

System Center “Service Desk”

Руслан Акмеев
Консультант
Microsoft Consulting Services, Russia

Agenda

- Что мы услышали от наших заказчиков
- Vision
- Что будет в “Service Desk” версии 1
- Даты выхода на рынок

Что мы услышали от наших заказчиков...

Просто в использовании

- Интуитивно понятный пользовательский интерфейс
- Основные формы «как в ITIL/MOF»
- Простая инсталляция системы: «Next, Next, Next, Finish» ☺

Интеграция с другими продуктами Microsoft

- Совместная работа с Office 2007
- Использование MOM для процессов управления инцидентами и проблемами
- Configuration Manager для инвентаризации
- Использование MOF для автоматизации процессов

Простота настройки

- Использование привычных инструментов для настройки форм и процессов
- Использование большого количества уже готовых сценариев: «только чуть подправить»
- Конфигурирование «визардами»

“Service Desk” Vision

“Создать решение, которое поможет ИТ-подразделениям автоматизировать передовой опыт работы процессов, будет просто в настройке и использовании и интегрироваться с множеством технологий Microsoft”

Microsoft
System Center

Microsoft
Operations Framework
Proven Practices for Operational Excellence

Microsoft
Visual Studio 2005
Team Foundation Server

Microsoft
Office

Microsoft
Windows Server System

Состав "Service Desk"

Автоматизация лучших практик



Расширения “Service Desk”



“Service Desk” Сценарии создания

Information Worker Tools



- Простейшее создание новых форм
- Создание Знаний
- Создание Отчетов

Developer Tools



- Создание Workflows
- Добавление новых типов в CMDB
- Кастомизация портала “Service Desk”

Технологии в “Service Desk”

Управление Знаниями

- **Создано на SharePoint 2007**
 - Доступ к контенту в портале или консоли
 - Полноценный поиск
 - Статьи и вложенные файлы линкуются к CMDB
 - Создание и согласование новых статей используя инструменты MS Office
- **Общий формат**
 - Основан на MAML, который используется в MOM, MSDN и TechNet
 - Просмотр базы знаний из MOM через Service Desk
 - Интеграция результатов поиска с TechNet и MSD
- **Процессная документация**
 - Не противоречит и поддерживает MOF



Knowledge

Office SharePoint 2007



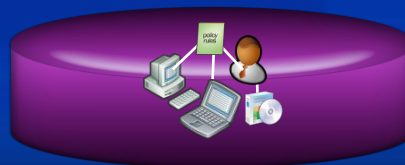
Forms

Office Forms Server 2007



Workflow

Windows Workflow Foundation



CMDB
Based on SDM

Технологии в “Service Desk”

Формы

- Созданы в InfoPath Server 2007
 - XML-based
 - Показ форм через HTML и WinForm
 - Кастомизация с помощью InfoPath 2007
- UI поддерживает MOF/ITIL
 - Формы содержат рекомендованные понятия и термины
- Настройка пользовательского интерфейса
 - Изменение названий полей без модификации схемы данных
 - Добавление новых форм, используя InfoPath 2007



Knowledge

Office SharePoint 2007



Forms

Office Forms Server 2007



Workflow

Windows Workflow Foundation



CMDB

Based on SDM

Технологии в “Service Desk”

Workflow

- Создан на Windows Workflow Foundation (WinWF)
 - Поддержка процессов как для систем, так и для людей
 - Визуальный дизайнер процессов Visual Studio 2005
- Автоматизация MOF/ITIL
 - Готовые имплементации процессов MOF/ITIL
- Настраиваемые процессы
 - Настройка большим количеством «визардов»
 - Создание новых процессов с помощью Visual Studio 2005



Knowledge

Office SharePoint 2007



Forms

Office Forms Server 2007



Workflow

Windows Workflow Foundation



CMDB

Based on SDM

Технологии в “Service Desk”

CMDB

- **Создано на технологии SDM**

- Общая meta-model и core model для System Center
- Хранилище данных: SQL 2005

- **Конфигурационные единицы**

- Hardware, software, пользователи, сервисы и т.д..
- Связи между Конфигурационными Единицами (равноправные, подчиненные)

- **Work Items**

- Отслеживание Инцидентов, Проблем, RFC
- Линкование Конфигурационных Единиц с Work Items



Knowledge

Office SharePoint 2007



Forms

Office Forms Server 2007



Workflow

Windows Workflow Foundation



CMDB
Based on SDM

“Service Desk” : когда?

MMS Preview
April 2006

Beta 1
2H 2006

Beta 2
1H 2007

RTM
2H 2007

- Обратная связь с клиентами и партнерами в процессе создания
- Особое внимание: простота, интегрируемость, расширяемость
- Стратегические цели:
 - Глубокая интеграция с System Center
 - Управление Инцидентами и Проблемами (Incident and Problem Management)
 - Управление Активами (Asset Management)
 - Управление Изменениями (Change Management)
 - Самообслуживание (Self-Service Solutions)

The Microsoft logo is centered in the image, rendered in its characteristic white, bold, sans-serif typeface. The background is a deep blue with faint, semi-transparent lines of code, likely PowerShell or VBScript, scattered across it. The code includes terms like 'CPU_PERCENTAGE', 'ScriptContext.Target', 'NumProcessors()', 'CPU_QUEUE_LENGTH_THRESHOLD', 'NetbiosComputer', 'Get-CPUQueueLength', 'umProcessors Then', 'ueLength(umProcessors Then', 'processors Then', 'AverageQueueLength /', 'NumProcessors)) / 100', 'PROBLEMSTATE_RED', 'osComputer &', and 'e' has exceeded "&'. The logo is the most prominent element, standing out against the technical backdrop.

Your potential. Our passion.™

© 2006 Microsoft Corporation. All rights reserved.

This presentation is for informational purposes only. Microsoft makes no warranties, express or implied, in this summary.

Work Item Manager

- Messaging Service
 - Incidents
 - Problems
 - Change Requests
 - Assigned to me
- Active Directory
 - Incidents
 - Problems
 - Change Requests
 - Assigned to me

My Views

- All assigned to me

Work Item Manager

Asset navigator

Incident

Find

Title	Reported By
High	
Not receiving email	Kim Akers
EXCH-MSG-03:Database priv1.edb is near its maximu...	MDM
EXCH-MSG-03:Messages waiting to be routed queue ...	MDM
Periodic delay in sending email	Melissa Meyers
Outlook keeps losing connection to server	Darren Parker
Send and receive never completes	Rick Haddock
Low	
Unable to reply to email	Sondra Mitchell
Personal Folder may be corrupt	Patrick Blakeman
Messages are routed to the junk folder	Melroy D'Souza
Search folder missing data	Nicolas Velez
Medium	
Unable to send/receive email	Melissa Meyers

Periodic delay in sending email

Expand all sections

Incident ID: 634626 Assigned To: Al Young

Date Opened: 6/30/2006 7:34 AM

Title: Periodic delay in sending email

Status: Active Created By: Al Young

Sub-Status: Fix Ready Created For: Melissa Meyers

Description: Melissa's email is running very slowly. The problem has been happening repeatedly over the last 6 months. Outlook continually looses connection. She's running Outlook 2003.

User Contact Information

Alias	Location	Office	Phone
mmeyers	Redmond	7/1422	+1 (425) 705-5555

User Asset Information

Computer Name	Effectuated	Location	Office	Make	Model
MMEYERSDESK	<input checked="" type="checkbox"/>	Redmond	7/1422	Dell	Dimension 2500
MMEYERS	<input type="checkbox"/>	Redmond	7/1422	Toshiba	Tecra M4

Look up Asset

History

Date	Change	Modified By
6/30/2006 7:34 AM	Created	Al Young
6/30/2006 9:57 AM	Comment added	Al Young
6/30/2006 4:16 PM	Sub-Status updated to Fix Ready	Al Young

Links

ID	Title	Type	Status	Creator
<input type="checkbox"/> IR631109	EXCH-MSG-03: Database priv1.edb is near its free space threshold	Incident	N/A	Operations Manager
<input type="checkbox"/> IR632560	Outlook keeps losing connection to server	Incident	N/A	Darren Parker

Add Link Remove Selected

Related Knowledge

Article Title	Last Updated
<input type="checkbox"/> A message that exceeds the configured size limit is sent to a Exchange 2003 server	2/04/2006 08:11 AM

Add Knowledge Remove Selected

Edit

Actions

Knowledge

IT Calendar

Help

Work Item Manager

- Messaging Service
 - Incidents
 - Problems
 - Change Requests
 - Assigned to me
- Active Directory
 - Incidents
 - Problems
 - Change Requests
 - Assigned to me

- My Views
- All assigned to me
-
- Work Item Manager
 - Asset navigator

Problem

Title	Assigned To
High	
Message sent exceeds the configured size limit	Al Young
Low	
Authentication box is displayed when you log on to O...	Al Young
Medium	
Cannot log on to an Exchange 2000 mailbox with Outl...	Al Young
Rules become corrupted when you access them from ...	Al Young
"RPC is not configured properly" error message when ...	Al Young

Message sent exceeds the configured size limit

Summary Expand all sections

Problem ID: PR8430277 Date Opened: 6/30/06 1:37 PM

Assigned To: Al Young Created By: Al Young

Status: Active Created For: Al Young

Classification

Category: Software Priority: High

Impact: 1 Urgency: 1

Related Incidents

Status	Title	Reported By
<input type="checkbox"/> Active	Not Receive email	Kim Akers
<input type="checkbox"/> Active	EXCH-MSG-03: Database priv1.edb is near its free space threshold	Operations Manager
<input type="checkbox"/> Active	EXCH-MSG-03: Messages waiting to be routed queue message count high	Operations Manager
<input type="checkbox"/> Active	Periodic delay in sending mail	Melissa Meyers
<input type="checkbox"/> Active	Send and Receive never completes	Rick Haddock
<input type="checkbox"/> Active	Outlook keeps losing connection to server	Darren Parker

Add Incident Remove Selected

History

Date	Change	Modified By
6/30/06 1:37 PM	Created	Al Young
6/30/06 2:01 PM	Comment Added	Paula Mahali

Related Knowledge

Article Title	Last Updated
Exchange 2000 and Exchange 2003 mailbox limits are not enforced	3/21/06 12:42 PM
A message that exceeds the configured size limit is sent to a Exchange 2003 server	2/04/06 8:11 AM

Add Knowledge Remove Selected

New Change Request Edit

- Actions
- Knowledge
- IT Calendar
- Help

Work Item Manager

- Messaging Service
 - Incidents
 - Problems
 - Change Requests
 - Assigned to me
- Active Directory
 - Incidents
 - Problems
 - Change Requests
 - Assigned to me

My Views

- All assigned to me

Work Item Manager

Asset navigator

Problem

Find

Title	Assigned To
High	
Message sent exceeds the configured size limit	Al Young

Message sent exceeds the configured size limit

Summary Expand all sections

Problem ID: PR8430277 Date Opened: 6/30/06 1:37 PM

Assigned To: Al Young Created By: Al Young

Assigned For: Al Young

Priority: High

Urgency: 1

Reported By

- Kim Akers
- Operations Manager
- Operations Manager
- Melissa Meyers
- Rick Haddock
- Darren Parker

Modified By

- Al Young
- Paula Mahali

Last Updated

- 3/21/06 12:42 PM
- 2/04/06 8:11 AM

Microsoft System Center Service Desk

New ChangeRequest

Summary -- RFC1845 Expand all sections

Assigned To: Al Young Created By: Al Young

Requested Change: <select> Priority: High

Change Request Details

Change Approval

Approver Name	Location	Required	Approval Status

Release Schedule

Deployment Select next available maintenance window for target assets

Schedule: Manually assign date

Asset Name	Approver	Approval Status	Deployment Schedule	Asset Status

Submit Save Cancel

Actions

Knowledge

IT Calendar

Help

New Change Request Edit

Work Item Manager

- Messaging Service
 - Incidents
 - Problems
 - Change Requests
 - Assigned to me
- Active Directory
 - Incidents
 - Problems
 - Change Requests
 - Assigned to me

Problem

Title	Assigned To
High	
Message sent exceeds the configured size limit	Al Young

Message sent exceeds the configured size limit

Summary Expand all sections

Problem ID: PR8430277 Date Opened: 6/30/06 1:37 PM

Assigned To: Al Young Created By: Al Young

Requested For: Al Young

Microsoft System Center Service Desk

New ChangeRequest

Summary -- RFC1845 Expand all sections

Assigned To: Al Young Created By: Al Young

Requested Change: Software Patch Priority: High

Change Request Details

Available Patches: <select>

Deploy To: <select>

Change Approval

Approver Name	Location	Required	Approval Status

Release Schedule

Deployment Select next available maintenance window for target assets

Schedule: Manually assign date

Asset Name	Approver	Approval Status	Deployment Schedule	Asset Status

Submit Save Cancel

Priority: High

Urgency: 1

Reported By

- Kim Akers
- Operations Manager
- Operations Manager
- Melissa Meyers
- Rick Haddock
- Darren Parker

Modified By

- Al Young
- Paula Mahali

Last Updated

- 3/21/06 12:42 PM
- 2/04/06 8:11 AM

My Views

- All assigned to me

Work Item Manager

Asset navigator

Actions

Knowledge

IT Calendar

Help

Work Item Manager

- Messaging Service
 - Incidents
 - Problems
 - Change Requests
 - Assigned to me
- Active Directory
 - Incidents
 - Problems
 - Change Requests
 - Assigned to me

My Views

- All assigned to me

Work Item Manager

Asset navigator

Problem

Find

Title	Assigned To
High	
Message sent exceeds the configured size limit	Al Young

Message sent exceeds the configured size limit

Summary Expand all sections

Problem ID: PR8430277 Date Opened: 6/30/06 1:37 PM
 Assigned To: Al Young Created By: Al Young
 Assigned For: Al Young

Priority: High
 Urgency: 1

Reported By

- Kim Akers
- Operations Manager
- Operations Manager
- Melissa Meyers
- Rick Haddock
- Darren Parker

Modified By

- Al Young
- Paula Mahali

Last Updated

- 3/21/06 12:42 PM
- 2/04/06 8:11 AM

Actions Knowledge IT Calendar Help

New Change Request Edit

Microsoft System Center Service Desk

New ChangeRequest

Summary -- RFC1845 Expand all sections

Assigned To: Al Young Created By: Al Young
 Requested Change: Software Patch Priority: High

Change Request Details

Available Patches: Patch: Mailbox size limits not enforced (KB911829)
 Deploy To: Exchange 2003 Servers

Target Assets	Custodian	Impacted Services	Service Owner
<input type="checkbox"/> EXCH-MSG-03	Greg Adams	Messaging	Adam Barr
<input type="checkbox"/> EXCH-MSG-04	Greg Adams	Messaging	Adam Barr

Change Approval

Approver Name	Location	Required	Approval Status

Release Schedule

Deployment: Select next available maintenance window for target assets
 Schedule: Manually assign date

Asset Name	Approver	Approval Status	Deployment Schedule	Asset Status

Submit Save Cancel

Work Item Manager

- Messaging Service
 - Incidents
 - Problems
 - Change Requests
 - Assigned to me
- Active Directory
 - Incidents
 - Problems
 - Change Requests
 - Assigned to me

My Views

- All assigned to me

Work Item Manager

Asset navigator

Problem

Title Assigned To

High

Message sent exceeds the configured size limit AI Young

Message sent exceeds the configured size limit

Summary Expand all sections

Problem ID: PR8430277 Date Opened: 6/30/06 1:37 PM

Assigned To: AI Young Created By: AI Young

Requested For: AI Young

Priority: High

Urgency: 1

Reported By

- Kim Akers
- Operations Manager
- Operations Manager
- Melissa Meyers
- Rick Haddock
- Darren Parker

Modified By

- AI Young
- Paula Mahali

Last Updated

- 3/21/06 12:42 PM
- 2/04/06 8:11 AM

Actions

Knowledge

IT Calendar

Help

Microsoft System Center Service Desk

New ChangeRequest

Summary -- RFC1845 Expand all sections

Assigned To: AI Young Created By: AI Young

Requested Change: Software Patch Priority: High

Change Request Details

Available Patches: Patch: Mailbox size limits not enforced (KB911829)

Deploy To: Exchange 2003 Servers

<input checked="" type="checkbox"/> Target Assets	Custodian	Impacted Services	Service Owner
<input checked="" type="checkbox"/> EXCH-MSG-03	Greg Adams	Messaging	Adam Barr
<input checked="" type="checkbox"/> EXCH-MSG-04	Greg Adams	Messaging	Adam Barr

Change Approval

Approver Name	Location	Required	Approval Status
Greg Adams	Tukwila	Yes	n/a
Adam Barr	Redmond	Yes	n/a

Release Schedule

Deployment Select next available maintenance window for target assets

Schedule: Manually assign date

Asset Name	Approver	Approval Status	Deployment Schedule	Asset Status
EXCH-MSG-03	Greg Adams	n/a	July 1, 2006 3:00 AM PST	In Service
EXCH-MSG-04	Greg Adams	n/a	July 1, 2006 3:00 AM PST	In Service

Submit Save Cancel

Mail

Favorite Folders

- Inbox (1)
- Unread Mail
- For Follow Up
- Sent Items

All Mail Folders

- Mailbox - AIY
 - Deleted Items
 - Drafts
 - Inbox (1)
 - Junk E-mail
 - Outbox
 - Sent Items
 - Search Folders

Mail

Calendar

Contacts

Tasks

Inbox

Arranged By: Date Newest on top

Today

- Al Young** 2:56 PM
Change Approval Request - RFC1845

Change Approval Request - RFC1845

Al Young

Vote by clicking in this InfoBar and selecting your choice from the menu. This message was sent with High importance.

To: Al Young
Cc: Greg Adams

Change Approval Request

Action Required: Your approval for the following change has been requested. Please review the following information and either approve or reject this change request.

Summary

Requested Change: Software Patch
 Patch: Patch: Mailbox size limits not enforced (KB911829) Language: English
 Version: 1.0 Deploy To: Windows 2003 Servers

Target Assets

Asset Type	Name	Owner	Site	Deployment Schedule	Status
Server	EXCH-MSG-03	Greg Adams	Tukwila	June 30, 2006 3:00AM	In Service
Server	EXCH-MSG-04	Greg Adams	Tukwila	June 30, 2006 3:00AM	In Service

Approval Status

Name	Title	Role	Status	Comments
Al Young	Server Administrator	Initiator	Complete	View
Greg Adams	Server Administrator	Technical Specialist	Notified	None
Adam Barr	Messaging Service Owner	Messaging Escalation Contact	Notified	None

Mail

Favorite Folders

- Inbox (1)
 - Unread Mail
 - For Follow Up
 - Sent Items

All Mail Folders

- Mailbox - AIY
 - Deleted Items
 - Drafts
 - Inbox (1)
 - Junk E-mail
 - Outbox
 - Sent Items
 - Search Folders

Mail

Calendar

Contacts

Tasks

Inbox

Arranged By: Date Newest on top

Today

- AI Young** 2:56 PM
 - Change Approval Request - RFC1845

Change Approval Request - RFC1845

AI Young

Vote by clicking in this InfoBar and selecting your choice from the menu.
 This message was sent with High importance.

Vote: Approve
Vote: Reject

To: AI Young
Cc: Greg Adams

Change Approval Request

Action Required: Your approval for the following change has been requested. Please review the following information and either approve or reject this change request.

Summary

Requested Change: Software Patch
 Patch: Patch: Mailbox size limits not enforced (KB911829) Language: English
 Version: 1.0 Deploy To: Windows 2003 Servers

Target Assets

Asset Type	Name	Owner	Site	Deployment Schedule	Status
Server	EXCH-MSG-03	Greg Adams	Tukwila	June 30, 2006 3:00AM	In Service
Server	EXCH-MSG-04	Greg Adams	Tukwila	June 30, 2006 3:00AM	In Service

Approval Status

Name	Title	Role	Status	Comments
AI Young	Server Administrator	Initiator	Complete	View
Greg Adams	Server Administrator	Technical Specialist	Notified	None
Adam Barr	Messaging Service Owner	Messaging Escalation Contact	Notified	None

Mail

Favorite Folders

- Inbox (2)
- Unread Mail
- For Follow Up
- Sent Items

All Mail Folders

- Mailbox - AIY
- Deleted Items
- Drafts
- Inbox (2)
- Junk E-mail
- Outbox
- Sent Items
- Search Folders

Mail

Calendar

Contacts

Tasks

Inbox

Arranged By: Date Newest on top

Today

- Al Young** 2:57 PM
Approve: Change Approval Request - RFC1...
- Al Young** 2:55 PM
Change Approval Request - RFC1845

Change Approval Request - RFC1845

Al Young

You responded Approve on Wednesday, June 28, 2006 11:39 PM.
This message was sent with High importance.

To: Al Young
Cc: Greg Adams

Change Approval Request

Action Required: Your approval for the following change has been requested. Please review the following information and either approve or reject this change request.

Summary

Requested Change: Software Patch
Patch: Patch: Mailbox size limits not enforced (KB911829) Language: English
Version: 1.0 Deploy To: Windows 2003 Servers

Target Assets

Asset Type	Name	Owner	Site	Deployment Schedule	Status
Server	EXCH-MSG-03	Greg Adams	Tukwila	June 30, 2006 3:00AM	In Service
Server	EXCH-MSG-04	Greg Adams	Tukwila	June 30, 2006 3:00AM	In Service

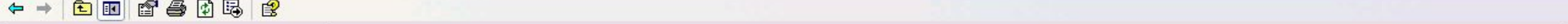
Approval Status

Name	Title	Role	Status	Comments
Al Young	Server Administrator	Initiator	Complete	View
Greg Adams	Server Administrator	Technical Specialist	Notified	None
Adam Barr	Messaging Service Owner	Messaging Escalation Contact	Notified	None



- Systems Management Server
 - Site Database (MMS - Microsoft)
 - Site Hierarchy
 - Collections
 - Packages
 - Advertisements
 - Software Metering Rules
 - Reporting
 - Product Compliance
 - Queries
 - Software Updates
 - System Status
 - Security Rights
 - Tools
 - Online Library

Name



	Name	Package	Program	Collection	Available After	Expires After
<ul style="list-style-type: none">Systems Management Server<ul style="list-style-type: none">Site Database (MMS - Microsoft)<ul style="list-style-type: none">Site HierarchyCollectionsPackagesAdvertisementsSoftware Metering RulesReportingProduct ComplianceQueriesSoftware UpdatesSystem StatusSecurity RightsToolsOnline Library	CR32985	Patch: Mailbox size limits not enforced (KB911829)	Exchange2003-KB911829-v2-x86-ENU.exe	Exchange 2003 Servers	3:00:00 AM 7/1/2006	Never