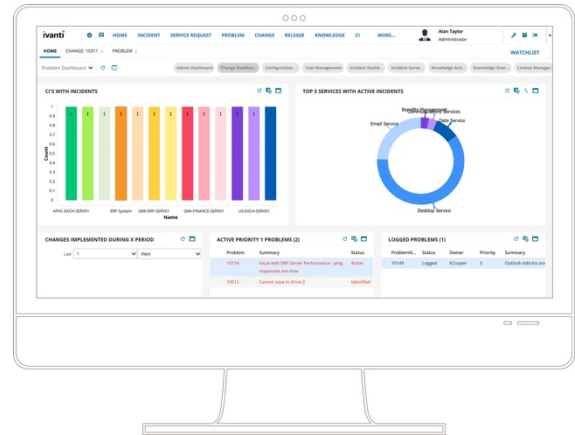# Services: Service Manager Professional

Protect Your Productivity

The Service Manager Professional package of implementation services adds Problem Management to your Ivanti® Service Manager platform, giving administrators more power to better segment and control workloads across the service organization. With this package, you're able to manage the unexpected service interruptions and QoS impediments as Incidents—and categorize as Problems any recurring issues that ultimately require resolution. IT teams can keep up with the various Requests received from across the organization, plus share Knowledge Management information to speed future incident resolution. What's more, users can access tools such as FAQs, Announcements, and Knowledge Center articles. You can assess user engagement via the Self-Service dashboard, gaining insights to help you improve customer satisfaction.

Setting Up Your Solution

With the help of Ivanti Professional Services for your Service Manager implementation, you can deploy these powerful resources:

Project Impact – Service Manager Professional

- **Infrastructure Installation:** We'll help you stand up your Service Manager infrastructure in the Ivanti Cloud or on-premise, ensuring all necessary connections for a quick start.
- **Incident Management:** Your system will be set up with 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 and service requests.
- **Knowledge Management**: Once set up you can 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 establish the visibility and ability to request all services, check status, and resolve incidents through an intuitive interface.
- **Problem Management:** Will be configured to address root causes, focusing on known issues by analyzing incidents.

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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