

# System Center “Service Desk”

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# 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

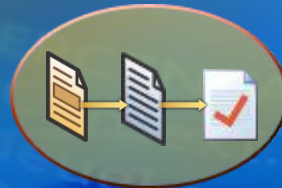
Microsoft  
**Visual Studio 2005**  
Team Foundation Server

Microsoft  
**Office**

Microsoft  
**Windows Server System**

# Состав "Service Desk"

Автоматизация лучших практик



Управление Инцидентами и проблемами  
Упрощает продуктивность персонала



Asset Lifecycle  
Management

Знаем наши активы и кто чем  
пользуется



Совместная работа

Людям легко работать вместе



Управление изменениями

Проводим изменения правильно



База Знаний  
Храним знания  
и опыт



CMDB

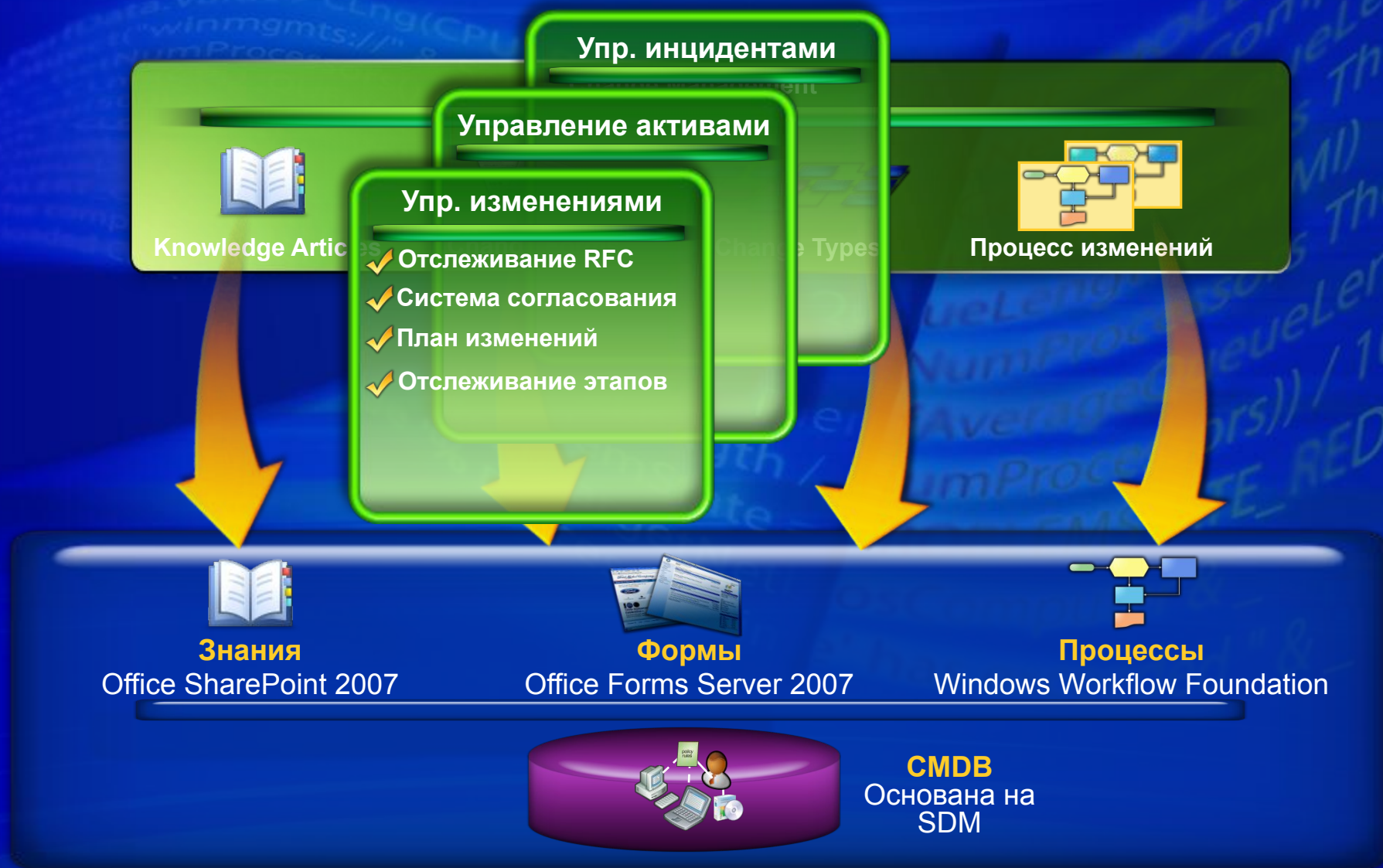
Модель инфраструктуры



Workflow

Автоматизиру  
ем процессы

# 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



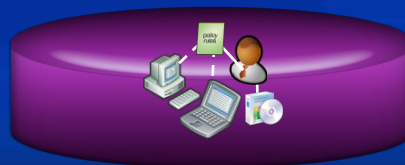
### Forms

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 image features a dark blue background with faint, white, semi-transparent lines of code from a Windows Management Instrumentation (WMI) script. The code includes property names like 'CPU\_PERCENTAGE', 'ScriptContext.TargetName', 'NumProcessors()', 'CPU\_QUEUE\_LENGTH\_THRESHOLD', 'QueueLength', 'AverageQueueLength', 'ProblemState', 'TargetNetbiosComputerName', 'ProcessorTime', 'NetbiosComputerName', 'Processors Then', 'QueueLength', 'Processors Then', 'AverageQueueLength', 'ProblemState =', 'PROBLEMSTATE\_RED', 'NetbiosComputer &', and 'has exceeded "&'. The Microsoft logo is prominently displayed in the center in a bold, white, sans-serif font.

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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
<b>High</b>	
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
<b>Low</b>	
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
<b>Medium</b>	
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	Effectd	Location	Office	Make	Model
<a href="#">MMEYERSDESK</a>	<input checked="" type="checkbox"/>	Redmond	7/1422	Dell	Dimension 2500
<a href="#">MMEYERS</a>	<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	<a href="#">EXCH-MSG-03: Database priv1.edb is near its free space threshold</a>	Incident	N/A	Operations Manager
<input type="checkbox"/> IR632560	<a href="#">Outlook keeps losing connection to server</a>	Incident	N/A	Darren Parker

Add Link Remove Selected

**Related Knowledge**

Article Title	Last Updated
<input type="checkbox"/> <a href="#">A message that exceeds the configured size limit is sent to a Exchange 2003 server</a>	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	<a href="#">Not Receive email</a>	Kim Akers
<input type="checkbox"/> Active	<a href="#">EXCH-MSG-03: Database priv1.edb is near its free space threshold</a>	Operations Manager
<input type="checkbox"/> Active	<a href="#">EXCH-MSG-03: Messages waiting to be routed queue message count high</a>	Operations Manager
<input type="checkbox"/> Active	<a href="#">Periodic delay in sending mail</a>	Melissa Meyers
<input type="checkbox"/> Active	<a href="#">Send and Receive never completes</a>	Rick Haddock
<input type="checkbox"/> Active	<a href="#">Outlook keeps losing connection to server</a>	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
<a href="#">Exchange 2000 and Exchange 2003 mailbox limits are not enforced</a>	3/21/06 12:42 PM
<a href="#">A message that exceeds the configured size limit is sent to a Exchange 2003 server</a>	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

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: <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



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

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

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**

- Operations Manager: 3/21/06 12:42 PM
- Operations Manager: 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: 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

Submit Save Cancel

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

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	<a href="#">View</a>
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.

To: AI Young  
Cc: Greg Adams

Vote: Approve  
Vote: Reject

#### 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	<a href="#">View</a>
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	<a href="#">View</a>
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"><li>Systems Management Server<ul style="list-style-type: none"><li>Site Database (MMS - Microsoft)<ul style="list-style-type: none"><li>Site Hierarchy</li><li>Collections</li><li>Packages</li><li>Advertisements</li><li>Software Metering Rules</li></ul></li><li>Reporting</li><li>Product Compliance</li><li>Queries</li><li>Software Updates</li><li>System Status</li><li>Security Rights</li><li>Tools</li><li>Online Library</li></ul></li></ul>	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