PRODUCT OVERVIEW

BMC SERVICE DESK EXPRESS SUITE
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BMC Software, Inc.: At-A-Glance

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best practice IT processes, automated technology management, and award-winning technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the midsized business. Founded in 1980, BMC has offices worldwide and fiscal 2006 revenues of more than $1.49 billion. Activate your business with the power of IT. [www.bmc.com](http://www.bmc.com).

Company Mission
To be the leading provider of enterprise management software solutions by helping customers align their IT infrastructure with their business.

Service Management Solutions
IT Service Management Solutions from BMC enable organizations—from small service desks to geographically distributed enterprises—to automate support tasks, boost productivity, meet rapidly changing business needs, and monitor and manage the business processes involved in the delivery of IT services. Acknowledged as the market leader, our solutions provide an optimum combination of functionality and flexibility, enabling organizations to leverage best practices while also adapting to support unique and changing requirements.

**BMC Remedy ITSM (IT Service Management)** for the Enterprise delivers comprehensive, ITIL-compatible solutions to help enterprise organizations align IT with overall business goals through proactive management of assets, change, and service level agreements. It targets Enterprise customers with larger IT staff and complicated needs.

**BMC ITSM Express (IT Service Management Express)** helps growing organizations meet the demands of service, security, and performance through IT Infrastructure Library (ITIL) best practices. BMC Service Desk Express Suite is the foundation for this modular solution, developed by the market leader in IT Service Management specifically for the needs of the midsized business, or a department within an enterprise that needs a mid-market solution.
ITSM Express Solutions

BMC ITSM Express provides a modular IT Service Management solution with out-of-the-box integration between BMC Service Desk Express Suite and other BMC ITSM Express products. This innovative mid-market solution delivers real value by aligning IT with your business so that you can:

- Gain control and reduce the cost of service management processes through automation
- Optimize resource utilization with performance monitoring and event management
- Reduce risk and improve compliance through automation and reporting

The figure below shows the various solutions that make a part of ITSM Express. This overview document focuses on the solutions for Incident & Problem Management, Asset Management & Discovery, and Change & Configuration Management.

Figure 1: ITSM Express Solutions

BMC serves over 4,000 customers in the mid-market segment, through its solutions featuring Incident & Problem Management, Change Management, Asset Management and Knowledge Management. Our success historically has been by offering a complete solution of world class products, Professional Services and Best Practices. This combination has allowed our customers to improve customer satisfaction and increase profits. By listening to our customers' and prospects' business needs we are able to deliver a complete solution that meets our customers needs now and in the future.
BMC Service Desk Express Suite

**BMC Service Desk Express Suite** is a powerful solution that offers incident tracking, asset management, and problem-resolution tools for every aspect of your organization. BMC Service Desk Express Suite has unsurpassed flexibility, allowing you to customize the product to fit the unique characteristics of your business. These tools install seamlessly and work smoothly with your existing environments, and are designed to deliver results instantly while growing with your business for years to come.

BMC Service Desk Express Suite comprises a number of primary modules for incident, problem, asset, and service level management, with additional modules shown below that can be added as your service management needs grow.

---

**Table 1: Some Service Desk Express Customers**

<table>
<thead>
<tr>
<th>Health Care</th>
<th>Technical</th>
<th>Financial</th>
<th>Retail</th>
<th>Education</th>
<th>Government</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catholic Health Care West</td>
<td>Flextronics</td>
<td>Wausau Financial</td>
<td>Olan Mills</td>
<td>Binghamton University</td>
<td>Defense Logistics Agency</td>
</tr>
<tr>
<td>Herbalife International</td>
<td>Hitachi Semiconductors</td>
<td>J&amp;W Seligman</td>
<td>Ultramar Diamond Shamrock</td>
<td>St. John's University</td>
<td>Shelby County Government</td>
</tr>
<tr>
<td>Iowa Health System</td>
<td>PEC Solutions</td>
<td>Conseco Financial</td>
<td>Tommy Hilfiger</td>
<td>UCLA</td>
<td>Cook County, IL</td>
</tr>
<tr>
<td>Baptist Memorial Hospital</td>
<td>Boeing Australia Limited</td>
<td>ADP National Account Services</td>
<td>ClubCorp (Golf Resort)</td>
<td>College of St. Benedict</td>
<td>Ministry of Solicitor General, Integrated Justice</td>
</tr>
</tbody>
</table>
The following is an introduction to these primary modules and features, as well as the optional modules shown above. While the descriptions reference the original design of the application, many variations of usage are possible, due to the flexibility and power of the customization tools within the application.

**Incident Management**

The Incident Management module provides for the

- Creation of trouble tickets and work orders associated with individuals, departments, companies and/or equipment
- Complete tracking, organization, and analysis of trouble ticket and work performed

![Figure 2: Incident Management](image)
**Problem Management through Automatic Problem Identification and Problem Scanner**

Automatic Problem Identification and Problem Scanner help you to identify and manage major problems at an earlier stage in the process for faster solutions and less end-user downtime. These innovative features 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.

![Figure 3: Automatic Problem Identification](image)

![Figure 4: Problem Scanner](image)
Crisis Management

The innovative White Board feature lets you manage widespread problems that impact many people. It provides:

- Ability to create a trouble ticket in one click for a user calling with that problem, thereby avoiding manual entries for multiple tickets for subsequent calls that might follow
- Automatic closure of all linked trouble tickets once a white board item is closed

Figure 5: Crisis Management
**Asset Management**

The included Asset Management Module provides:

- Full tracking capability of any item throughout all the stages of its lifecycle
- Storing of all necessary information for the items, including warranty, leasing and accounting information, associated department, its physical location
- Maintaining relationships between parts and assemblies like a “Bill of Materials”
- Maintaining details of vendors and their service contracts

![Figure 6: Asset Management](image)

**Task-based Process Management**

Work Order generator allows the administrator to predefine common business processes, such as new employee hire or move employee, and build repeatable work flows around it. This simplifies the Move, Add, Change (MAC) Request process by linking a set of predefined Work Orders to a single ticket, and notifying all groups associated with the MAC Request.
Service Level Management (SLM)
The SLM module allows creation and management of all formalized IT service commitments as prescribed by ITIL (IT Infrastructure Library). These include:

- Service Level Agreements (SLAs) with internal or external customers
- Operational Level Agreements (OLAs) with departments/groups within the organization
- Underpinning Contracts (UCs) with external suppliers

This module also has provision for creation and management of Service Catalogues that list down all the services provided by the IT department and the customers of each service.

![Figure 7: Service Level Management](image)

Purchasing
The Purchasing Module provides:

- A central, intuitive, customizable interface that includes all of the components necessary to initiate, direct, record, and complete a purchase transaction
- Ability to make purchase requests, ordering exactly what users require, charge it to the correct department, and even forward it to that department head for approval before ordering
- Ability to check the items directly into the inventory after their arrival; and automatically generate a work order to install the new items
Browser-based System Administration

The System Administration module allows system administrators to easily manage their users and groups from anywhere with a web-browser. An administrator can View/Insert/Update support staff and group details “on the fly” from the BMC SDE Navigator Bar while users are utilizing the system. It simplifies system administration and requires no downtime.

Knowledge Search Engine

The Knowledge Search Engine is a full text, high speed, problem resolution tool. Knowledge Search Engine uses artificial intelligence to search and retrieve all pertinent answers, ranked in order of relevance, simultaneously from multiple sources including Service Desk Express, and external documents.

Crystal Reports from Business Objects

Market leading windows based and web based report writer is provided to develop new, or modify existing windows and web based reports. Crystal Reports is not required to run reports provided in our products. All reports are served as web pages. See Appendix 1: List of Reports for the list of reports generated out-of-the-box from Service Desk Express. Note: 2 User Crystal Reports Professional licenses and 5 Crystal Server Software Access licenses are available with SDE suite.
**Dynamic Form Transformation**

You can simplify form maintenance and enforce business processes requirements in the Client Side Business Rule module. Dynamic form transformation automatically changes the fields on a form, based on the data input. For example, a selection of Category – “Applications” will automatically display three new fields on the form, specifically asking questions related to the application (See below)

![Figure 9: Dynamic Form Transformation](image-url)
Collaborative Workspace

This is a new feature of SDE version 9.0. This feature enables support staff and/or end users to collaborate by creating discussion forums on specified topics. You can post, read, and subscribe to a topic on the Collaborative Workspace, a central location for all discussion messages.

It adds business value in the following ways:

- Improve service provided to the customers by gaining feedback on key issues/decisions
- Improve efficiency of Service Desk through greater knowledge sharing
- Can be easily used with the local language

Email Conversation Management

A new feature with SDE version 9.0, this gives you the capability to 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 #19 (See below) 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.

The business value provided by this feature includes:

- Improved audit-ability of any incident, problem, change, work order
- Reduced costs by reducing issue resolution cycle time


**Preventive Maintenance**

This new feature helps in simplifying 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).

Business value added by this feature includes:

- Users can attach equipment Service Records to asset items in Service Desk Express
- Allows health care industry to ensure compliance with JCAHO regulations
- Greater cost savings through efficient maintenance schedules
- Reduce end-user downtime by ensuring key assets are regularly serviced
**Self-Service Desk – Unlimited Access**

Service Desk Express allows for end users to get help wherever and whenever they need it and to help ease the support center’s heavy workload. Service Desk Express Self Service provides a cost effective benefit by providing your end users with limited direct access to the service desk through the internet or intranet. This allows end users to do the following:

- To create new service desk tickets
- Check on their call status and history
- Update their client information
- Perform knowledge searches to solve problems without assistance from expensive personnel
- Free with your purchase of Service Desk Express (unlimited users, does not include Client Services)

Client Services Pictured below

![Client Services Pictured below](image)

**Figure 12: Self-Service**
Dashboards
The Service Desk Express Dashboards gives you a view of exactly what is happening in your support center at any time. It functions as a console, the one place to go to get real-time information on your support center activity. To effectively manage your service desk, Service Desk Express Dashboards provides the following benefits:

Real time charting
Service Desk Express Dashboards is a great tool for management. A manager can run a query to get a "picture" of the health of the help desk and then drill down to get more detail. For example, a manager can graphically see how many open Incidents or Work Orders exist, to whom they are assigned, and sort the information by subject. Using the menu options, the capabilities to zoom in, zoom out, and choose the display quality of the graph are available.

Figure 13: Dashboards
Quick Views

The Quick Views features will allow you to create new queries or modify existing queries that are run by Dashboards. The easy to use Quick Views Wizard allows even a novice to create a complex query statement.

You can use the drop-down menus to define your search criteria, or you can click on a value in the data-grid and drag-and-drop it into a field. Queries can be saved for future use. Custom queries can be used in Dashboards.

Quick View Wizard Interface

Figure 14: Quick Views
**Business Automation**

Business Automation (BA) is a user definable rule based system that serves the following functions:

- **As a Mail Server** it allows service desk staff and clients/co-workers to create, update, and maintain problem tickets and work orders, as well as check the status of tickets and work orders via Email.
- **As an Escalation Server** it monitors, analyzes, creates, and updates problem tickets and work orders, sends notifications, and escalates activities based on the importance of problems received on the service desk.
- **Business Automation (BA) module** enhances the capability of BMC Service Desk Express by performing tasks based on events that occur within your Service Desk Express system. BA allows you to create business rules that automate and manage your business processes. Rules are easily created using familiar point and click tools and best of all, no programming is required. By streamlining tedious, time-consuming processes you can greatly increase your organizations productivity. The system can be updated and administered centrally, resulting in a lower total cost of ownership (TCO).

Trigger rules on events such as Create, Update, and Delete:

![Figure 15: Business Automation](image)

Take actions such as Send a notification via email, page, NetSend; Create another record; Update field values; Add Incident Details; Delete a record:
BMC Service Desk Express also includes the Business Rules Wizard in all versions

Figure 16: Business Rules Wizard

**Client Side Business Rules (CSBR)**

CSBR is an extension of the Service Desk Express Business Automation functionality. This extension enables business rules to be evaluated in real time as a user is entering data into a Service Desk Express web form. CSBR can auto-populate fields on the form, launch new forms or present the user with messages based on dynamic criteria defined by the Service Desk Express Administrator. This makes it simple to create and enforce your business’s unique rules through Service Desk Express.

CSBR allows Service Desk Express Administrators to automate and enforce workflow and business rules with more efficiency and with greater ease than ever before, letting administrators ensure users are following procedure. CSBR provides administrators with the ability to do the following:

- Provide assistance when users select inappropriate choices by presenting them with custom messages
- Ensure accurate reporting by using rules to double check data before it is committed to the database
- Speed data entry by using rules to pre-populate fields based on information a user has already entered into a form
- Extend functionality by calling other Service Desk Express forms such as inventory, purchasing, client or even custom forms based on information populated by the end user
Test to Production Tool (TTP)

TTP creates a new option for Service Desk Express administrators. With the increasing demands for network uptime, administrators now have the ability to customize their user interface, change database schema, perform system administration, and much more without bringing down their BMC Service Desk production system.

TTP enables Service Desk Express customers to move changes from a test database to a production database without having to re-create the changes. With its easy to use wizard-like interface, TTP can move the following changes from a test to production system:

- Database Schema – Views, tables, fields, relationships, indexes, foreign keys
- Included with the Suite version of Service Desk Express
- User Interface Customization – Forms, navigator bar, pop-ups, tabs
- Business Rules – Conditions, action sets, business rule templates
- System Admin – Groups, members, permissions

Microsoft SMS Viewer

The Service Desk Express SMS Viewer Option provides a link to the Microsoft System Management Server. It provides the following benefits:

- View real-time hardware and software inventory information
- Included with the suite version of Service Desk Express
- Supports SMS 2003
- Resolve desktop problems quickly and efficiently
- Lower your total cost of ownership (TCO)
- Increase satisfaction with the IT support organization
• Improve productivity within your organization
• Improve first call resolution rates
• Easily analyze PC problems without having to leave your desk
• Non-intrusive experience for the end user

Surveyor
BMC SDE IT Service Support announces the ability to provide customized random surveys. This feature provides the ability to distribute random surveys for closed tickets. It is designed to allow the user to define the random distribution as well as the template for one to many types of surveys. For example, a company may want 20% of the random surveys to go to their clients with the highest severity code. They can choose their own distribution by client, subject, escalation, or even group and staff. Functionality to control the number of surveys a client receives within a specified timeframe is also included. This will ensure that a client does not receive multiple surveys too close together.

Figure 18: Surveyor
**Import Wizard**

Data can now be imported from text files into the following modules - Clients, Category, Departments and Category.

![Import Wizard](image)

**Personalized User Interface**

**BMC Service Desk Express is Highly Customizable:** It gives you the power of drag and drop technology in a browser to customize the display of fields, screen colors, menu and tool bars, and Navigator bars. Service Desk Express also allows you to control who sees what data and how and even allows you to customize your database without programming knowledge.

Customize a screen or add fields to a form all through the browser. Customers may even create forms that don't exist. Below are some screen shots showing some of our easy customization.

Customization with Service Desk Express is very easily done using the Wizard Driven customization tools. These tools enable the user to make changes to the user interface without making all your users leave the system.

**Wizard Driven Customization Tools**
Figure 20: Customization Wizard
**Integration Engine**

In its endeavor to constantly deliver business value, BMC Service Desk Express Suite now includes a robust Integration Engine. This utility provides strong out-of-the-box integration capabilities that lead to:

- Improved efficiency and performance of the Service Desk and an improved service delivered to end-users
- The Integration Engine includes out of the box connectors (ODBC, SNMP, XML, LDAP/ADSI) that provide the capability to integrate with generic external applications.
- These integrations are built at the UI level thereby avoiding making detailed and complex database-level packages for integration

Additionally, the Integration Engine ensures "proactive" Service Management through synergy of different solutions as part of ITSM Express

See [Appendix 7](#) for more details on the Integration Engine

**Program Launcher**

The Program Launcher provides the user the ability to add a link to the navigator bar or any form within BMC Service Desk Express to launch an executable such as Word, Excel, or Notepad. It also allows the ability to launch batch files and scripts.
BMC Service Desk Express Change Management

Change Management
Change management is the process of managing changes within an organization so that there are minimal disruptions in the business. This includes:

- Assessing the technology and business risks associated with a proposed change
- Obtaining the appropriate approvals
- Managing inventory purchasing, scheduling, tracking and monitoring the change process
- Measuring the effectiveness of the change after implementation including who was affected, the final financial impact, the time involved, resources required and other relevant components of the process
- A process to determine if different steps should be taken in future change situations

Recognizing that many organizations want to create a process for managing change, Service Desk Express has drawn from a proven model to develop its BMC Change Management Express for Service Desk Express to meet the needs of IT service managers.

The Change Management solution for BMC Service Desk Express Suite provides a Problem and Change Management solution based on Information Technology Infrastructure Library (ITIL) best practices to ensure quality and consistency. Developed by the Central Computer and Telecommunications agency in the late 1980s, ITIL is a worldwide, standard best practice for managing IT infrastructures.

Easily customizable without programming knowledge, BMC Service Desk Express Change Management enables managers and system administrators to define a problem, define a plan for change, assess the plan for change, and gather approvals for change – effectively and automatically.

Change Schedule (available by Day, Week and Month Views)

Figure 23: Change Schedule
Change Management Screen

![Change Management Screen](image)

**Figure 24: Change Management**

**Benefits of Change Management**

- Increased productivity by streamlining time-consuming processes
- Increased efficiencies by evaluating the risks and benefits of a proposed change
- Reduced time, cost, and errors by adopting ITIL best practices and establishing a process for dealing with changes
- Reduced adverse impact and recurrence of incidents and problems on the business
**Problem Management**

Problem Management is the process of investigating the underlying cause of incidents, and aims to prevent incidents of a similar nature from recurring. The primary difference between Incident and Problem Management is that whereas former aims to resolve the symptoms of incidents, the latter targets the root cause of the incidents and aims to remove them permanently.

The Problem Management module conforms to the Information Technology Infrastructure Library (ITIL) model interfacing Incident Management with Change Management.

![Figure 25: Problem Management](image-url)
BMC Knowledge Management Express

Knowledge Management

Knowledge Management is a process that provides end users and service desk personnel with answers and solutions to incidents and questions. The advantages of knowledge management are compelling. These include a 50 to 60 percent improved time-to-problem resolution and a 30 to 50 percent increase in first-call resolution (as per the study of “Consortium for Service Innovation”). These dramatic improvements translate into higher support quality, higher support staff productivity, lower support costs and great customer satisfaction.

BMC Knowledge Management Express (KME) helps you build an effective knowledge management system by plugging easily into your existing BMC SDE implementation. Features of BMC KME include:

- **Rich Text Authoring**: BMC Knowledge Management Express delivers best-practice authoring with extensive rich-text HTML editing tools. Industry-standard authoring templates ensure that your information is consistent and usable
- **Authoring Process Workflow**: You can customize the authoring process to fit your organization’s unique workflow and processes
- **Web Self-Help**: The optional BMC Knowledge Management Express Web Self-Help solution provides a powerful integration with BMC Service Desk Express Self-Service, allowing users to search for their own solutions and to create their own trouble tickets
- **Watch Lists**: Users can monitor their own personalized lists of solutions and be notified when one of their solutions is updated or modified
- **Notifications**: When a document enters a new authoring process, the correct person or team can be notified that the document is awaiting input or approval
- **Security**: Your organization may have more than one user community that requires access to different domains or solutions within your knowledge base
- **Multiple Source Searching**: BMC Knowledge Management Express enables the user to search across multiple sources and view information in an integrated hit list. Our powerful search engine allows for simple searching using Natural Language Query as well as sophisticated Boolean searches
- **Metrics and ROI Reporting**: Reporting tools help you record and report on how your knowledge base is being used. For instance, you can track which subject matter experts contribute the most information so you can identify your most valuable employees

The benefits of BMC Knowledge Management Express include:

- **Optimized Service Desk Resources**: With Web-based self-help and automated knowledge base updates, your support staff can reduce call volume and escalation rates, accelerate resolution cycles, and lower your overall costs.
- **More Efficient IT Processes**: By leveraging ITIL best-practice service management, you can quickly and accurately provide answers, determine which content in the knowledge base is obsolete, identify information to be researched and added to the knowledge base, limit duplicate research, and help new hires to get up to speed more quickly.
- **Improved Compliance and Risk Management**: With automated knowledge management, you can ensure the integrity of your database and more easily meet compliance standards. You also lower the risk of staff turnover by using BMC Knowledge Management Express to harvest and retain critical knowledge, even after subject-matter experts leave the organization
BMC Configuration Manager Express

**Configuration management** refers to the set of tasks associated with discovering and managing the state of an element of an IT infrastructure. Mid-market customers face a similar challenge as their enterprise counterparts – they must be able to tie together all the elements of an IT infrastructure (including servers, storage, databases, applications and network devices) to provide better service management to the business and a more cohesive view for IT. For mid-size customers who want to transform from basic Service Desk capabilities, Configuration Management plays a pivotal role because of – a) Its ability to discover and maintain individual systems and software for daily needs, and b) Enabling companies to make better and more predictable changes to their infrastructure to ensure compliance and availability.

BMC addresses the Configuration Management needs of mid-market customers through two solutions – **BMC Configuration Manager Express** and **BMC Configuration Discovery Express** *(Note: Both these products are express versions of the market-leading product Marimba)*. BMC Configuration Discovery Express is available separately or as a part of BMC Configuration Manager Express.

**BMC Configuration Manager Express**

BMC Configuration Manager Express reduces the complexity and costs of managing business systems through policy-based automation of application management, patch management, inventory, and software usage tracking. This dramatically reduces costs, improves quality of service, and reduces the business risk associated with the system vulnerabilities.

- **Policy Based Management**
  - Reduces administrative costs by defining and enforcing continual compliance with policies
  - Initiates corrective action for any compliance exceptions
  - Enforces group polices based on roles defined via existing enterprise LDAP directory and database structures

- **Application Management**
  - Automates application installation, updates, repair, and removal through a single, multipurpose package
  - Uses versionless updating to efficiently move user base from a mix of back revisions to the most current revision
  - Provides policy-based, self-service, or orchestrated delivery of applications and updates from single reference location

- **Patch Management**
  - Provides automatic updates on Microsoft patches, with built-in download, installation and rollback capabilities (requires BMC Patch Manager)
  - Ensures that a patch always stays installed through continuous, policy-based enforcement
  - Creates a simulation-based impact analysis of a patch installation

- **Inventory Management** *(See BMC Configuration Discovery Express below)*
- **Software Usage** - Identifies application usage, and Web-based reporting provides built-in reports
BMC Configuration Discovery Express

Also available as a part of BMC Configuration Manager Express, BMC Configuration Discovery Express optimizes business availability and streamlines resolution processes by providing IT organizations with the ability to auto discover IT assets across the organization. It automates the timely and error-prone task of manually gathering and updating inventory information and lowers the total cost of ownership by giving the organization accurate information on their environments.

- Provides extensive and accurate inventory data for servers, desktops, and laptops
- Translates hardware, software, and setting information into strategic reports through Web-based reporting tools
- Agent-based capabilities to provide detailed data and insight into offline configuration changes
- Multiple flexible scanning options that provide comprehensive capture of hardware and software

RealVNC Enterprise Edition for BMC Configuration Manager by RealVNC

Solve end user problems quickly, with fast, efficient remote control, real-time information gathering and diagnostics, and remote problem resolution tools. Fast remote control and remote problem resolution translates directly into increased user uptime. The prime features of RealVNC Enterprise Edition include:

- Integrated Session Security provides protection from connection snooping, man-in-the-middle attacks and packet-tampering-attacks, to name but a few
- Platform-Native Authentication removes the need for separate VNC and system passwords. Users can access their desktops using the same credentials with which they log on to the system
- Desktop Scaling to a particular size, by a particular ratio, or dynamically to whatever size you choose
- Windows Firewall Integration, making VNC Server more straightforward to deploy
- File Transfer allows you to copy files between your server and viewer computers over the VNC connection—no need for additional configuration
- Out-of-the-box integration with BMC Service Desk Express Suite via the Integration Engine
Add-Ons to BMC Service Desk Express Suite

BMC Service Desk Express Client Services

BMC Service Desk Express Client Services provides your clients and employees a highly customizable, 100% browser-based solution, to quickly and easily initiate and manage trouble tickets, services requests, and online purchases. By placing the power of BMC Service Desk Express Client Services at your clients' fingertips, enterprises will reduce support costs and increase customer satisfaction. All this, accomplished by simply enabling users to access the information they need, anytime, anywhere, without the hassle of calling into a support center or installing any special software on their desktop.

**BMC Service Desk Express Client Services includes:**

- **Intuitive Interface** – Data is presented in an intuitive format that can be customized to your exact specifications.
- **One-window Design** – All information is clearly displayed on one screen, eliminating the need to toggle back and forth between pop-up windows.
- **Three-tier Data Segregation** – Allow management to view and manage all incidents and requests within their department or enterprise.
- **Highly customizable** – All forms, navigator bars, and selection lists are completely customizable without requiring any special programming knowledge.
- **Multi-lingual Support** – Out of the box, BMC SDE Client Services provides navigator bars, forms, and selection lists in English, French, German, and Spanish. You also have the ability to add more languages of your choice.
- **On-line Registration** – If your client is not registered within your system, they can quickly and easily add themselves and immediately begin utilizing all the functions of BMC SDE Client Services without calling a help desk.
- **Contact Information Access** – Your clients can quickly and easily update their own contact information anytime.
- **Log and Check Incidents** – Clients can log and track incidents any time of the day, and can even track incidents that were logged via phone or email.
- **Service Requests** – Clients have the ability to submit work orders online 24 hours a day.
- **Process Requests** – Automatically distributes and tracks tasks linked to events such as hiring and termination.
- **Event Tracking and Resolution** – Multiple parties may link themselves to an event such as a product recall or system failure and will be automatically updated when the issue has been resolved.
- **Purchase Requests** – Enable customers to browse product offerings, make online purchases, and check the status of purchase requests.
- **FAQ Database** – Access resolutions to frequently asked questions (FAQ) about BMC SDE.
- **Custom Modules** – Provides direct access to any of the custom modules created within BMC Service Desk Express so you can extend functions not included in BMC SDE to your clients without the cost of programming development. Creating your own browser-based Training Registration System is one example.
Global Professional Services Add-On Packages

BMC SDE IT Service Support Professional Service team offers a list of Add-On solutions built to further enhance the functionality of the core Service Desk. They include the following (Note: **SDE** = Service Desk Express, **GPS** = Global Professional Services):

**BMC SDE GPS Interface Wizard Software Package**

BMC SDE GPS Interface Wizard Software Package provides the complete set of tools you need to manage data throughout your SDE database. It consists of four components:

**BMC Service Desk Express Asset Management Interface Wizard**: Imports and exports asset information, such as computers, equipment, including models, serial numbers, asset tags, manufacturers, etc.

**BMC Service Desk Express Change Management Wizard**: Helps to streamline your change management process by importing and exporting your change data and details

**BMC Service Desk Express Client Interface Wizard**: Manages client and personnel data like name, address, phone number, departments, etc.

**BMC Service Desk Express Work Order Interface Wizard**: Manages work order information and details, such as Work Order number, description, subject, parts, labor, etc

**BMC Service Desk Help Desk Interface Wizard**: Imports and exports issue/request information including ticket number, severity, description, resolutions and any ticket-related data
**BMC SDE GPS Asset Management Software Package**

BMC Service Desk Express Asset Management Interface Wizard: (See “BMC SDE GPS Interface Wizard Software Package” above)

BMC Service Desk Express Bar Code Scanner: BMC SDE IT Service Support introduces Bar-Coding and Scanning to the BMC Service Desk Express. Many organizations require asset tagging of important company property. This asset tag information, when captured into the BMC Service Desk Express database, can provide an important reference for support and service. Using the BMC SDE system as a repository for asset identification data is a natural extension of the BMC SDE database. For companies considering asset tag deployment that also have a significant installed base of equipment, the BMC SDE Bar Code Scanner Add-On can provide a simple and effective solution to identify and record asset information.

BMC Service Desk Express Wireless: Save time for executives, managers, and technicians while eliminating the need to be tied to a PC. With the addition of wireless technology, BMC SDE is accessible from places where networked PCs are not. This means no matter where you are, or what time of day it is, you can receive up to the minute status of incidents and events. Tickets can be updated, closed, assigned to other employees or groups, or you may perform virtually any of the same capabilities available from within BMC SDE. Whiteboard broadcasts can be monitored. Assets can be viewed, updated, and monitored in real time, too! Any workflow application that is deployed with BMC SDE incidents can be accessible with the WAP installation providing more immediate notifications, escalations, and approvals for many other critical business functions in today's wireless world.

**BMC SDE GPS Software Package**

BMC Service Desk Express Asset Management Interface Wizard: (See “BMC SDE GPS Interface Wizard Software Package” above)

BMC Service Desk Express Auditor: BMC SDE IT Service Support introduces the capability to keep an audit trail for each module in BMC SDE. For example, when a field is updated on a table in BMC SDE, history is kept and written to a history table. Flexible, and user-customizable, auditing can be accomplished for any field in the BMC SDE database.

BMC Service Desk Express Change Management Wizard: (See “BMC SDE GPS Interface Wizard Software Package” above)

BMC Service Desk Express Client Interface Wizard: (See “BMC SDE GPS Interface Wizard Software Package” above)

BMC Service Desk Express CTI (Computer-Telephony Integration): With CTI, you can integrate your Service Desk Express application directly with your phone system via our Service Desk Express Telephony server and open application programming interface (API). Screen pops appear in the web based Service Desk Express client. CTI includes the following features:

- Screen pop up with caller identified via Caller ID
- Agent screen pop call forwarding
- Ability to interface with an IVR system by providing a standard public screen pop API
- Pop a different form for each group
- Administrator can select any Service Desk Express form to be popped, such as: Help desk ticket, Work Order, Client Inventory, or custom forms
- This is a Professional Services add-on and will require services
BMC Service Desk Express Selective Ticket Index: BMC Service Desk Express Selective Ticket Indexing ensures that the information in your knowledge base is useful. It provides utilities to manage what information is added to the knowledge base and who can access it. This product is used to extend the value of the BMC Service Desk Express Suite. Its features and benefits include:

- **Accurate Knowledge** - BMC SDE Selective Ticket Indexing will help keep your knowledge base accurate and up to date. It enables customers to only access resolutions that have been verified.
- **Flexible Configuration** - BMC SDE Selective Ticket Indexing is flexible, and can be configured distinctly for both internal users and external customers.
- **Effective Management** - A SIR (Statistical Information Retrieval) utility allows the knowledge base administrator to update the SIR index and external fields without having to access each incident. This is particularly effective when dealing with tickets that are closed.
- **Useful Utilities** – The SIR Segregation Manager Utility provides a simple, but effective query-building interface to easily update multiple records at the same time.
- **Segregate Data and Limit Access** - Limit access to your knowledge using the following options:
  - For external customers—Workers for a specific company and workers in a certain department
  - For internal employees—Staff members of a group

**BMC Service Desk Express Work Order Interface Wizard:** (See “BMC SDE GPS Interface Wizard Software Package” above)

**BMC Service Desk Express Bar Code Scanner:** (See “BMC SDE GPS Asset Management Software Package” above)

**BMC Service Desk Express Wireless:** (See “BMC SDE Asset Management Software Package” above)
# List of Features – BMC Service Desk Express Suite

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<tr>
<th><strong>Incident Management</strong></th>
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<td>Incident Monitor</td>
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<td>Search by Example</td>
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<td>Whiteboard Creation</td>
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<td>Whiteboard Monitor</td>
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<td>Whiteboard Ticket Configuration</td>
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<th><strong>Asset Management</strong></th>
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<td>Service Contracts</td>
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<td>Vendor Management</td>
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<td>Preventive Maintenance</td>
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<tr>
<th><strong>Enhanced Business Automation</strong></th>
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<tr>
<td>Create rules for any module in BMC Service Desk Express</td>
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<td>Client Side Business Rules for data entry validation</td>
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<tr>
<td>Automatic workflow</td>
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<tr>
<td>Rules-based engine</td>
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<td>Definable actions and events</td>
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<td>Automatically create new records</td>
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<td>Automatically update field values</td>
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<td>Automatically delete records</td>
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<tr>
<th><strong>Test to Production Tool</strong></th>
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<tr>
<td>Move customization from test database to production</td>
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<th><strong>Purchasing</strong></th>
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<td>Purchase Requests</td>
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<td>Purchase Status</td>
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<td>Purchase Actions</td>
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<td>Purchase items</td>
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<td>Vendor selection</td>
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<td>Surveyor</td>
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<td>Surveyor</td>
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<tr>
<th>Dashboard</th>
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<td>Color-coded QuickViews</td>
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<td>QuickViews calendaring</td>
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<th>Service Level Management</th>
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<td>Service Level Agreements</td>
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<td>Service Catalog</td>
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<th>Collaboration</th>
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<td>Email conversation management</td>
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<td>Collaborative workspace</td>
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<tr>
<td>Problem Scanner</td>
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<tr>
<th>Business Automation</th>
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<tr>
<td>Workflow automation</td>
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<td>Business Rules Settings</td>
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<td>Job Queue monitor</td>
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<td>Notification Business Rules Templates</td>
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<td>Business Rules Manager</td>
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<td>Email Support: SMTP, POP3, IMAP4</td>
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<td>Email notification of incident submission</td>
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<td>Business Rules Wizard</td>
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<td>Automatic problem identification</td>
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<tr>
<th>Microsoft SMS Viewer</th>
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<tr>
<th>Forms Processing</th>
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<tr>
<td>Dynamic Form Transformation</td>
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<td>Condition Builder (Filtered Pick Lists)</td>
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<tr>
<th>Multi-Server capability</th>
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<tr>
<td>Support for MS Network load balancing</td>
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<tr>
<td>Support for MS SQL Server clustering</td>
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<tr>
<td>Support for multiple application servers</td>
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</tbody>
</table>

**Database Administration**

- Graphical user interface (GUI) for customization of Database
- Create new fields
- Create new tables
- Change or create table relationships
- Change or create indexes
- Control data access for different groups

**Reporting**

- 2 User Crystal Reports Professional licenses
- 5 Crystal Server Software Access licenses
- Incident Management reports
- Inventory Catalog reports
- Purchase Request reports
- Service Level Management reports
- Work Order reports
- Management Reports

**Knowledgebase searching**

- Knowledge Search engine
- Ability to import third party content

**Import Wizard**

- Client Import Wizard

**System Administration tools**

- Drag-and-drop Form customization
- Create and manage users
- Create and manage groups
- Create work and holiday schedules

**Self Service Desk - unlimited access**

- End-user incident creation
- View incident status
- Update contact information
- File attachments
- End-user knowledge base searching
- Event Notification Ticker

**Program Launcher**

- Program Launcher
<table>
<thead>
<tr>
<th>LIST OF OPTIONAL FEATURES</th>
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</table>

**BMC Service Desk Express Client Services (expanded Self Service Desk)**
- Multi-lingual support
- Incident management
- Service requests
- Order entry
- Update Contact Information
- End-user knowledge base searching
- Frequently Asked Questions (FAQ) system
- Self registration
- Event Notification Ticker
- Custom modules of your design
- Availability outside the firewall

**BMC Service Desk Express Change Management**
- Track change requests
- Report on changes
- Roll out plans
- Back out plans
- Change Assessments
- Impact analysis
- Change Approvals
- Change Schedule calendar
- Configuration relationships
- Problem Management
- Problem Management reports
- Change Management reports

**BMC Configuration Manager Express**
- Automated hardware and software inventory
- Software distribution
- Software monitoring
- Remote control
- Distribution reports
- Inventory reports

**BMC Configuration Discovery Express**
- Automated hardware and software inventory
- Inventory reports

**BMC Knowledge Management Express**
<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
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<tbody>
<tr>
<td>Watch lists and notifications</td>
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<tr>
<td>Rich-text HTML Authoring</td>
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<td>Powerful natural language and advanced searching</td>
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<td>Web Self Help</td>
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<td>Version control</td>
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<td>Enforceable Authoring Process Workflow</td>
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<td>KnowledgeBroker knowledgebases</td>
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<td>KnowledgeBroker TotalBase</td>
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<tr>
<td><strong>BMC SDE GPS Interface Wizard Software Package</strong></td>
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<tr>
<td>BMC Service Desk Express Asset Management Interface Wizard</td>
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<td>BMC Service Desk Express Change Management Wizard</td>
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<tr>
<td>BMC Service Desk Express Work Order Interface Wizard</td>
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<tr>
<td>BMC Service Desk Help Desk Interface Wizard</td>
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<td>BMC Service Desk Express Wireless</td>
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<td>BMC Service Desk Express Asset Management Interface Wizard</td>
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<tr>
<td>BMC Service Desk Express Auditor</td>
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<td>BMC Service Desk Express Change Management Wizard</td>
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<td>BMC Service Desk Express Client Interface Wizard</td>
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<tr>
<td>BMC Service Desk Express CTI (Computer-Telephony Integration)</td>
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<tr>
<td>BMC Service Desk Express Bar Code Scanner</td>
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<td>BMC Service Desk Express Selective Ticket Index</td>
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<td>BMC Service Desk Express Wireless</td>
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<tr>
<td>BMC Service Desk Express Work Order Interface Wizard</td>
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Network Architecture and Connections

Service Desk Express is the first help desk vendor to offer a fully functional help desk that is based on browser technology. This means that other than Internet Explorer, Service Desk Express does not require any client side software or the associated post-implementation maintenance costs. Service Desk Express is based on Microsoft Internet technologies architecture, which provide an ideal blend of client server technology with browser-based technology to provide a highly responsive helpdesk system that can be accessed from virtually anywhere in the enterprise.

![Network Architecture Diagram]

This architecture provides additional enterprise benefits to the Service Desk Express solution, including:

- **Browser-Based Application** - Enables Service Desk Express users to leverage the ease-of-use, flexibility and mobility of the Internet to access robust help desk tools from a Web browser on any networked client.

- **Complete Customization** - The Service Desk Express suite utilizes Dynamic HTML to offer one of the industry's most customizable user environments, allowing users to easily modify the styling and positioning of elements within the application. This drag-and-drop customization provides customers with a multitude of options to quickly modify the user interface to match their organization's terminology and business processes.

- **Enterprise Integration and Features** - The Service Desk Express suite offers end-to-end support chain management enabling customers to seamlessly integrate support for all leading IT services into one solution including: problem management, automated desktop inventory management, change management, service level agreements, event management and network and security management.

- **Enterprise Scalability** - Enables Service Desk Express to scale to support at least 1,000 concurrent users. Service Desk Express has thin client architecture easily supports growing IT organizations by requiring no software distribution or configuration when new users are added.

Service Desk Express addresses the needs of IT organizations to unify the enterprise around a common support management system. The Service Desk Express solution does more than deliver an integrated suite of IT support tools; it is a true business application that promotes information sharing, facilitates workflow, improves service delivery, helps reduce total cost of ownership, and supports long-term planning. Optimized on Microsoft Internet technologies, Service Desk Express is the industry's most flexible and powerful enterprise service desk solution integrating problem management, change management, service level management and reporting using a browser-based interface that offers a Windows look and feel and drag-and-drop customization.
Implementing or replacing a service management system can fail or succeed solely based on your employees' attitudes. Asking employees to use a new application without proper training and orientation is one of the easiest ways to decrease morale and create opposition to the project. Investing in your employees' abilities gives them faith in management and ensures you and your project succeeds.

BMC Business School has been training clients for over eleven years and provides both on-site and public training. With proven curriculums developed with our customers, BMC Business School provides knowledge transfer to ensure your employees understand and are excited about going live with Service Desk Express.

We provide hands-on training courses for implementation, usage, and administration of Service Desk Express products. Public Service Desk Express courses are offered at 7 convenient regional locations; in addition, we can deliver our full educational curriculum at your location. You choose the method that meets your needs and we’ll teach you how to accomplish your product and implementation goals.

BMC Business School offers the following classes:

<table>
<thead>
<tr>
<th>COURSE</th>
<th>DESCRIPTION</th>
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<tbody>
<tr>
<td>Service Desk Express 9.x: Using</td>
<td>This one-day course prepares students to use BMC Service Desk Express (SDE) and resolve calls faster and more efficiently. Upon completion of the course, students will be able to log and resolve calls efficiently. Participants learn how to log calls and work orders, assign calls, search for calls and use SDE’s problem solving tools to search for answers to current issues. This class is designed for first and second tier support staff personnel.</td>
</tr>
<tr>
<td>Service Desk Express 9.x: What's New</td>
<td>Using a combination of lecture, instructor demonstration, and hands-on lab exercises, this course introduces and explains the new features and functionality included in BMC Service Desk Express (SDE) 9.0. This 3-day course material is technical and designed for system administrators, group administrators, implementation staff, and other key personnel. It is not suitable for end-users of the application.</td>
</tr>
<tr>
<td>Service Desk Express 9.x: Administering – Part 1</td>
<td>In Administering – Part 1, students learn how to install, configure, and manage BMC Service Desk Express. Participants learn how to effectively navigate through BMC Service Desk Express (SDE) and discover how to use SDE’s Customization Wizard, view and create basic Business Rules, and use the System Administration tool to tailor the application to general and specific business needs. This 5-day course material is technical and designed as an introduction to SDE for system administrators, group administrators, implementation staff, and other key personnel. It is not suitable for end-users of the application.</td>
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<tr>
<td>Service Desk Express 9.x: Administering – Part 2</td>
<td>In Administering – Part 2, students learn advanced concepts regarding configuring and managing BMC Service Desk Express (SDE). Participants learn how to use SDE’s Customization Wizard, Business Automation engine, and Database Administration tool to tailor the application to specific business needs. This 4-day course is intermediate in complexity and is designed as the next step for system administrators, group administrators, and implementation staff. It is not suitable for end-users of the application.</td>
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</table>
| Service Desk Express 9.x: Administering – Part 3 | In Administering – Part 3, experienced BMC Service Desk Express (SDE) administrators expand their knowledge of business automation and learn how to maximize their return on investment in the BMC Service Desk Express solution. This 4-day course imparts the skills necessary to customize and automate tasks throughout SDE.

This is an advanced course designed specifically for experienced system administrators, group administrators, and implementation staff. It is not suitable for end-users of the application. |

| Service Desk Express 9.x: Using Crystal Reports | In this course, students learn to effectively use the Crystal Report Designer to generate reports on service desk activity. Participants learn how to design complex reports by working with fields and formulas, grouping and sorting records and working with multiple tables.

This 2-day course is intended for service desk managers and report writers. |

| Service Desk Express 9.x: Advanced Crystal Reports | In this course, students learn to effectively use the Crystal Report Designer to generate reports on service desk activity. Students learn to use functions, controls, operators, and “Basic” language syntax to create complex and robust reports.

This 3-day course is intended for service desk managers and report writers. |

| Service Desk Express 9.x: Implementing Asset & Change Management | This course provides the student with the knowledge necessary to implement Asset Management and Change Management principles within their application. The first part of the class is dedicated to providing a comprehensive overview of the BMC Service Desk Express (SDE) database architecture. Hands-on practice demonstrations of the features and functions inherent in SDE modules are demonstrated, allowing SDE administrators to customize and populate the Asset Management modules. Students learn to effectively navigate through the SDE application by creating and managing vendors and service contracts, creating inventory catalogs, as well as creating and assigning configurations.

The second part of the class provides the student with the basic skills necessary to utilize the SDE Change and Configuration Management Option pack. Participants gain an understanding of the concepts of change management, the SDE Change Management Console, RFC management and work orders in relation to RFCs.

This 2-day course is intended for intermediate system or group administrators, asset management staff, procurement managers, or SDE administrators. |
Service Desk Express IT Service Support

BMC Customer Support has come up with a new set of offerings to meet the specific requirements of the customers of BMC Service Desk Express.

The first of BMC’s offerings is considered **Reactive Support** which means the customer purchases access to our highly skilled support engineers. When a technical problem arises, they can email, telephone or log an issue via the web for our engineers to process. The current reactive support offerings are called **Basic**, **Fast-Track** and **Continuous**. They have been available since October 2005 and represent the current support offerings.

BMC’s support offering portfolio for Service Desk Express also includes **Premier Express** support offering. Premier Express support is BMC’s top-of-the-line support which not only provides an assigned engineer, but offers our fastest response charter rate (1 clock hour for all Severity 1 issues and 1 business hour for all other issues).

---

**Figure 28: BMC Service Desk Express IT Service Support**

Reactive Support for BMC Service Desk Express

BMC offers three levels of support designed to fit the needs and technologies managed by BMC Service Desk Express customers. All levels of support allow you to contact us via the telephone, Web, and email – whatever is the best for your current need.

- **Basic Support**
  
  BMC Basic Support is our base offering. It is available eight hours per day during standard office hours, each day of the five-day workweek (excluding published holidays), and features a response turnaround time of four business hours for Severity 1 issues (See table below - Defining Severity Criteria)

- **Fast-Track Support**
  
  This level offers the same great benefits as Basic Support, but emphasizes responsiveness. It is available 12 business hours per day, each day of the five-day workweek (excluding published holidays), and features a faster response turnaround time on all your issues including one business hour response for Severity 1 issues. Fast-Track Support is the best choice when fast issue-resolution, during regular business hours, is critical to your business.
• Continuous Support

It provides the most comprehensive support 24 hours a day, 7 days a week (including published holidays) for Severity 1 issues. If your business never stops, Continuous Support is the right choice.

Table 2: Reactive Support Offerings

<table>
<thead>
<tr>
<th>Customer Support Offering</th>
<th>Basic</th>
<th>Fast-Track</th>
<th>Continuous</th>
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<tbody>
<tr>
<td><strong>Hours of Operation</strong></td>
<td>Office Hours 8 Hours X 5 Days (Excluding Published Holidays)</td>
<td>Business Hours 12 Hours X 5 Days (Excluding Published Holidays)</td>
<td>Continuous Hours 24 Hours X 7 Days (Including Published Holidays)</td>
</tr>
<tr>
<td><strong>Initial Response Goals</strong></td>
<td>S1 = 4 Office Hours S2 = 8 Office Hours S3 = 12 Office Hours S4 = 24 Office Hours</td>
<td>S1 = 1 Business Hour S2 = 4 Office Hours S3 = 8 Office Hours S4 = 12 Office Hours</td>
<td>S1 = 1 Clock Hour S2 = 4 Business Hours S3 = 8 Business Hours S4 = 12 Business Hours</td>
</tr>
</tbody>
</table>

Proactive Support for BMC Service Desk Express

Premier Express Support is the highest level of support available to our BMC Service Desk Express customers. It is designed for those who want a premier, proactive service and require a shared BMC Technical Support Engineer familiar with their environment. As part of the services to our Premier Express customers, the assigned engineer will visit your site on an annual basis to provide account status, technical support, and strategic assistance. Additionally, biweekly conference calls will enable your assigned engineer to become a “virtual” part of your staff.

Table 3: Proactive Support Offering

<table>
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<th>Service Level Agreement</th>
<th>Premier Express</th>
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<tbody>
<tr>
<td></td>
<td>S1=1 clock hour</td>
</tr>
<tr>
<td></td>
<td>S2=1 business hour</td>
</tr>
<tr>
<td></td>
<td>S3=1 business hour</td>
</tr>
<tr>
<td></td>
<td>S4=1 business hour</td>
</tr>
<tr>
<td>Customer Support Engineer Assigned to customer</td>
<td>Shared</td>
</tr>
<tr>
<td></td>
<td>Up to 15 accounts</td>
</tr>
<tr>
<td>Site Visits: Visit to customer site to provide account status, support, and strategic planning</td>
<td>Once annually for maintenance accounts over $100,000</td>
</tr>
<tr>
<td>Conference Calls: Strengthen customer relationship by becoming a “virtual” extension of your staff.</td>
<td>Bi-Weekly</td>
</tr>
<tr>
<td>Customer Contacts: To maximize security and minimize confusion a limited number of customer contacts are authorized to engage with BMC support</td>
<td>3 (2 Technical Contacts 1 Manager)</td>
</tr>
</tbody>
</table>
Table 4: Defining the Severity Criteria

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Severity Criteria</th>
</tr>
</thead>
</table>
| 1              | **Critical Service Impact**  
Issue critically affects the primary business service, major application, or mission critical system. Customer resources should be available and willing to work on a 24x7 basis with BMC to resolve the issue.  
Characteristics of a Severity 1 issue include:  
• Business service is not operational  
• Production system crashes  
• Data integrity at risk  
• Production backup and recovery operations fail. |
| 2              | **Significant Service or Implementation Impact**  
The business service, major application, or system is seriously affected or implementation stopped. No acceptable workaround is available. |
| 3              | **Moderate Service Impact**  
The business service, major application, or system is moderately impacted, no data has been lost, and the business service, application, or system is still functioning. The issue may be temporarily circumvented using an available workaround. |
| 4              | **No Service Impact**  
Non-critical issues, general questions, enhancement requests, or documentation issues |
Appendix 1: Hardware and Software Requirements for Service Desk Express

This document lists the minimum hardware and software recommendations to install the BMC Service Desk Express application.

Hardware Recommendations

The tables below identify the minimum hardware recommendations for the BMC Service Desk Express application. The first table shows the recommendations for installing the Service Desk Express application and database servers on the same machine (small deployment). The second table shows the recommendations when installing the Service Desk Express application and database servers on separate machines (medium to large deployments).

These hardware recommendations are guidelines only and might not be specific to your work environment. Your hardware needs are also affected by your network configuration and installed applications.

In addition, the listed memory recommendations do not take into account any additional applications that might be installed on your system. Depending on the number and type of applications you have installed, it might be necessary to install additional memory to efficiently run all applications.

Table 5: Recommendations for installing on the same machine

<table>
<thead>
<tr>
<th>Service Desk Express Application Server and Service Desk Express Database Server</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Pentium 4 or equivalent</td>
</tr>
<tr>
<td>• 2 GB RAM</td>
</tr>
<tr>
<td>• 4 GB of free disk space</td>
</tr>
<tr>
<td>• 2 GB disk space for external documents</td>
</tr>
<tr>
<td>• Second processor (optional)</td>
</tr>
</tbody>
</table>

Table 6: Recommendations for installing on separate machines

<table>
<thead>
<tr>
<th>Service Desk Express Application Server</th>
<th>Service Desk Express Database Server</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Pentium IV or equivalent</td>
<td>• Pentium IV or equivalent</td>
</tr>
<tr>
<td>• 1 GB RAM</td>
<td>• 1 GB RAM</td>
</tr>
<tr>
<td>• 1 GB of free disk space</td>
<td>• 2 GB of free disk space</td>
</tr>
<tr>
<td>• 2 GB disk space for external documents</td>
<td>• SCSI RAID5 array</td>
</tr>
<tr>
<td>• Second processor (optional)</td>
<td>• Second processor (optional)</td>
</tr>
</tbody>
</table>
Note: The hardware requirements for running BMC Service Desk Express on one or more VMware images are the same as running the product on one or more physical machines plus the resources required to run the host operating systems.

Software Requirements

The tables in this section list the software requirements needed to support BMC Service Desk Express in a Windows 2000/2003 environment.

The BMC Service Desk Express software requirements are subject to the following limitations:

- Operating system upgrades for BMC Service Desk Express customers from Windows NT 4.0 to Windows 2000/2003 are not supported. Instead, you must install BMC Service Desk Express on a clean Windows 2000/2003 system.
- If you are using a Microsoft SQL Server 2000/2005 database, you must install it using mixed authentication. BMC Service Desk Express will not install correctly if you use Windows integrated authentication.

The tables in this section list the software requirements needed to support BMC Service Desk Express in a Windows 2000/2003 environment.

**Installing your Service Desk Express database on a Windows server**

The table below lists the requirements for installing BMC Service Desk Express and your Service Desk Express database in a Windows 2000/2003 environment.

**Note:**

1. The requirements in table below are based on installing your database server on a different machine than your application server.
2. If you are using a Windows 2003 system, you must install IIS manually before installing BMC Service Desk Express. See your Windows 2003 documentation for more information about installing IIS.
3. You should not run the operating systems listed in table below in a mixed environment (for example, run a Windows 2000 Server with Service Pack 4 on your application server and a Windows 2003 Server Standard on your database server). These mixed environments are not supported.

<table>
<thead>
<tr>
<th>Table 7: Windows 2000/2003 software requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Desk Express Application Server</strong></td>
</tr>
<tr>
<td><strong>Operating System</strong></td>
</tr>
<tr>
<td>The following Operating Systems are supported:</td>
</tr>
<tr>
<td>• Windows 2000 Server with Service Pack 4</td>
</tr>
<tr>
<td>• Windows 2000 Advanced Server with Service Pack 4</td>
</tr>
<tr>
<td>• Windows 2003 Server Enterprise Edition with Service Pack 1</td>
</tr>
<tr>
<td>• Windows 2003 DataCenter with Service Pack 1</td>
</tr>
</tbody>
</table>
Additional requirements include:

- SMTP
- IIS 5.0 (Windows 2000 Server) and 6.0 (Windows 2003 Server)
- Indexing Service
- Internet Explorer 6.0 with Service Pack 1 or Internet Explorer 7.0

### Microsoft SQL Database
- MDAC 2.8 with Service Pack 4
- SQL ODBC 2000.80.x
- MDAC 2.8 with Service Pack 4
- SQL ODBC 2000.80.x
- Microsoft SQL Server 2000 with Service Pack 3a or Service Pack 4 or Microsoft SQL Server 2005

### Oracle
- Oracle 9.2.0.6.5 or Oracle 10.2 Client
- MDAC 2.8 with Service Pack 4
- Oracle ODBC 9.2.0.6.5
- Oracle 9.2.0.6.5 or Oracle 10.2 Server
- MDAC 2.8 with Service Pack 4

### Installing your Service Desk Express Oracle database on a UNIX server

The table below lists the requirements for installing BMC Service Desk Express in a Windows 2000/2003 environment and your Service Desk Express Oracle database on a UNIX server.

**Note:** If you are using a Windows 2003 system, you must install IIS manually before installing BMC Service Desk Express. See your Windows 2003 documentation for more information about installing IIS.

### Table 8: Windows 2000/2003 software requirements for an Oracle database on UNIX

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Service Desk Express Application Server</th>
<th>Service Desk Express Database Server</th>
</tr>
</thead>
<tbody>
<tr>
<td>The following Operating Systems are supported:</td>
<td></td>
<td>Select one of the following UNIX operating systems:</td>
</tr>
<tr>
<td>- Windows 2000 Server with Service Pack 4</td>
<td></td>
<td>- AIX 5.2 or higher</td>
</tr>
<tr>
<td>- Windows 2000 Advanced Server with Service Pack 4</td>
<td></td>
<td>- HP-UX 11.0</td>
</tr>
<tr>
<td>- Windows 2003 Server Standard with Service Pack 1</td>
<td></td>
<td>- Red Hat Enterprise Linux AS/ES 3 (for Oracle 9i/10g)</td>
</tr>
<tr>
<td>- Windows 2003 Server Enterprise Edition with Service Pack 1</td>
<td></td>
<td>- Sun OS 5.9 or higher</td>
</tr>
<tr>
<td>- Windows 2003 DataCenter with Service pack 1</td>
<td></td>
<td>For more information about the system patches and other requirements for these operating systems, see the appropriate installation guide at:</td>
</tr>
<tr>
<td>Additional requirements include:</td>
<td></td>
<td><a href="http://otn.oracle.com/documentation/oracle9i.html">http://otn.oracle.com/documentation/oracle9i.html</a></td>
</tr>
<tr>
<td>- SMTP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- IIS 5.0 (Windows 2000 Server) and 6.0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Workstation Requirements

The table below lists the minimum hardware, operating system, and browser requirements for client workstations.

<table>
<thead>
<tr>
<th>Table 9: Workstation Requirements</th>
</tr>
</thead>
</table>

### Client Workstation

<table>
<thead>
<tr>
<th>Hardware</th>
<th>Pentium III or equivalent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>500 MHz</td>
</tr>
<tr>
<td></td>
<td>512 MB RAM</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Select one of the following:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Windows 2000 Professional with Service Pack 4 or higher</td>
</tr>
<tr>
<td></td>
<td>• Windows XP Professional with Service Pack 2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Browser</th>
<th>• Internet Explorer 6.0 with Service Pack 1 or Internet Explorer 7.0</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Mozilla-based browsers like Firefox and Netscape (for Self Service Desk and Service Desk Express Client Services)</td>
</tr>
</tbody>
</table>
Appendix 2: Software Requirements and Supported Platforms for BMC Configuration Manager Express

This section describes the software requirements and supported platforms to install BMC Configuration Manager Express.

Server Software Requirements
You should install the following software before installing BMC CM:

- A database
  - Oracle 9 or higher, Standard and Enterprise Edition
  - Microsoft SQL Server 2000, Standard and Enterprise Editions, Service Pack 3 or higher
- A directory server
  - Sun ONE Directory Server 5.1 and 5.2
  - Microsoft Windows Server 2000 Active Directory
  - Microsoft Windows Server 2003 Active Directory
  - Microsoft Windows Server 2000 Active Directory Application Mode (ADAM)
- Browser: Internet Explorer 6.0 or higher

Client software requirements
You can install remote control software, such as VNC Enterprise Edition 4.2 or higher. Installing the VNC Enterprise server on each client, or endpoint, allows you to remotely access the client

Operating system requirements
BMC Configuration Manager Express requires a Windows platform as listed in the table below. Only the BMC Configuration Manager Express components are listed. Other components and platforms are supported.

The table below lists the supported operating systems for the BMC Configuration Manager Server components.
### Table 10: Supported Operating Systems for BMC Configuration Manager Server components

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Transmitter</td>
<td>Supported</td>
<td>Supported</td>
<td>Supported</td>
<td>Supported</td>
<td>Supported</td>
</tr>
<tr>
<td>Console</td>
<td>Supported</td>
<td>Supported</td>
<td>Supported</td>
<td>Supported</td>
<td></td>
</tr>
<tr>
<td>Patch Management</td>
<td>Supported</td>
<td>Supported</td>
<td>Supports (SP4 recommended)</td>
<td>Supported</td>
<td>Supported (SP2 recommended)</td>
</tr>
</tbody>
</table>

The table below lists the supported operating systems for the BMC Configuration Manager Express clients, or endpoints.

### Table 11: Supported Operating Systems for BMC Configuration Manager Express clients

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Supported</td>
<td>Supported</td>
<td>Supported</td>
<td>Supported</td>
<td>Supported</td>
</tr>
</tbody>
</table>
Appendix 3:  
Suggested Deployment Scenarios for SDE 

Small Business Deployment  
Small business deployments are for organizations that have up to 10 users. In this scenario, the web/application server, the database server, the reports component, and the business rules component are all installed on one machine as shown below. If performance is not satisfactory, you can separate the web/application and the database servers onto different machines. 

Figure 29: Small Business Deployment
Medium Business Deployment

Medium business deployments are for organizations that have from 10 to 40 users. In this scenario, the web/application and the database servers are installed on separate machines as shown below. If performance of the reports or the business rules components is not satisfactory, you can add another web/application server dedicated to reports or business rules.

Figure 30: Medium Business Deployment
Large Business Deployment

Large business deployments are for organizations that have from 40 to 400 users. In this scenario, the web/application server is installed on a two-processor machine, the database server is installed on a four-processor machine, and the reports and the business rule components are each installed on separate application servers as shown below. If performance is not satisfactory, you can add a web server farm.

Figure 31: Large Business Deployment
Table 12: Suggested BMC SDE Server Deployment for different scenarios

<table>
<thead>
<tr>
<th>Concurrent Users</th>
<th>Suggest BMC SDE Server Deployment</th>
</tr>
</thead>
</table>
| **Small Business Deployment**    | Total configuration: One (1) machine (see “Small Business Deployment” on page 49).  
| 1-10, approximately              | Server 1: Web / Application server, Database server, Reports component, and BMC SDE Business Automation component all on one machine.  
|                                  | Performance Tip: If performance is not satisfactory, separate the Web/Application and the Database server onto two different machines. |
| **Medium Business Deployment**   | Total configuration: Two (2) machines (“Medium Business Deployment” on page 50).  
| 10-40, approximately             | Server 1: Web / Application server.  
|                                  | Server 2: Database server.  
|                                  | Performance Tip: If performance of Reports or Business Automation is not satisfactory, add another Web / Application server dedicated to Reports or Business Automation. |
| **Large Business Deployment**    | Total configuration: Four (4) machines (see “Large Business Deployment” on page 51).  
| 40-400, approximately            | Server 1: 2-processor Application / Web server.  
|                                  | Server 2: 4-processor Database server.  
|                                  | Server 3: Reports component on a dedicated Application server.  
|                                  | Server 4: Business Automation component on a dedicated Application server.  
|                                  | Performance Tip: If performance is not satisfactory, add a web server farm. |
Appendix 4: Network Load Balancing

IMPORTANT: Only one load balancing technique, Microsoft Network Load Balancing, has been tested and is supported with BMC Service Desk Express. This is described later in this section.

What is Load Balancing?
Load balancing is the process of dividing the amount of work that a computer performs between two or more computers so that more work gets done in less time and all users get served faster. In general, load balancing can be implemented with hardware, software, or a combination of both.

Load balancing may use clusters of servers; that is, several servers that are linked together so that they appear as one to the outside. For BMC Service Desk Express, “load balancing” refers to the solution that enhances scalability and performance speeds; the term “clustering” refers mostly to Microsoft SQL Server failover clustering.

The Different Types of Load Balancing
There are three (3) primary methods of load balancing. Only the third type, Microsoft Network Load Balancing, has been tested with BMC Service Desk Express and is therefore recommended for use with BMC Service Desk Express.

1. **Round Robin DNS**
   It is a simple and low-cost scalability and performance solution for enabling a limited form of load balancing for Internet server farms.
   - **Advantage:** usually comes free of charge as a standard feature of most popular operating systems, such as Microsoft Windows NT 4.0 with Service Pack 4 and Windows 2000.
   - **Disadvantage:** is not a high-availability solution.

2. **Load-Balancing Switches**
   Cisco, F5, and Alteon products are examples of load-balancing switches that redirect TCP/IP requests to multiple servers in a server farm.
   - **Advantage:** highly scalable, interoperable solution that is also very reliable. Much better and more scalable than using Round Robin DNS.
   - **Disadvantages:**
     - Can be quite expensive
     - Requires multiple switches to avoid making the switch the single point of failure for the entire Web application.

3. **Microsoft Windows 2000 Network Load Balancing (NLB)**
   - **Advantages:**
     - Is less expensive than a load-balancing switch
Avoids having a single point of failure
Is available in
  - Windows 2000 Advanced Server
  - Windows 2000 Datacenter Server
  - Windows 2000 Server (rather than Advanced Server) as part of Microsoft Application Center 2000
Provides high availability and high scalability
Utilizes a common virtual IP address
Transparently partitions client requests across multiple servers

Disadvantages: (There are no significant disadvantages)

The Effect of Network Load Balancing on throughput
Adding Web servers can provide near-linear scalability (meaning that throughput increases linearly with additional servers) when guidelines for good design are followed.

Why use Microsoft NLB with BMC Service Desk Express?
The near-linear scalability in NLB means that although one machine is capable of handling 300 concurrent users, adding a second machine does not double this number. With additional machines the sum of all concurrent users is reduced by a 25% overhead cost across all machines.* Therefore, the total number of concurrent users for two machines is 450 (instead of 600). Although an NLB cluster can include up to 32 machines, Microsoft recommends no more than eight (8). If further capacity is required, configure additional NLB clusters on more subnets.

* from Microsoft

Note: Using NLB clustering necessitates a larger database server than a single-server environment.

Important: The numbers above are based on a totally controlled laboratory environment with high-end server class hardware on Windows 2000 where users are creating incident tickets ONLY. Normal realworld activity, such as printing reports, “print previews”, active business rules, etc., will vary these results.
### Appendix 5:
List of Reports

BMC SDE reports, broken down by Report Categories

The Reports window displays a list of predefined reports created with Crystal Reports. These standard reports, by default, are grouped into the following categories:

<table>
<thead>
<tr>
<th>Report Category</th>
<th>Report Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asset Management</td>
<td>• Inventory Catalog Summary</td>
</tr>
<tr>
<td>Change Management</td>
<td>• Change Aging</td>
</tr>
<tr>
<td></td>
<td>• Change Management Summary</td>
</tr>
<tr>
<td>Incident Management</td>
<td>• Incident Aging</td>
</tr>
<tr>
<td></td>
<td>• Incident Summary (Short)</td>
</tr>
<tr>
<td></td>
<td>• Incident Top 10</td>
</tr>
<tr>
<td></td>
<td>• Incident Volume</td>
</tr>
<tr>
<td>License Counting</td>
<td>• Service Desk Express License Count</td>
</tr>
<tr>
<td></td>
<td>• Service Desk Express License Exceeded</td>
</tr>
<tr>
<td>ITSME</td>
<td>• Incidents Created from BPM Alerts</td>
</tr>
<tr>
<td></td>
<td>• Issues Reported For Critical CIs</td>
</tr>
<tr>
<td></td>
<td>• Issues Reported For Problematic CIs</td>
</tr>
<tr>
<td></td>
<td>• Password Reset Incidents from WAM</td>
</tr>
<tr>
<td></td>
<td>• Software License Compliance</td>
</tr>
<tr>
<td>Management Reports</td>
<td>• Active Users</td>
</tr>
<tr>
<td></td>
<td>• Active Users History</td>
</tr>
<tr>
<td></td>
<td>• Categories with Child Top 5</td>
</tr>
<tr>
<td></td>
<td>• Category Usage</td>
</tr>
<tr>
<td>BMC SERVICE DESK EXPRESS SUITE</td>
<td></td>
</tr>
<tr>
<td>--------------------------------</td>
<td></td>
</tr>
<tr>
<td>PRODUCT OVERVIEW</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Module</th>
<th>Features</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change Request Detail</td>
<td></td>
</tr>
<tr>
<td>Display Names Summary</td>
<td></td>
</tr>
<tr>
<td>FCR Analysis</td>
<td></td>
</tr>
<tr>
<td>FCR Analysis Comparison</td>
<td></td>
</tr>
<tr>
<td>FCR Analysis Group Detail</td>
<td></td>
</tr>
<tr>
<td>FCR Analysis Last Week</td>
<td></td>
</tr>
<tr>
<td>FCR Urgency Summary</td>
<td></td>
</tr>
<tr>
<td>FCR Year Closed Calls</td>
<td></td>
</tr>
<tr>
<td>Group Data Summary</td>
<td></td>
</tr>
<tr>
<td>Incident Summary</td>
<td></td>
</tr>
<tr>
<td>Incident/Company/Client/Department</td>
<td></td>
</tr>
<tr>
<td>Incidents by Type</td>
<td></td>
</tr>
<tr>
<td>Incidents with full detail</td>
<td></td>
</tr>
<tr>
<td>Inventory Configuration with Characteristics and Clients</td>
<td></td>
</tr>
<tr>
<td>Management Summary (Month)</td>
<td></td>
</tr>
<tr>
<td>Management Summary (Week)</td>
<td></td>
</tr>
<tr>
<td>Morning Report</td>
<td></td>
</tr>
<tr>
<td>Preventive Schedule</td>
<td></td>
</tr>
<tr>
<td>Services-Linked Organizations</td>
<td></td>
</tr>
<tr>
<td>Staff Summary</td>
<td></td>
</tr>
<tr>
<td>Staff Summary with Client</td>
<td></td>
</tr>
<tr>
<td>Top X Client/Company/Category/Incidents</td>
<td></td>
</tr>
<tr>
<td>Problem Management</td>
<td></td>
</tr>
<tr>
<td>Problem Management Summary</td>
<td></td>
</tr>
<tr>
<td>Problems Past Due</td>
<td></td>
</tr>
<tr>
<td>Purchasing Management</td>
<td></td>
</tr>
<tr>
<td>Purchase Request Graph by Department</td>
<td></td>
</tr>
<tr>
<td>Purchase Request Summary</td>
<td></td>
</tr>
<tr>
<td>Service Level Management</td>
<td></td>
</tr>
<tr>
<td>-----------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>• SLA Change Requested Completed Requests Group by SLA and Urgency</td>
<td></td>
</tr>
<tr>
<td>• SLA Change Requests Breached Response and/or Fix Records By Urgency</td>
<td></td>
</tr>
<tr>
<td>• SLA Incidents Breached Response or/and Fix by Urgency</td>
<td></td>
</tr>
<tr>
<td>• SLA Incidents Closed Calls Grouped by SLA and Urgency</td>
<td></td>
</tr>
<tr>
<td>• SLA Problem Management Breached Response and/or Fix Records by Urgency</td>
<td></td>
</tr>
<tr>
<td>• SLA Problem Management Closed Problems Grouped by SLA and Urgency</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Work Order Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Work Order Summary</td>
</tr>
<tr>
<td>• Work Orders by Technician</td>
</tr>
<tr>
<td>• Work Orders Detail</td>
</tr>
</tbody>
</table>
BMC SDE Management Center Queries (User Definable)

- Open Calls Assigned To Staff Member... (!)
- Open Calls (!)
- Open Calls For Client... (!)
- All Open Work Orders (!)
- Work Orders By Part/ Model #... (!)
- Work Orders For Client... (!)
- Work Orders With Subject... (!)
- Open Calls Assigned to Analyst
- Open calls by Company
- Open Calls by Subject
- Open Work Order by Analyst
- All Calls Assigned to a Group (!)
- All Calls With Subject... (!)
- Open Calls Assigned To Myself (!)
- Open Calls For Severities... (!)
- Open Calls For Group... (!)
- Open Calls For Last <_/> Hours... (!)
- All Work Orders Assigned To Group... (!)
- All Work Orders Assigned To Staff (!)
- Open Work Orders For Department... (!)
- Open Work Orders For Group... (!)
- Open Work Orders For Last </>Hours (!)
- Problem Management Tickets not closed within SLA
- Closed calls that are FCR by day for a date range
- Subjects Requiring Follow-Up (!)
- Subjects With Children (!)
- Actions To Launch An Executable (!)
- Actions With Attached Pictures (!)
- All E-Mail Users (!)
- By Employer... (!)
- Groups By Location... (!)
- Clients For Company... (!)
- Clients For Department... (!)
- Companies In State... (!)
- Companies With Parent Companies (!)
- Divisions For Company... (!)
- Configurations By Department (!)
- Configurations For Department... (!)
- Categories For Sales Vendor (!)
- Categories For Service Vendor... (!)
- Inventory By Categories (!)
- Inventory For Sales Vendor... (!)
- Inventory For Service Vendor... (!)
- Items for Vendor... (!)
- Items Located In Building...
- All Open Requisitions before a Required Date
- All Tickets on hold in a Date Range for a Group Name
- Closed calls that are FCR by analyst for a specific group, and a date range
- All Work Orders on hold for more than 'x' number of Days
- Vendor Type...
- Vendors For Term...
- Standard Description For Subject...
- Open Calls For Subject
- Open Calls by Group
- Clients for My Group
- Open Work Order by Group
- Open Work Order Assigned to Group
- Open Calls For My Group
- Open Calls Older than '<!' Hours
- All requisitions for One Department
- All Requisitions for One Client
- All Tickets on hold for a Group Name
- Warranty Expiration For Date Range
- Incident Tickets not closed within SLA
- Work Orders not closed within SLA
- Work Orders Assigned To Myself
- Work Orders By Serial #
- Approved For Purchasing
- Approved For Service
- Items Located In Room...
- All Open Requisitions before a Required Date
- All tickets on hold for more than 'x' number of Days
- Closed calls that are FCR by subject for a date range
Appendix 6:  
Other Offerings for MidSized Businesses

BMC Performance Manager Express

BMC Performance Manager Express monitors performance and availability of servers, applications, storage, and network devices. Management is accomplished remotely with no software residing on the elements being monitored. Monitoring performance and availability, applications, and simple Web transactions enables IT to quickly determine how infrastructure problems affect the end-user experience.

Features

- **Remote monitoring of Infrastructure Elements**
  
  BMC Performance Manager Express monitors elements by using industry standard protocols such as WMI, SNMP, HTTP/HTTPS, rstatd, SQL NET, Ping, DNS, Secure Shell (SSH), and third-party protocols to monitor and collect data. BMC Performance Manager Express has solutions to monitor Databases, Hardware (by Sentry Software), Mail Servers, Servers, SNMP devices, Web Application Servers and Web Servers.

- **Performance Manager Portal**
  
  The BMC Performance Manager Portal offers a flexible interface to manage the health of an application, operating system, middleware or hardware with customized views, dashboards, charts, alerts, and event status. It is built on the BMC Portal infrastructure, which provides centralized management through a Web-based browser, minimizing implementation, driving common workflows, and reducing maintenance and training for all BMC products. The Portal improves the usage experience across BMC products for sign-on, navigation, administration, and configuration.

Benefits

- Drives down operating costs by remotely monitoring availability of storage and network devices, systems and application infrastructure
- Improves service levels by reporting service problems and notifying the appropriate contact after pinpointing the problem
- Determines whether backend infrastructure and Web sites meet SLAs by measuring their performance and availability against defined objectives
- Offers centralized access to reports, event status, configuration and administration via a Web portal
- Available as a licensed product or a subscription-based service
BMC Identity Management for .NET

BMC® Identity Management for .NET reduces the complexity and cost of securely managing disparate users and resources inside and outside the company. It enables businesses to unify the administration of internal and external identities and security policies, control access to protected resources, and provide automated workflow and provisioning—all without introducing intrusive middleware components, redundant point solutions or proprietary protocols.

Features

• **Web Access Management**
  - Single point of control through .NET administrative interface
  - Control and enforce access privileges
  - Easy-to-use, web-based interface for delegating and distributing administration of user and policy management throughout the company

• **Password Management**
  - Empower users through self-service – It puts your user back in the driver’s seat with an intuitive web interface they can use to quickly resolve password issues
  - Increase productivity and efficiency – With password management, you will find users spending their time on job related, productive tasks instead of typing up IT staff to reset a password
  - Reduce password-related risk – It enables you to enforce password policies in a practical manner, improving your compliance efforts while reducing risk.

• **User Administration and Provisioning**
  - Manage employee change – It simplifies the most complex user administrative tasks through automation
  - Maintain accurate user privileges – It automates maintenance of user privileges, helping you reduce excessive rights, improve productivity, ensure corporate policies, and reduce costs

Benefits

• Access management provides you cost-efficient, flexible and effective mechanisms to provide secure access to users
• Password management
  - Empowers users through self-service
  - Increases productivity and efficiency of your support staff
  - Reduces password-related risk by enforcing password-related policies
• User Administration and Provisioning simplifies the most complex user administrative tasks through automation
Appendix 7: Integration Engine

Integration Engine provides framework for generic integration between BMC Service Desk Express Suite and external applications. It provides specific, out-of-the-box integration capability for ITSM Express solutions (BMC Configuration Manager Express, BMC Performance Manager Express, and BMC Identity Management for .NET). This utility enables real-time integration at the User Interface level.

- **BMC Service Desk Express Suite integration with BMC Configuration Manager Express**
  This utility provides pre-built ODBC-based integration with BMC Configuration Manager Express. For example, you can now schedule import of inventory data from BMC Configuration Manager Express into the Service Desk with great ease.
  - Pre-built packages includes all the necessary data mappings, source and target information
  - Supply connection details for BMC Configuration Manager Express database
  - Schedule-initiated package pulls and imports data into Service Desk
  Integration with BMC Configuration Manager Express provides superior visibility and control to the Service Desk about the existing configurations in the organization.

- **BMC Service Desk Express Suite integration with BMC Performance Manager Express**
  Integration Engine provides pre-built SNMP based integration with BMC Performance Manager Express. This integration helps to generate, update and close incidents in the Service Desk upon alerts emanating from BMC Performance Manager Express.
  - Pre-built package includes all necessary data mappings, source and target information
  - Configure PM Express to send SNMP traps to Integration server
  - PM Express sends alert details via SNMP to SDE; alert ID is stored with Incident for later update (using update-if-fail-create option)
  Integration with BMC Performance Manager Express ensures “proactive” service management wherein possible service failures could be detected earlier and communicated to Service Desk for remediation.

- **BMC Service Desk Express Suite integration with BMC Identity Management for .NET**
  Integration Engine provides XML-based integration with BMC Identity Management for .NET. Some examples of integration benefits include creation of incidents in the Service Desk upon requests of password reset from users; and creation of client in Service Desk when a new account is created in Active Directory.
  - Pre-built package includes all necessary data mappings, source and target information
  - Supply connection details for BMC Identity Management for .NET
  - BMC Identity Management for .NET posts XML data in real-time at password-reset
  Integration of Service Desk with the Identity Management solution leads to improved security and compliance, and lowers the Service Desk cost.
• **BMC Service Desk Express Suite integration with 3rd party applications**

Integration Engine contains connectors that provide capability to integrate with generic external applications. The integration is built at an easy to use UI level. Some examples of applications with which the Service Desk readily integrates are BMC Remedy (ODBC-based), Anti-Virus (SNMP), Directory Stores – Netware, Microsoft etc (LDAP).

These integrations help you to maximize your investment in legacy applications.