



Ivanti Service Manager
5 February 2020



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Demo Agenda

- Ivanti Solutions
- Ivanti Service Manager key concepts
- Demonstration
 - Self Service, Service Catalogue – Customer/End User
 - Incident/Request Management - Analyst
 - Problem/Change Management
 - CMDB/Asset Management inc Ivanti Cloud
 - Administration/Configuration/Automation
 - Reporting/dashboards etc
- Q&A

Unified IT



Discovery



Insights



Automation

Ivanti Cloud

Unified Endpoint Management



Endpoint



Workspace



Patch and Security

Enterprise Service Management



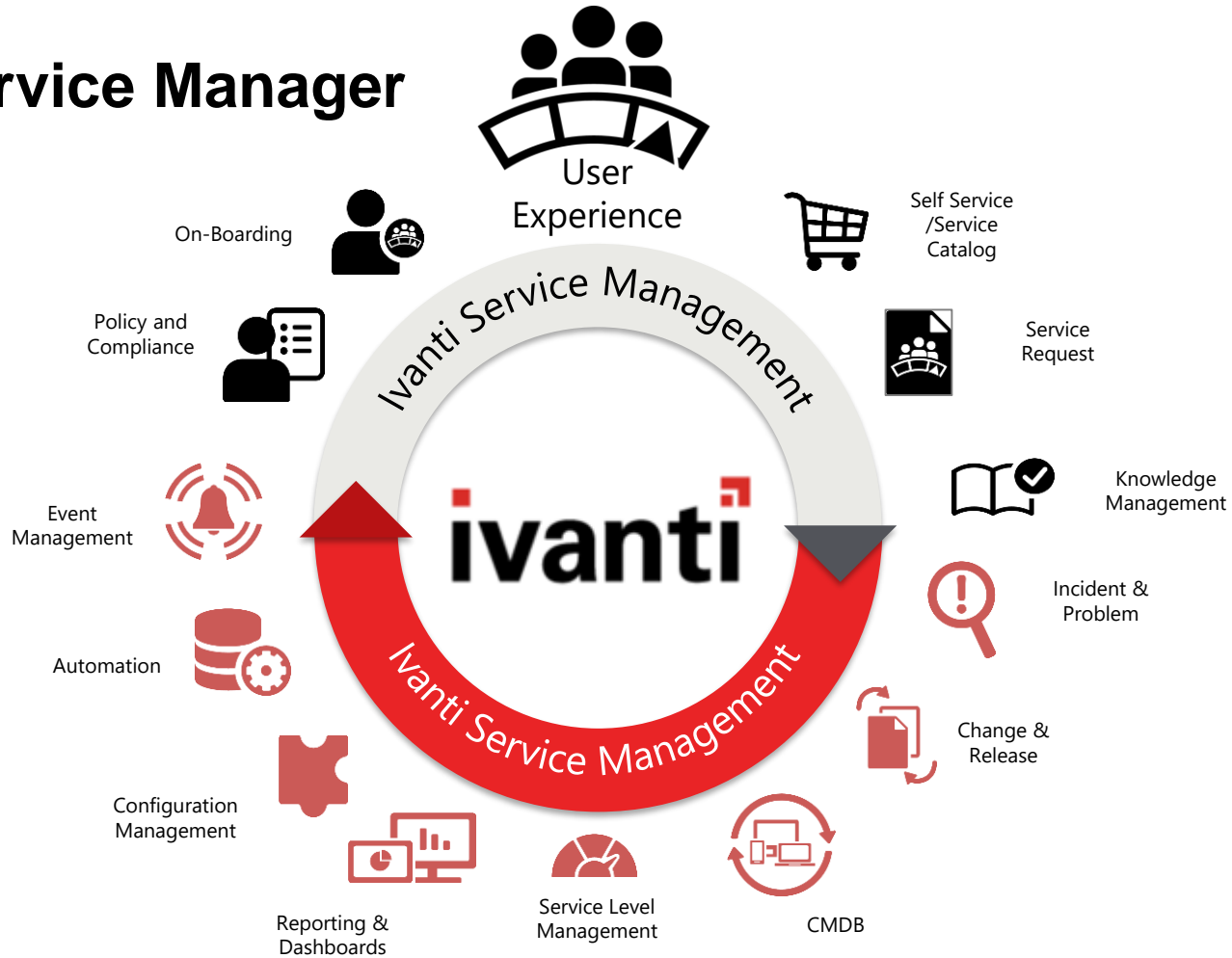
Service Management
IT, HR, Facilities....



Asset Management

Ivanti Service Manager

**System
Automation**

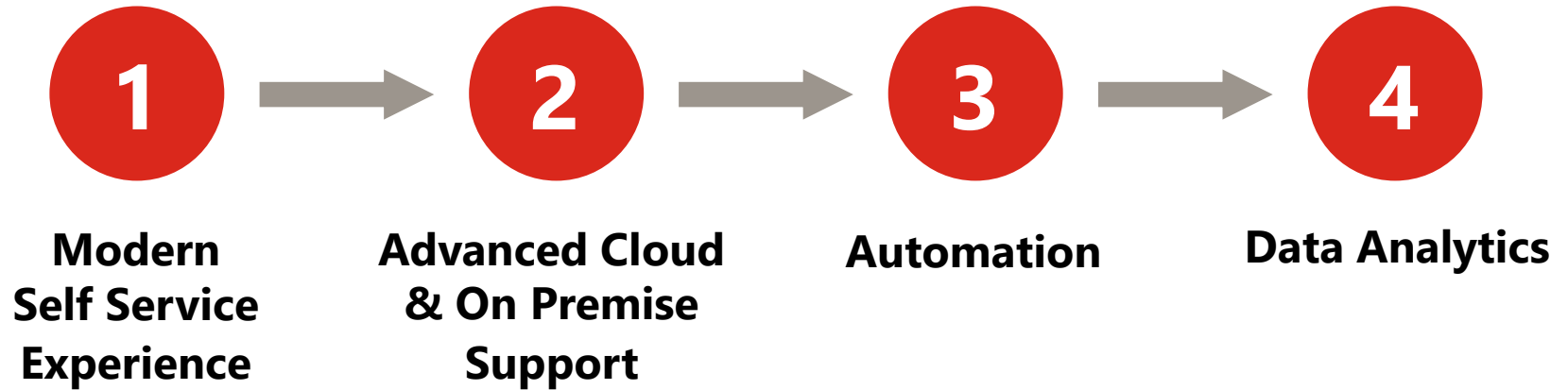


**Human
Automation**

Ivanti Service Manager Solution Bundles

Capability	Help Desk	Service Desk	Service Management
Incident Management	✓	✓	✓
Knowledge Management	✓	✓	✓
Self Service	✓	✓	✓
Service Catalog	✓	✓	✓
Mobile	✓	✓	✓
Survey	✓	✓	✓
Dashboards & Reporting	✓	✓	✓
Xtraction Standard (2 license)	✓	✓	✓
Problem Management		✓	✓
Service Level Management		✓	✓
Change Management		✓	✓
Configuration Management Database (CMDB)		✓	✓
Configuration Management		✓	✓
Event Management			✓
Availability Management			✓
Release Management			✓
Financial Management			✓
Portfolio and Project Management (PPM)			✓
Voice Automation	Add-on	Add-on	Add-on

Ivanti Service Manager



1

Modern Self Service

ivanti IT Support Portal

ERP solution down for maintenance

Alan Taylor
End User

Welcome to IT Support Portal

How can we help you today?

Knowledge Base

Have questions?
We have answers. Help articles, tips, and resources to help you manage and optimize your professional environment.

Service Catalog

Get help with your wor...
Explore the service catalog from our IT, HR, Finance, and Facility departments.

My Items

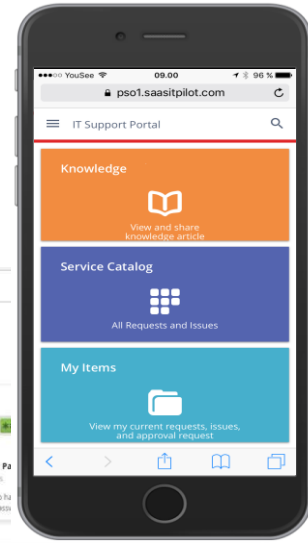
Check the status of you...
Review the status of your submitted issues and requests. You can also approve your approval request.

Featured Knowledge Articles

- TestDoc fxB3jm
- Keyboard and mouse not responding in Citrix
- How can I access the Finance System to create expense...

News

- Service desk closed on Oct 14th
- ERP solution down for maintenance
- Service desk Portal Upgrade
- Rollout of Virtual Desktop Applications - Users will be c...



- IT Services
 - PC Desktops and Laptops
 - Printing Service
 - Computer Accessories
 - Data Services
 - Desktop Support
 - E-Mail Services
 - Identity Management

New Smartphone Req... Communication Services Request a Smartphone and associated...	Office Move Facility Services Request to have an entire office...	Shipping and Mailing ... Facility Services Request for Shipping and Mail Services	Travel Request Facility Services Request transportation and...	Video Conferencing S... Communication Services Request access and equipment related...
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2 Cloud... Our Strength

1 Secure

2 Scalable

3 High Performance



ISM resides on a true
multi-tenant based
SaaS platform

3

Automation

1

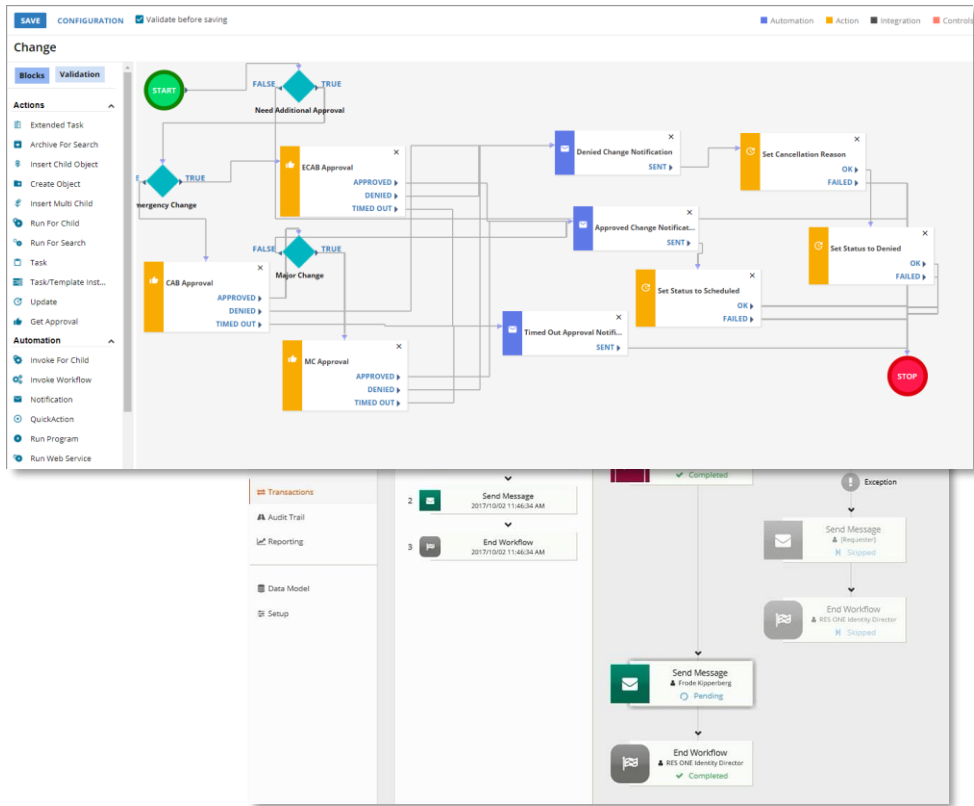
Easy

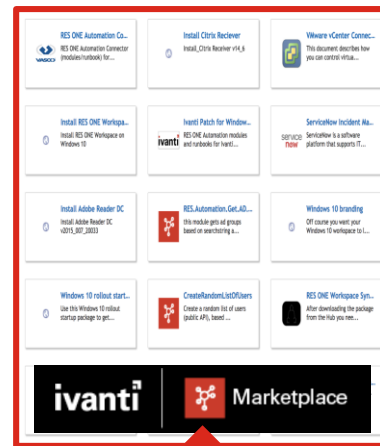
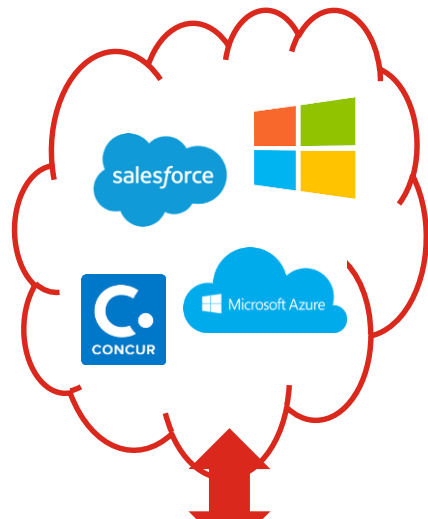
2

Powerful

3

Transferable





Ivanti Automation



Security



UEM



ITAM



ITSM



Identity

4

Reporting & Analytics

1

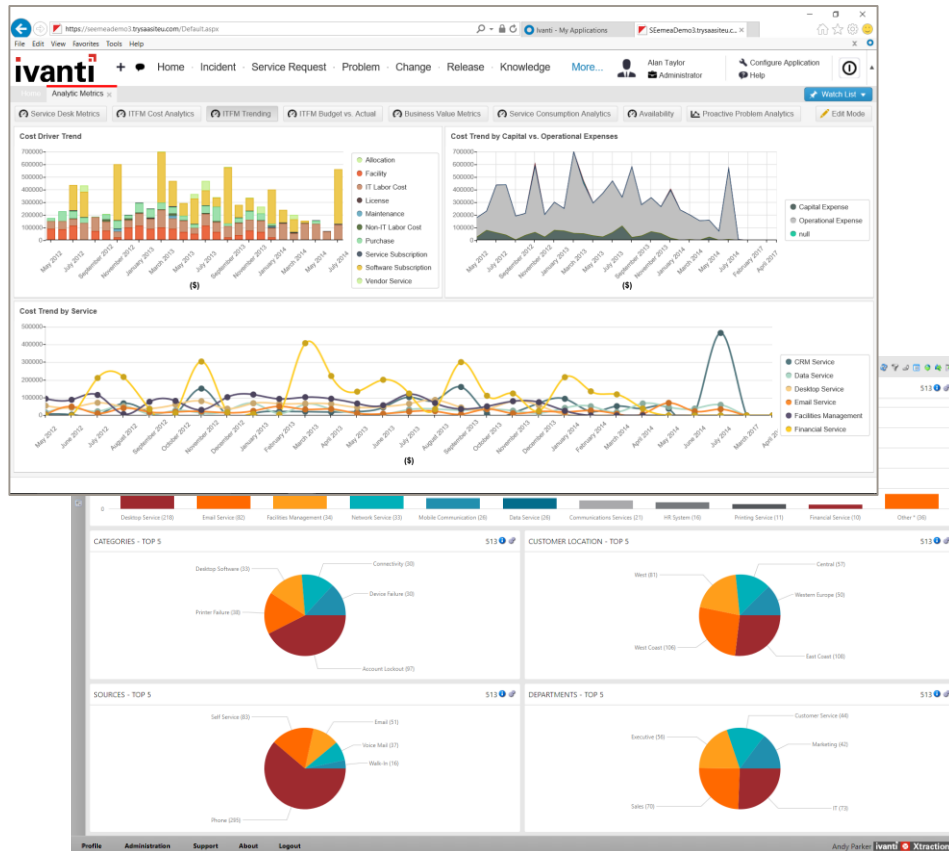
Simple ad-hoc to Advanced

2

In-platform

3

Xtraction



Business Value for Customer

Innovative but proven solutions

- Ivanti combines innovation and customer intimacy of a startup with the track record of long-established leader
- Recognized by industry analysts
- Enterprise class functionality – 13 ITIL processes

ROI and TCO

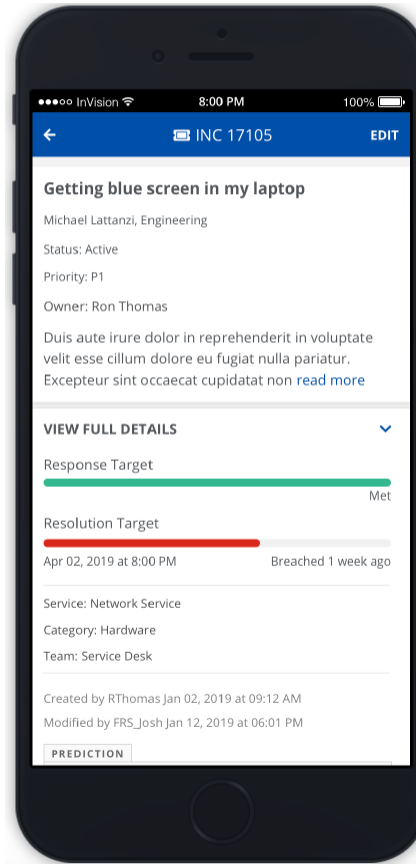
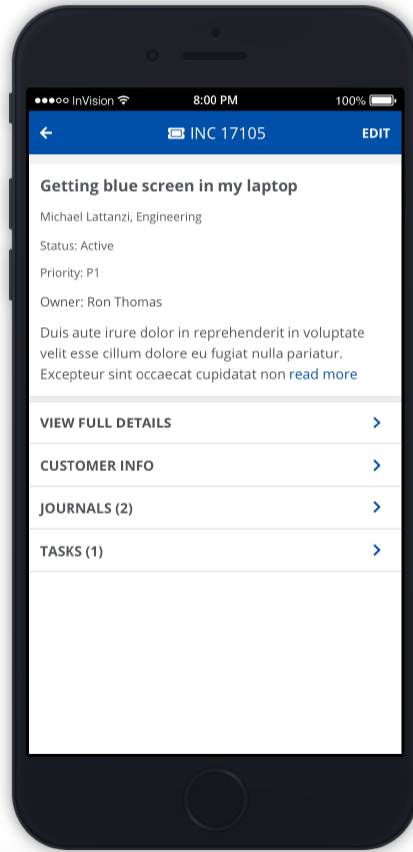
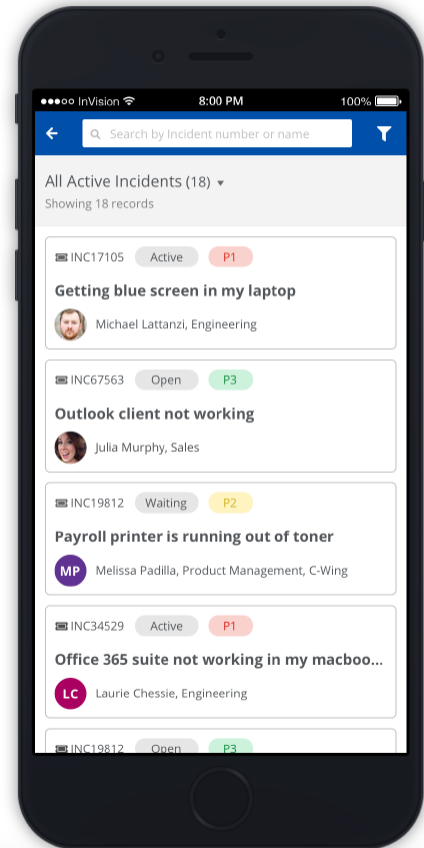
- Packaged implementations for rapid TTV
- No 'Big Bang' – rollout functionality as needed
- Full enterprise capabilities for world-class service delivery
- Designed for the cloud but also available on premise



Demo Agenda

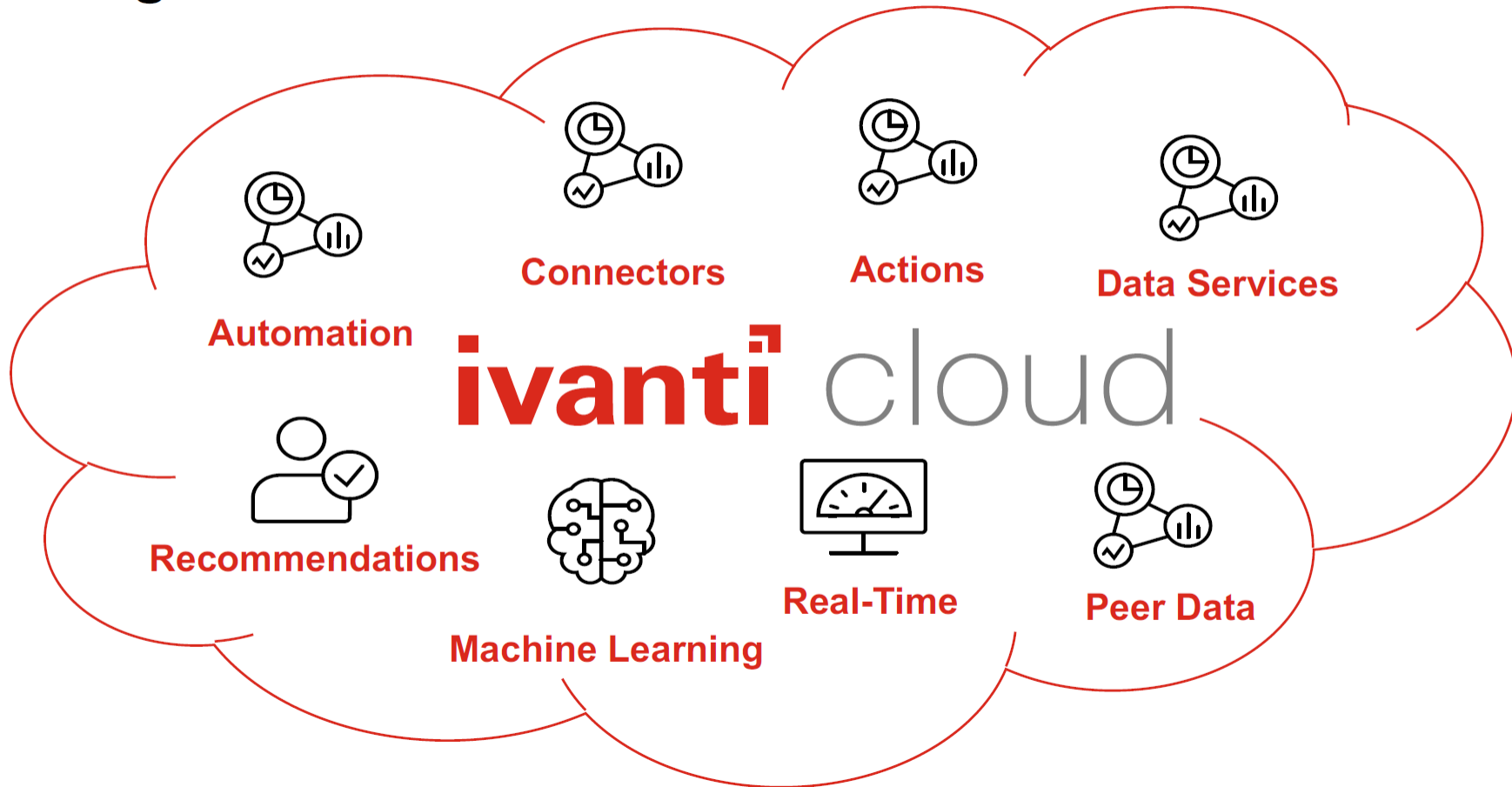
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Mobile Capability for an “Analyst On The Go”



- Manage Incidents
- Manage Tasks
- Apply Saved Searches
- Sort & Apply Filters

Integration to Ivanti Cloud



Real-Time Intelligence - Real-Time Device Query



Real-Time

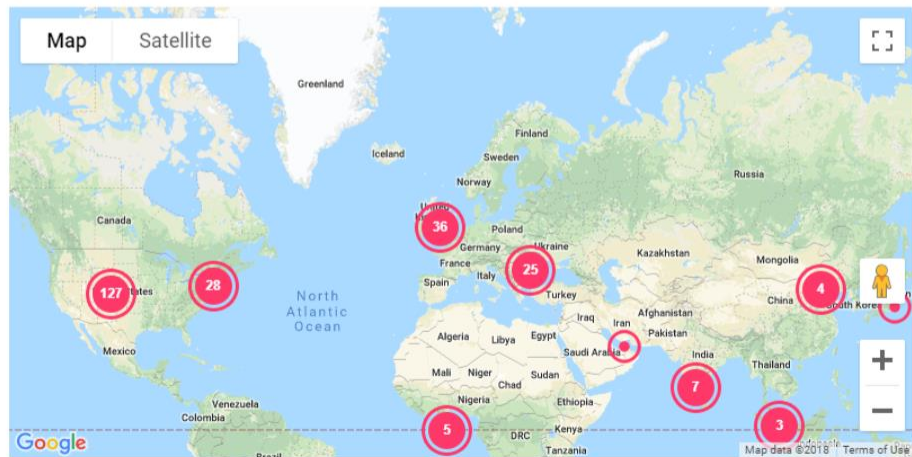
- Natural Language
- Immediate Agent query
- Real-time results

Q Type your question here...

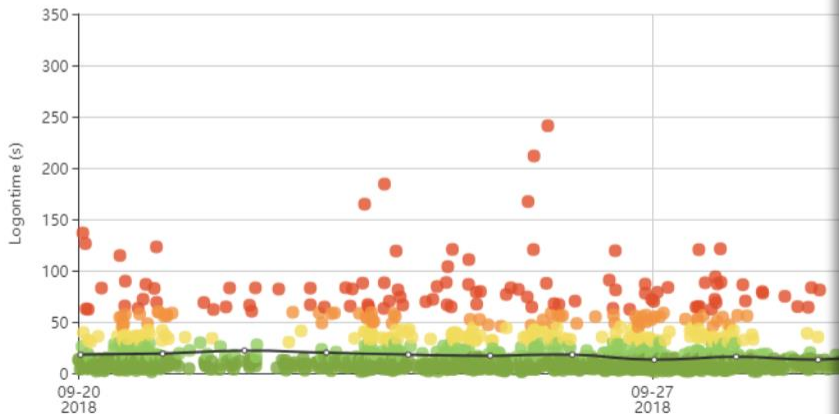


Clear results

Node information



238 of 239 have responded
100% coverage (239 registered, 239 online)



Real-Time Device Information... In Real Time

< Device Details for 'WIN10-202'

Actions



Login Name: GMI\Administrator
Full Name:
Device Type: Virtual Workstation

Last Domain Used: Network
Internet Latency: 34
Connected to: LAN
Up Time: 2h 48m 19s

EPM Scan Status
✔ **Last Hardware Scan:** 6/6/2019
⚠ **Last Vulnerability Scan:**



Overview Detailed View

General

Version: Windows 10
Asset Tag:
Device Type: Virtual Workstation
Last Hardware Scan: 6/6/2019
Managed:
Serial Number: VMware-56 4d 11 6e 44 ed 08 c2-24 d1 19 7e ea 45 37 b3
Ivanti Cloud ID: AWSuV_TJHeb4wVYj8oPE

Real Time Device Intelligence

Refresh Rate

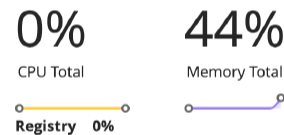
5 MIN. ▾

User Name: GMI\Administrator
OS Name: Windows 10 Pro
Release ID: 1809
Windows Reliability: 10

Real Time Device Performance

Refresh Rate

5 MIN. ▾



CPU

Type: Intel(R) Core(TM) i7-8850H CPU @ 2.60GHz
Speed: 2.60 GHz
Processor Count: 1
Core Count: 1

Network

IP Address: 172.16.116.140
Subnet Mask: 255.255.255.0
Default Gateway: 172.16.116.2
MAC Address: 000C294537BD

DHCP Enabled: Yes
DHCP Servers: 1
DNS Servers: 3
WINS Servers: 1

Memory

1.93 GB of 4 GB



1 of 64 memory slots used

Feedback

Assistance with Triage

Device Dashboard for "win10-202"



Windows 10 Pro x64
October 2018 Update (1809)



WIN10-202

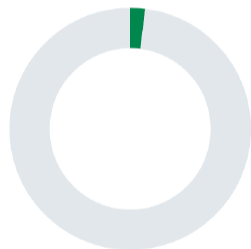
GMI\Administrator

Active

Lubbock (United States)

CPU: 2%

services.exe: 1%



Memory: 43%

MsMpEng: 3%



10

Reliability Index



Connected to: LAN:Network

32 ms

Internet Latency



Uptime: 2 min 31 sec



Installed Browsers: 3



Drive C:\ Free disk space: 73% (43.5 GB)



Device is connected to the network

1 / 1 responded





Ivanti Service Manager

Putting IT at the center of everything

Thank you

