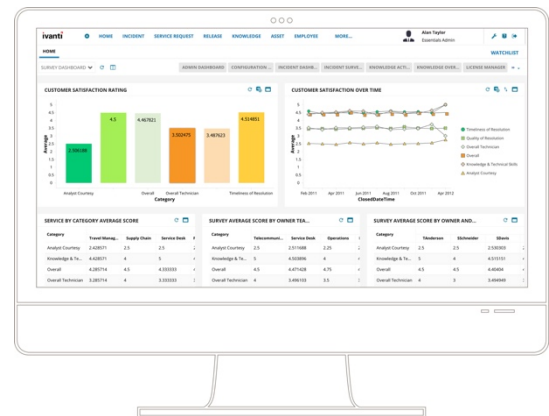


Services: Service Manager Premium Expansion

Protect Your Productivity Proactively

Service Manager Premium Expansion is the best choice for customers looking to add additional functionality to an existing implementation of Ivanti® Service Manager. This Premium Expansion services package adds Change and Configuration Management to your platform, plus it enhances your service offerings in the Service Catalog with Request Management. Change Management provides peace of mind—minimizing risk to the business when system updates and fixes are deployed. What's more, you receive assistance on your Configuration Management Database (CMDB), the centralized venue for storing all your IT configuration data and relationships among IT assets.



Setting Up Your Solution

With the help of Professional Services to expand your Service Manager Premium implementation, you can add these powerful resources:

- **Change Management:** IT Admins realize improvements to daily operations through managing, tracking, and optimizing changes to configuration items while minimizing impact on the business. Ensure key stakeholders are fully aware and on the same page before changes are implemented.
- **Configuration Management:** Configuration records hold formal documentation on processes and maintain all components of configuration items required for an IT service. We'll set you up to define, identify, and report on configuration items across the IT infrastructure, including items delivering business services.
- **Request Management:** The Service Catalog is part of Self Service where all your organization's available services are listed, and requests are created. You will be set up with control to customize the end-user experience—where customers and employees will order products and services.

Project Impact – Service Manager Premium Expansion

Duration	Medium
Customer Level of Effort	Medium
Level of Configuration	Medium

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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