

# What's New With IBM Control Desk

Session 8310

—  
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think 2018



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# Outline

Overview

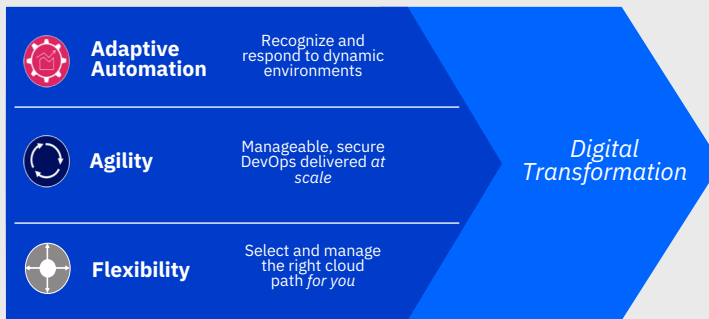
What's New

Vision and Roadmap

# Intro / Overview

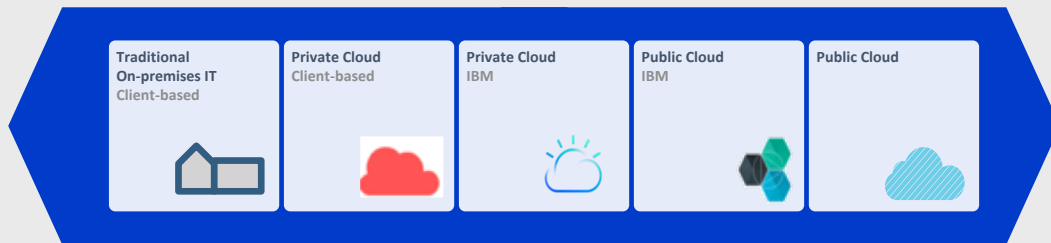
# IBM Control Desk helps enable cloud transformation journeys\*

Cloud Transformation is a journey.  
Applications & services Span  
traditional & cloud environments



DevOps and Operations  
must span these  
environments as well

Develop, Deploy, Monitor, Manage  
Automate, Analyze, Interact & Learn



\* See session 3390: Cloud-Scale, Cognitive Management for IT Operations — Helping Drive the Business Outcomes You Need,  
IBM Think Campus, Cloud and Data Campus, Large Theater A, Tuesday 5:30pm – 6:10pm

# Service Management Evolution



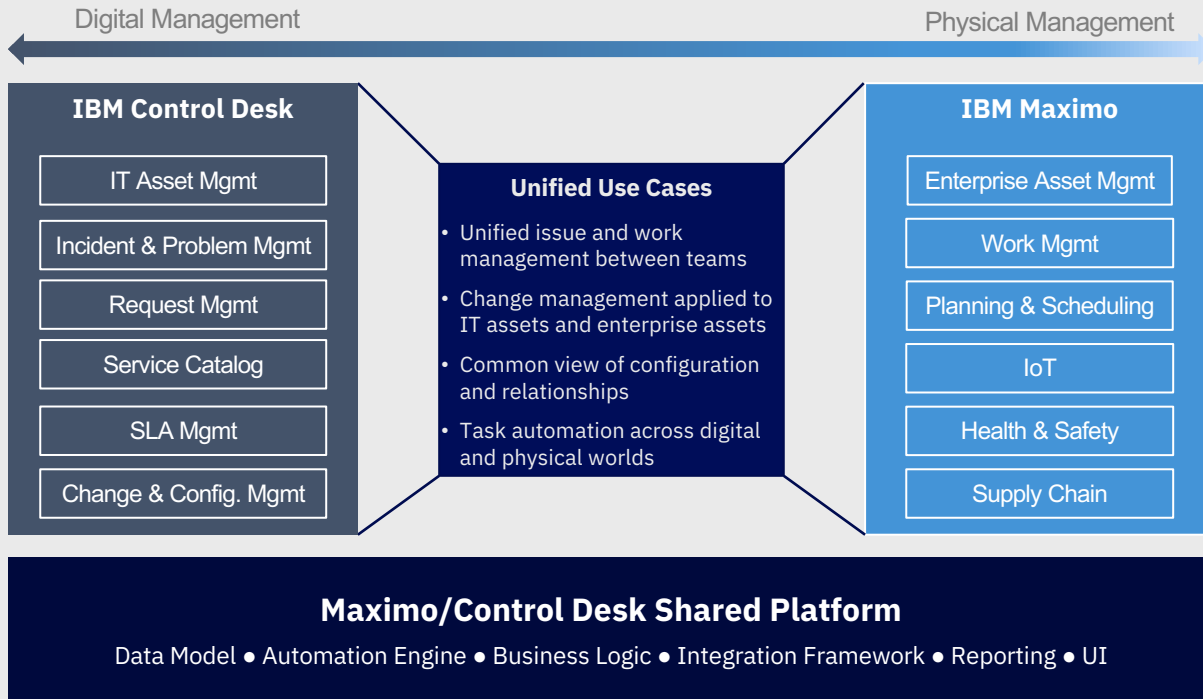
*Evolution*



	<b>Service Desk</b>	<b>IT Service Management</b>	<b>Cognitive Enterprise Service Management</b>
<b>User Interactions</b>	Agent / SME	+Self-Service	+Virtual Assistance
<b>User Experience</b>	Phone	Web	Web 2.0 / Mobile
<b>Environment</b>	On-Prem	On-Prem / Cloud	Hybrid Cloud
<b>Environment Change</b>	Relatively Low	Higher	Dynamic
<b>Services</b>	IT Services & IT Assets	+ Enterprise [Smart] Assets	IT / EAM / OT / IoT
<b>Process</b>	Incident, Request, etc.	+Change, Config, etc.	More collaborative
<b>Posture</b>	Reactive	More Proactive	More Cognitive

# IBM Control Desk enables unified dependency management

## Unified Digital and Physical Worlds



### Key Integrations:

- *IBM BigFix*
- *IBM TADDM*
- *IBM NOI/OMNibus*
- *IBM APM*
- *IBM Network Mgmt.*
- *IBM Watson Explorer*

### Key Integrations:

- *Maximo Oracle Adapter*
- *Maximo SAP Adapter*
- *Watson IoT Platform*
- *IBM Weather*
- *SCADA Device*
- *Watson Analytics*

# Schiphol Airport\* Case study

Schiphol Airport in Amsterdam achieved innovation, speed, and agility by reducing incidents by **61 percent**, reducing RFC lead time by **81 percent**, increasing # RFCs done by **480 percent**

## Business problem

Split Functional Asset Mgmt, Technical Asset Mgmt, and IT Project Teams led to poor communication and hand-off (driving incidents and demotivation) and long lead times / poor value for RFCs.

## Solution

Gain the ability to innovate with the speed and agility of coordinated teams, across asset and configuration management and corrective and preventative maintenance.

The solutions spans Asset Mgmt, Asset Technology Mgmt, Telematics, Parking, Operations, Baggage, and other customers.

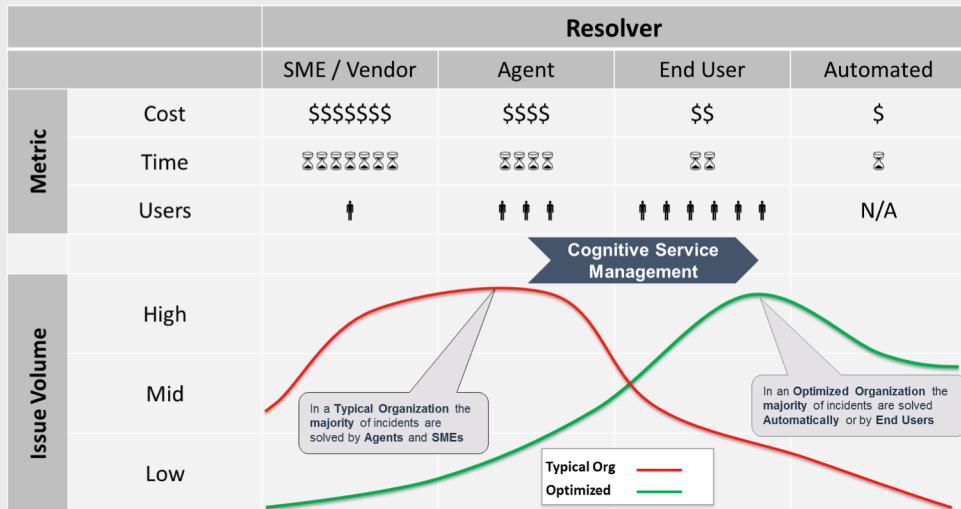




# What's New

# IBM Control Desk 7.6.0.3 Highlights

Save time, costs, and free up resources



## Value:

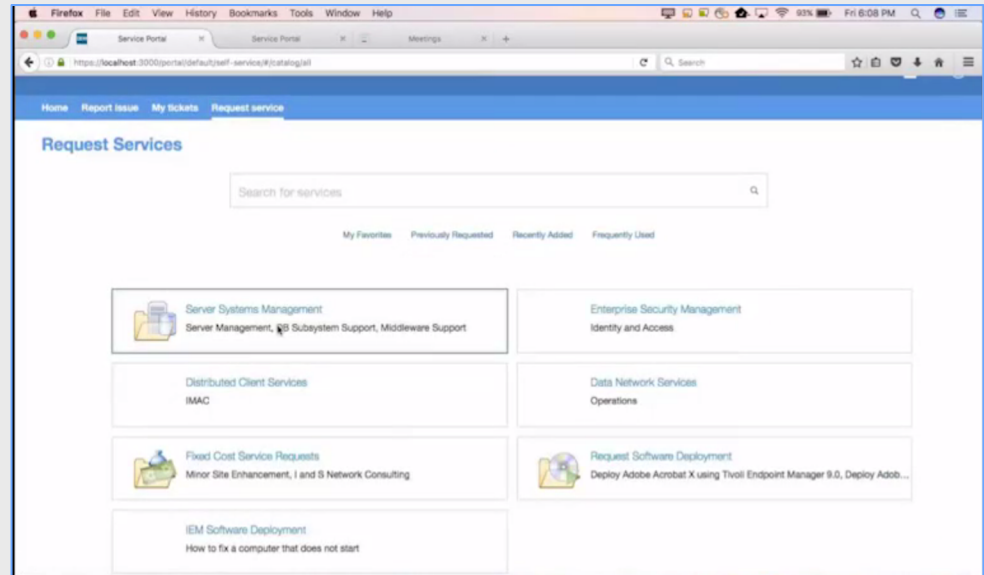
Empower end users to resolve issues and drive automated responses to requests

## Highlights:

1. Powerful, easy-to-use Service Portal for Self-Service and Service Catalog
  2. Distributed knowledge search, management with Watson Explorer Integration
  3. Updated platform for integration and automation
    - Function, fixes & currency updates (Tpae 7.6.0.8) for platform and hundreds of Maximo customers
- ❖ **Trial** is available on IBM Marketplace
- <https://www.ibm.com/us-en/marketplace/it-service-management/purchase#product-header-top>

# Service Portal Catalogue drives automated requests

- Offerings are easy found and ordered by search or category
- Offerings can be dynamically customized based on the user's information, domain, and CIs
- Orders drives workflow, approvals, governance, and fulfilment



# Service Portal Integration with Watson Explorer

Self Service Center

Home Report issue My tickets Request service

## Report issue

**Ticket information**

**\* Description:**  
db2 installation problem

**Severity:**  
☐ Low ☐ Medium ☐ High

**Replacedowner**

**Target Start**

**Additional ticket information**

**Attachments**

**User**

**Reporting User:**  
MAXADMIN

**Suggested Solutions:**

I found possible solutions based on your description!

Browse the solutions.

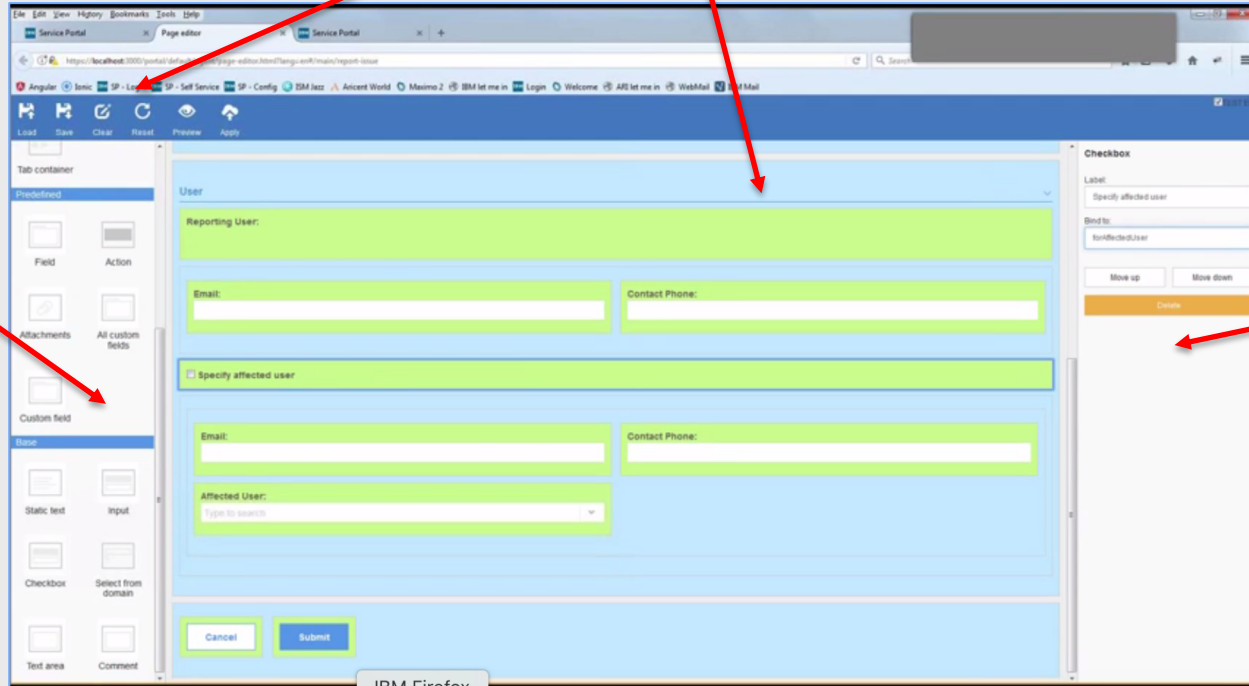
- IBM BigFix Linux  
Server installation fails with SQL error to remote database - United States
- IBM Endpoint  
Manager for Remote  
Control Interim Fix 9.0.0-  
TIV-IEMRC900-IF0006-  
United States
- IBM Endpoint

- Provides the user with a filtered set of possible solutions to solve their problem
- Seamlessly search across multiple, distributed, varied (structured, unstructured) knowledge sources
- Sources can include: tech support sites, local and distributed knowledge bases, product documentation, news sources, and non-technical sources like HR manuals
- Configuration and knowledge sources controlled by the ICD administrator

# Service Portal UI can be rapidly configured and branded

Rapidly visualize, validate and publish updates

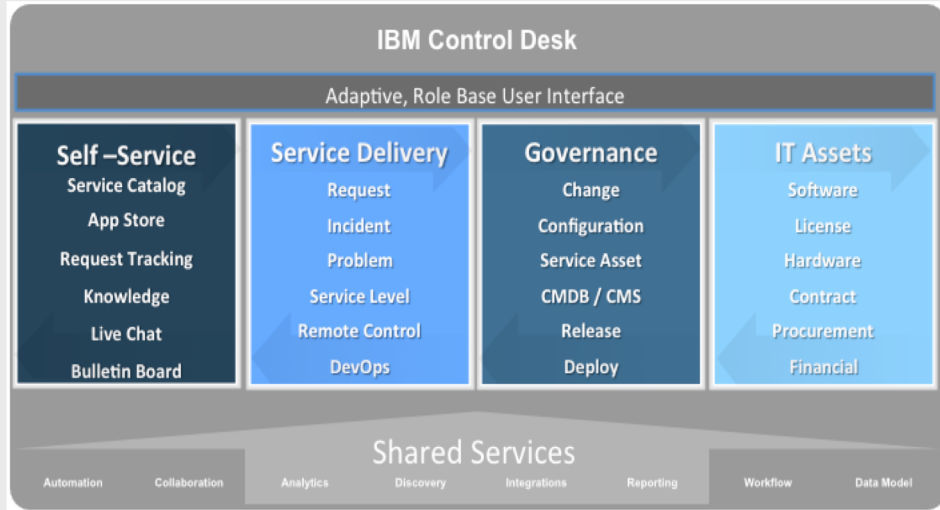
Drag and drop page definition widgets, containers, predefined elements



Easily set properties and enable a dynamic UI for users based on inputs and conditions (e.g. require description for significant issues)

The HTML 5 UI renders cleanly on a wide range of devices

# IBM Control Desk delivers visibility, control, and automation



- IBM Control Desk provides:
  - Best-practice focal point for managing services
  - Single Point of Contact for IT and end users
  - Hub for workflow and integration
- Control Desk easily integrates with tools that provide actionable information, automate change and request execution, and apply fixes across managed domains

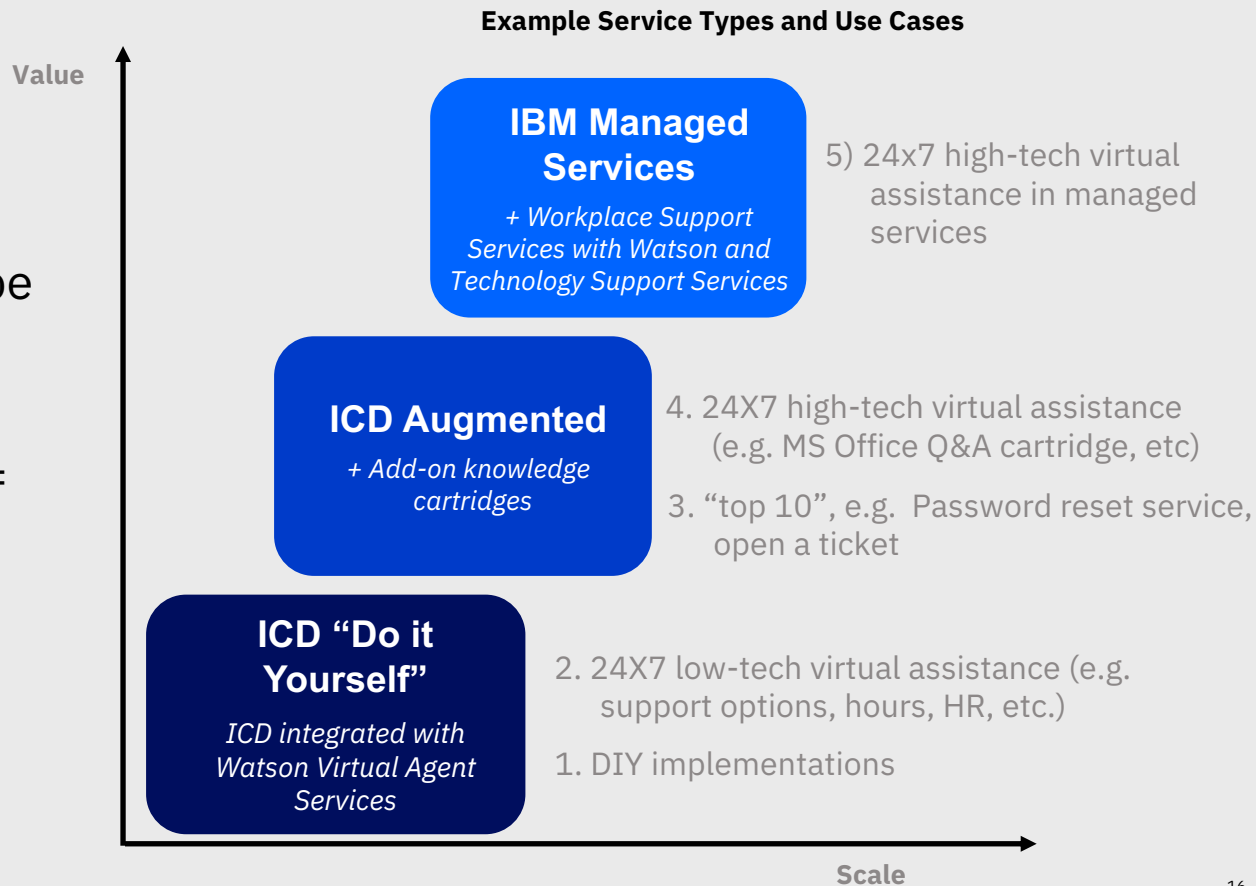
- ✓ Reduce help desk calls by up to 80%
- ✓ Reduce service delivery times up to 90%
- ✓ Improve first call resolution by 20%

- ✓ Reduce service request response times by 60%
- ✓ Increase process speed/efficiency by 40%
- ✓ Reduce outages caused by changes by up to 70%

# Vision and Roadmap

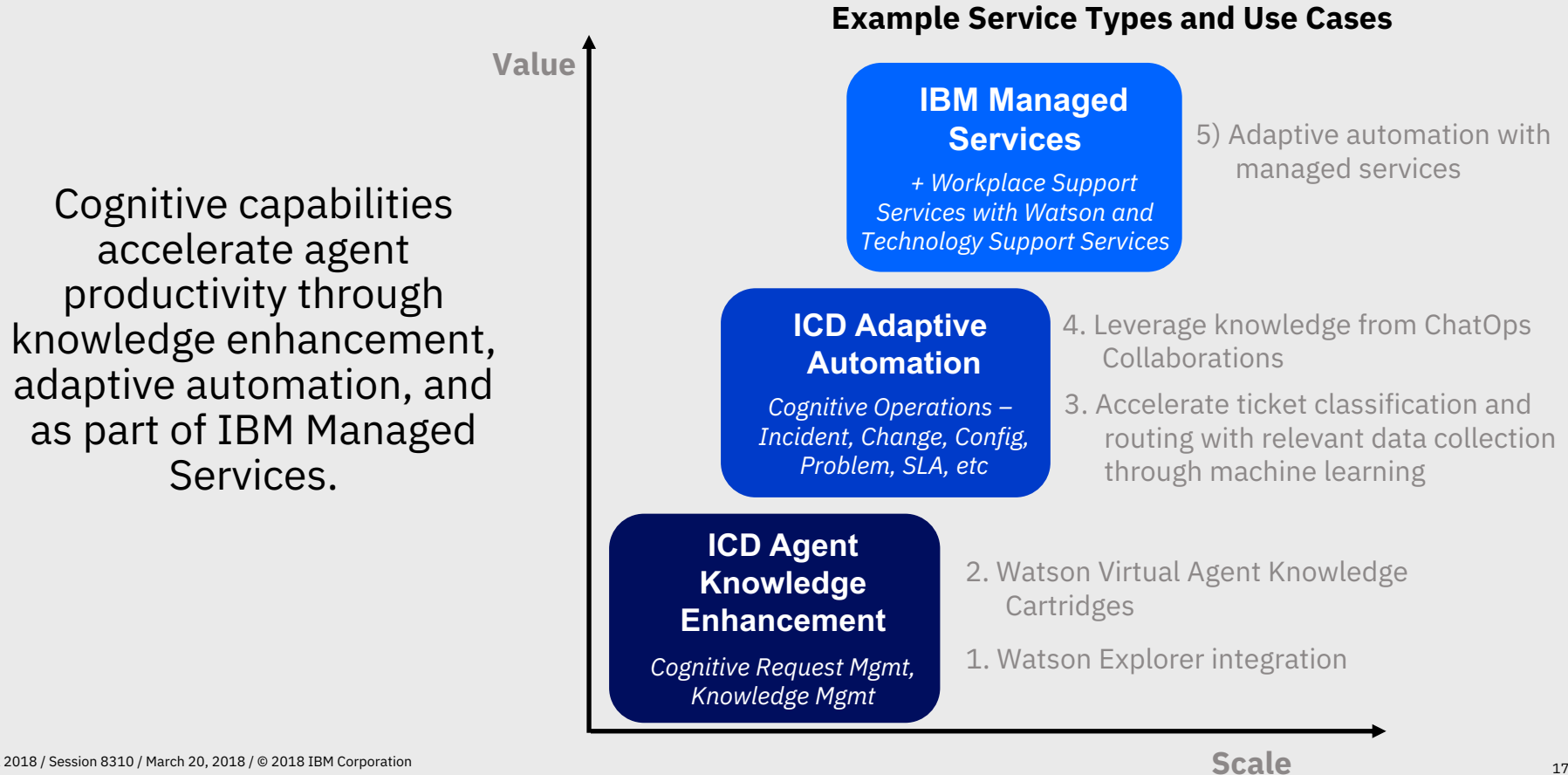
# Vision: IBM Control Desk Watson Virtual Agent Evolution

Cognitive assistance will be available to end-users in DIY implementations, OOTB knowledge cartridges, and as part of IBM Managed Services.



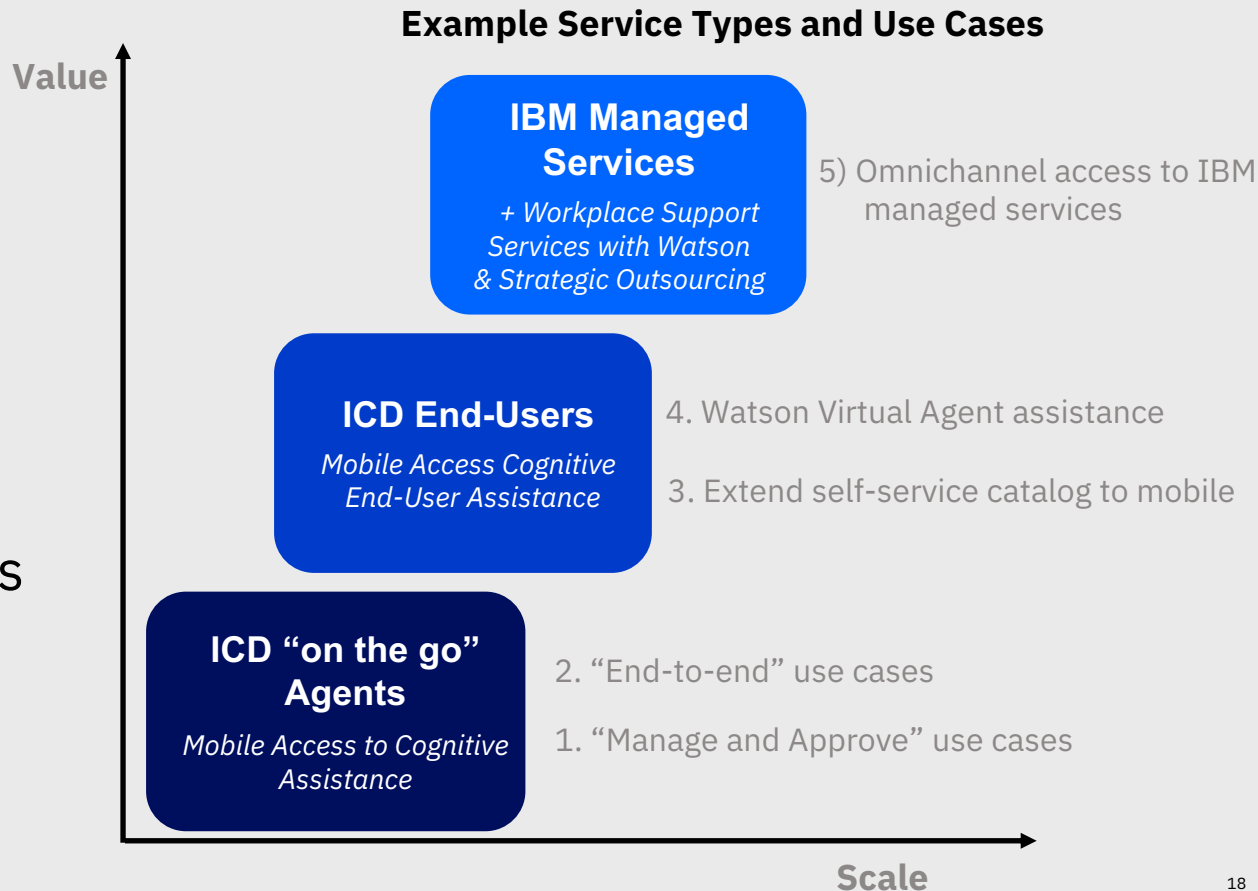


# Vision: IBM Control Desk Cognitive IT Service Management



# Vision: IBM Control Desk Mobile

Mobile access to ICD capabilities will be available to service desk agents, end-users, and as part of IBM managed services



# IBM Control Desk Roadmap

<i>Theme</i>	<b>ICD 7.6.0.3</b> GA September 2017	<b>1-6 Months</b> Change Probability Low	<b>Beyond 6 Months</b> Change Probability - Higher
<b>Simplified User Experience</b>	<b>Service Portal UI</b> <ul style="list-style-type: none"> <li>Configuration, content via widgets, dialog and expanded use cases</li> <li>Self-service and Service Catalog extensive use cases</li> <li>SSO support for Service Portal</li> </ul> <b>Classic UI</b> <ul style="list-style-type: none"> <li>High impact Java applet removal</li> </ul>	<b>Service Portal UI</b> <ul style="list-style-type: none"> <li>Catalog support for custom dialogs, additional attributes</li> <li>Incident Management use cases</li> </ul> <b>Classic UI</b> <ul style="list-style-type: none"> <li>Complete remove/replace of browser java applets</li> </ul> <b>Native Mobile App</b> <ul style="list-style-type: none"> <li>"Managing and Approve" use cases</li> </ul>	<b>Service Portal UI</b> <ul style="list-style-type: none"> <li>Advanced L1 / Agent Use cases; use cases for Service Delivery management and managing approvals</li> </ul> <b>Native Mobile App</b> <ul style="list-style-type: none"> <li>Use case expansion, exploit native mobile capabilities</li> <li>"Enhanced Agent" use cases</li> </ul> <b>Top RFEs</b> <ul style="list-style-type: none"> <li>As voted by our users</li> </ul>
<b>Cognitive Service Mgmt.</b>	<b>Cognitive knowledge management</b> <ul style="list-style-type: none"> <li>Integration with Watson Explorer for distributed knowledge management and search</li> </ul>	<b>Cognitive virtual assistant</b> <ul style="list-style-type: none"> <li>Natural language interaction-- assistance for finding solutions and getting help</li> <li>"Low tech" help / DIY</li> </ul>	<b>Cognitive IT Service Management</b> <ul style="list-style-type: none"> <li>Accelerate ticket classification, routing, relevant data collection through machine learning</li> </ul> <b>ChatOps Collaboration</b> <ul style="list-style-type: none"> <li>Team collaboration enablement through UI with ticket data capture</li> </ul> <b>Analytics and Reporting</b> <ul style="list-style-type: none"> <li>Cognos Analytics 11 update and exploitation</li> </ul>
<b>Holistic Service &amp; Asset Mgmt.</b>	<b>Process Automation Platform</b> <ul style="list-style-type: none"> <li>Tivoli Process Automation Environment (Tpae) 7.6.0.8 – enhancements, platform and Maximo currency</li> </ul> <b>Asset Management</b> <ul style="list-style-type: none"> <li>SW Catalog import from BigFix</li> </ul>	<b>Process Automation Platform</b> <ul style="list-style-type: none"> <li>Tpae Next – enhancements, platform, currency</li> </ul>	<b>Maximo Currency and alignment: IT + OT</b> <ul style="list-style-type: none"> <li>Tpae Next – enhancements, platform, currency</li> </ul> <b>IT Service Mgmt Platform Enhancements</b> <ul style="list-style-type: none"> <li>Improved support for time zones in calendar</li> <li>Remote control updates, Mac support</li> <li>Security Directory Integrator update</li> <li>Simplified Data Model Support (TADDM/ICD/ITIC)</li> </ul>

# For more information, visit IBM and Aricent



Mandalay Bay South Level 1  
Bayside B, Think Campus

Cloud and Data Campus

Manage and Secure Multi-cloud Environment  
*Ped 626: "Innovate with APM and NetCool"*



**Investing to accelerate  
the IBM Control Desk  
roadmap and leverage  
Aricent capabilities**



Mandalay Bay  
Booth 194

**Innercircle Workshop** (7989): MGM Grand Conference Center, Level 1 Room 110, **Monday**, all day

**Schiphol Airport** breakout session (Maximo + ICD): Mandalay Bay South, Level 2, Surf F, **Tuesday, 4:30- 5:10pm**

**Cloud-Scale, Cognitive Management for IT Operations** — Helping Drive the Business Outcomes You Need (3390)  
Cloud and Data Campus Large Theater A, **Tuesday 5:30pm – 6:10pm**

**Meet the Experts** (8558): Cloud and Data Campus Think Tank, **Tuesday, 6:30-6:50 PM and 7:00-7:20pm**

Get a free 30-day trial: <https://www.ibm.com/us-en/marketplace/it-service-management>

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# Thank you

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