What's New in Ivanti Service Manager 2018.1

This document highlights the new features and enhancements introduced in Ivanti® Service Manager 2018.1

Summary

This document summarizes some of the key functionality introduced in Service Manager release 2018.1. For more information on the release, see the Service Manager section in the Ivanti Community:

https://community.ivanti.com/community/heat-software/ivanti-service-manager-formerly-heat-service-management

Unless otherwise stated, these new features are available for both Cloud and On-Premise (when available) versions of Service Manager.

Native Integration with Ivanti Automation
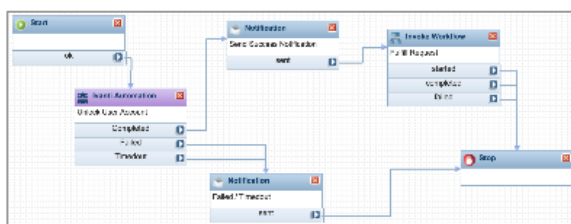
Service Manager now offers native integration with Ivanti Automation. With the solution's new Automation Workflow Block, it's now even easier to include Service Manager activities in automated processes that span other Ivanti applications, removing more manual tasks and hand-offs between tools to reduce costs and errors, while increasing efficiency and quality. You can extend the benefits of Ivanti Automation further by including connectors for other applications available in the Ivanti Market Place.

Mobile App for Self Service
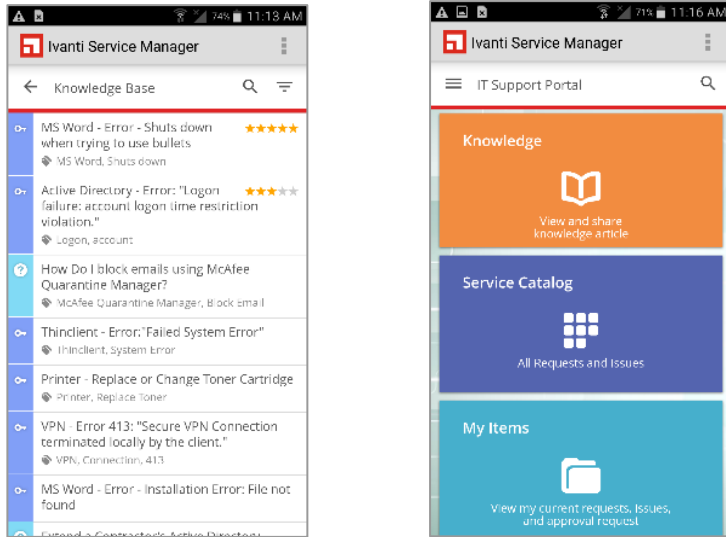
Service Manager users can now use the native Service Manager iOS and Android apps to improve their self-service experience while staying connected to your service desk. They can use the self-service app to create incidents, check status, submit requests, or search for answers to common questions. These apps, with their Responsive UI, can be a key part of your communication strategy so your users stay productive while they're on the move.

Updated User Experience
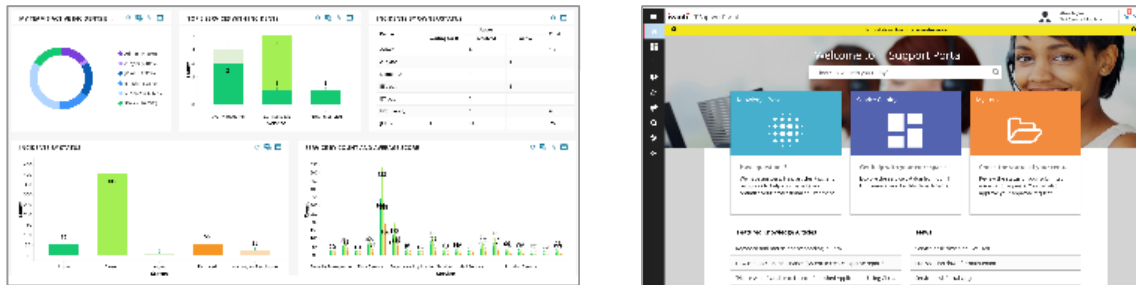
Release 2018.1 continues to deliver on Ivanti's Responsive UI strategy, adding more updates to Service Manager's UI for the Analyst Incident View, Dashboards, Self Service Homepage, and Service Catalog. You'll enjoy more flexibility and control for the 'look and feel' and colors for your screens, such as the new 'donut' view for pie charts in your dashboards.

Your users will also enjoy the updates for the self-service and service catalog UIs; finding the Home Pages are now easier to configure and provide a more engaging experience with consistent behavior across all devices, such as laptops, tablets, or mobile phones.

Zapier Integration
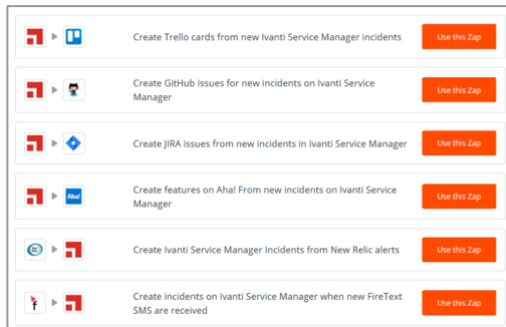
Ivanti has been working to integrate with Zapier, a cloud platform that delivers connections to more than 1,000 applications that are ready to integrate and work with Service Manager. With the Zapier integration, Service Manager actions such as creating a new incident can kick off corresponding actions in connected applications. You can create an integration in minutes without coding that allows you to:

- Create an incident from a tweet
- Send a Slack message when a new incident is created
- Broadcast alerts on Twitter when a major incident occurs, and more

Access the Service Manager integrations here, and also view the Integration Help document here.

Defect Fixes

In addition to the new features, release 2018.1 also addresses several defects and requests logged by customers.

For more information on the release, see the Service Manager 2018.1 section in the Ivanti Community:

https://community.ivanti.com/community/heat-software/ivanti-service-manager-formerly-heat-service-management

ivanti.com   **1 800 982 2130**   **sales@ivanti.com**