes.
- > **Service report** details the business services supported by IT and their Service Olevels.
- > **Work Order report** details the Work Orders created through Preventive Maintenance.
- > **License Management tracking reports** help you determine the optimum number of BMC Service Desk Express licenses required for your environment.
- > **Customer Satisfaction reports** detail Activated and Answered Surveys.

Documentation

Quick access to documentation and user guides empowers users to get the most from BMC Service Desk Express.

- > **Access documentation from the application:** With this new release, we added a documentation header to the default navigator bar, making documentation accessible from within the application.
- > **Create Reports:** The administrator's guide has been expanded to include report writing.

Security

Removed the _SMSYSADMIN_ database account from a system administrator role and added it to a security administration role.

Installation and Upgrades

Simplified installation and upgrades take the frustration and confusion out of setting up a new system or upgrading your current installation.

- > **Pre-installation checklist:** A pre-installation checklist automatically verifies the setup of the server against the pre-requisites required for installation and reports the results in an easy-to-read format.

About BMC Software

BMC Software helps IT organizations drive greater business value through better management of technology. Our industry-leading Business Service Management solutions ensure that everything IT does is prioritized according to business impact, so IT can proactively address business requirements to lower costs, drive revenue, and mitigate risk. BMC solutions share BMC Atrium™ technologies to enable IT to manage across the complexity of diverse systems and processes—from mainframe to distributed, databases to applications, service to security. Founded in 1980, BMC Software has offices worldwide and fiscal 2005 revenues of more than \$1.46 billion. BMC Software. Activate your business with the power of IT. For more information, visit www.bmc.com.

- > **Upgrade Magic versions:** The installer will upgrade the following releases of Magic Service Desk:
 - Versions 7.52, 7.53, and 8.0
- > **Upgrade HelpDesk^{IO} version:** The installer will upgrade the following releases of HelpDesk^{IO}:
 - Versions 1.0.0, 1.0.01, and 1.0.02
- > **Typical, Custom, and Evaluation options:** The installation includes Typical, Custom, and Evaluation options.
 - Typical: Installs the product with default options, requiring little user input
 - Custom: Allows the user to specify individual settings
 - Evaluation: Installs the product with a Microsoft Data Engine database populated with tables for easy product evaluation.
- > **Select Web sites:** Select to install the application to the default Web site within IIS or to a different Web site.
- > **Terminal Services:** Remote installation may be performed using Microsoft Terminal Services.

Database Support and Administration

- > **Support for SQL 2005:** Take advantage of newly added support for the following database management systems:
 - Microsoft SQL Server 2005
 - Oracle 10g
- > **Web-based Database Administration:** Easily maintain the application database with the updated Web-based Database Administration tool.
- > **Unicode:** Expand the reach of the application to support additional languages through support for Unicode character sets.
- > **Lightweight Groups:** Ease maintenance for customers with large numbers of support groups. Lightweight Groups act like any other group within the application (records can be assigned etc.) but they have no settings or database infrastructure of their own, therefore keeping database administration to a minimum.

Oracle Specific Updates

- > Support for NCLOBs and replaced existing LONG columns with NCLOB. This allows multiple variable length text fields in each module, and improves text searching ability.
- > Removed foreign key packages/triggers and added support of Oracle native foreign keys of ON DELETE SET NULL type.
- > Refactored all “mutation error” handling in database triggers.
- > Ensure consistency and improved reliability with modified installation and upgrade utility to share metadata and data files for both SQL and Oracle.
- > Added Oracle Evaluation database. Due to sharing of data as mentioned, the same Evaluation database can be installed on either SQL or Oracle platform.

Infrastructure

- > **VMWare:** Added support for VMWare environments.
- > **SIR:** Replaced SIR engine with new Knowledge Search system. This new technology allows for knowledge search across multiple modules. It also allows for index updates to be handled automatically on an administrator defined schedule.
- > **SMS Viewer:** Updated the SMS Viewer technology to support Microsoft System Management Server 2003.



To learn more about how BMC can help activate your business, visit www.bmc.com or call 800.841.2031.

BMC Software, the BMC Software logos and all other BMC Software product or service names are registered trademarks or trademarks of BMC Software, Inc. All other registered trademarks or trademarks belong to their respective companies. ©2005 BMC Software, Inc. All rights reserved. 58631



58631