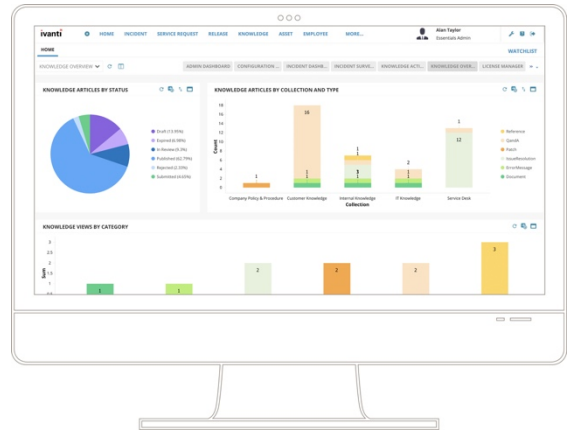# Services: Service Desk Basic

Build Your ITSM Foundation

Ivanti® Service Desk Basic implements the foundation of your Service Management system, bringing deeper control over incident management. If you're looking to upgrade your service desk from a basic ticketing system, our Professional Services package offers admins and users a powerful, standards-based platform that can expand to cover more advanced processes when needed. While building on our Help Desk options, it continues to deliver the Self-service Portal and incident-tracking details you expect from Ivanti.

Setting Up Your Solution

With Professional Services for your Service Desk Basic implementation, Ivanti will help you deploy these powerful resources:

Project Impact – Service Desk Basic

- **Infrastructure Installation:** We'll help you stand up your Service Desk Basic environment in the Ivanti Cloud or on-premise, ensuring all necessary connections for a quick start.
- **Incident Management:** Your ticketing system will be set up with multiple levels of categorization and prioritization, so you'll start with great visibility and an improved service experience. You'll be able to capture, identify, and respond to issues rapidly and realize quick results.
- **Knowledge Management:** Knowledge articles will be set up to gather, analyze, store, and share information to resolve any previously known issues.
- **Self-service Portal:** Users will realize an immediate benefit via your new self-service portal. We'll configure your portal and have it ready for your Service Manager go-live. You'll gain the visibility and ability to check status and resolve incidents through an intuitive interface.

Prescriptive, Outcome-based Approach

With more than 35,000 deployments, the Ivanti Professional Services team brings skill, experience, and understanding to every project. Our consultants, methodologies, and best practices are vetted continuously and proven to deliver the right solution. Customers gain peace of mind that their systems are implemented successfully, with world-class efficiency.

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