

# System Center “Service Desk”

Руслан Акмеев  
Консультант  
Microsoft Consulting Services, Russia

Microsoft Management Summit 2006

# Agenda

- Что мы услышали от наших заказчиков
- Vision
- Что будет в “Service Desk” версии 1
- Даты выхода на рынок

# Что мы услышали от наших заказчиков...

## Просто в использовании

- Интуитивно понятный пользовательский интерфейс
- Основные формы «как в ITIL/MOF»
- Простая инсталляция системы: «Next, Next, Next, Finish» ☺

## Интеграция с другими продуктами Microsoft

- Совместная работа с Office 2007
- Использование MOM для процессов управления инцидентами и проблемами
- Configuration Manager для инвентаризации
- Использование MOF для автоматизации процессов

## Простота настройки

- Использование привычных инструментов для настройки форм и процессов
- Использование большого количества уже готовых сценариев: «только чуть подправить»
- Конфигурирование «визардами»

# “Service Desk” Vision

**“Создать решение, которое поможет ИТ-подразделениям автоматизировать передовой опыт работы процессов, будет просто в настройке и использовании и интегрироваться с множеством технологий Microsoft”**

Microsoft®  
**System Center**

Microsoft®  
**Operations Framework**  
Proven Practices for Operational Excellence

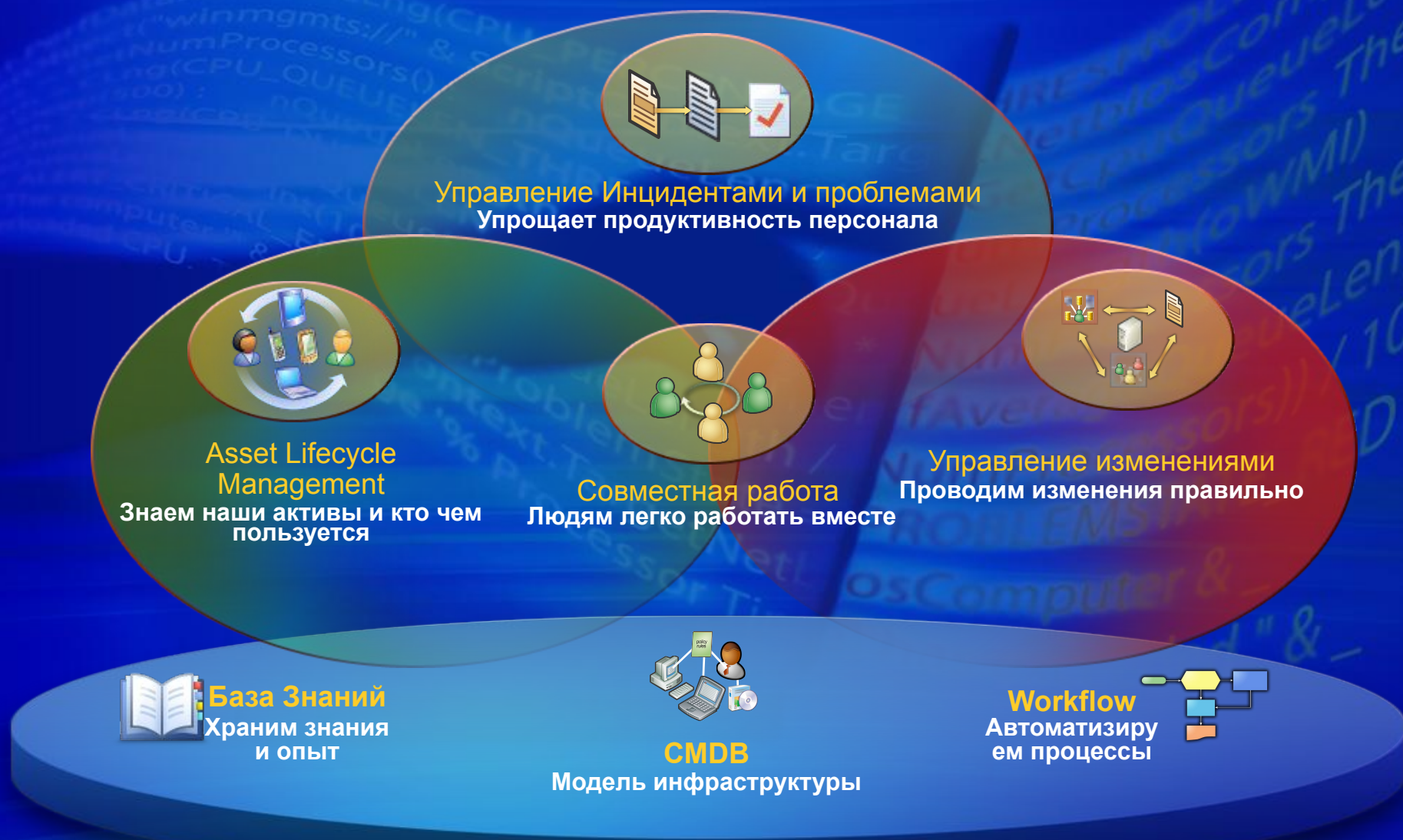
 Microsoft®  
**Visual Studio 2005**  
Team Foundation Server

 Microsoft®  
**Office**

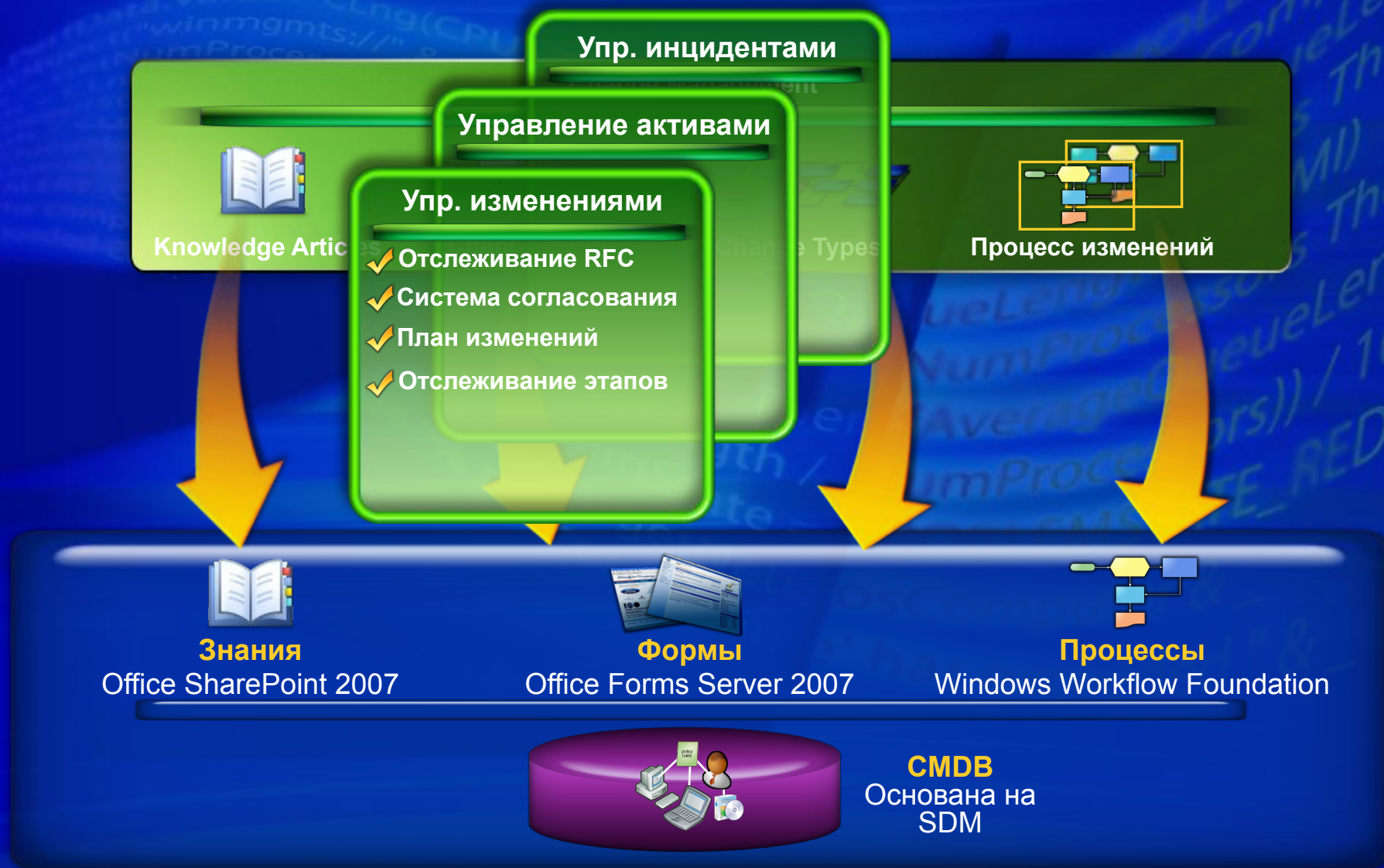
  
Microsoft®  
**Windows Server System**

# Состав “Service Desk”

Автоматизация лучших практик



# Расширения “Service Desk”



# “Service Desk” Сценарии создания

## *Information Worker Tools*



- Простейшее создание новых форм
- Создание Знаний
- Создание Отчетов

## *Developer Tools*



- Создание Workflows
- Добавление новых типов в CMDB
- Кастомизация портала “Service Desk”

# Технологии в “Service Desk”

## Управление Знаниями

- **Создано на SharePoint 2007**

- Доступ к контенту в портале или консоли
- Полноценный поиск
- Статьи и вложенные файлы линкуются к CMDB
- Создание и согласование новых статей используя инструменты MS Office

- **Общий формат**

- Основан на MAML, который используется в MOM, MSDN и TechNet
- Просмотр базы знаний из MOM через Service Desk
- Интеграция результатов поиска с TechNet и MSD

- **Процессная документация**

- Не противоречит и поддерживает MOF



### Knowledge

Office SharePoint 2007



### Forms

Office Forms Server 2007



### Workflow

Windows Workflow Foundation



### CMDB

Based on SDM

# Технологии в “Service Desk”

## Формы

- Созданы в InfoPath Server 2007
  - XML-based
  - Показ форм через HTML и WinForm
  - Кастомизация с помощью InfoPath 2007
- UI поддерживает MOF/ITIL
  - Формы содержат рекомендованные понятия и термины
- Настройка пользовательского интерфейса
  - Изменение названий полей без модификации схемы данных
  - Добавление новых форм, используя InfoPath 2007



### Knowledge

Office SharePoint 2007



### Forms

Office Forms Server 2007



### Workflow

Windows Workflow Foundation



### CMDB

Based on SDM

# Технологии в “Service Desk” Workflow

- Создан на Windows Workflow Foundation (WinWF)
  - Поддержка процессов как для систем, так и для людей
  - Визуальный дизайнер процессов Visual Studio 2005
- Автоматизация MOF/ITIL
  - Готовые имплементации процессов MOF/ITIL
- Настраиваемые процессы
  - Настройка большим количеством «визардов»
  - Создание новых процессов с помощью Visual Studio 2005



## Knowledge

Office SharePoint 2007



## Forms

Office Forms Server 2007



## Workflow

Windows Workflow Foundation



## CMDB

Based on SDM

# Технологии в “Service Desk”

## CMDB

- **Создано на технологии SDM**

- Общая meta-model и core model для System Center
- Хранилище данных: SQL 2005

- **Конфигурационные единицы**

- Hardware, software, пользователи, сервисы и т.д..
- Связи между Конфигурационными Единицами (равноправные, подчиненные)

- **Work Items**

- Отслеживание Инцидентов, Проблем, RFC
- Линкование Конфигурационных Единиц с Work Items



### Knowledge

Office SharePoint 2007



### Forms

Office Forms Server 2007



### Workflow

Windows Workflow Foundation



### CMDB

Based on SDM

# “Service Desk” : когда?

**MMS Preview**  
**April 2006**

**Beta 1**  
**2H 2006**

**Beta 2**  
**1H 2007**

**RTM**  
**2H 2007**

- Обратная связь с клиентами и партнерами в процессе создания
- Особое внимание: простота, интегрируемость, расширяемость
- Стратегические цели:
  - Глубокая интеграция с System Center
  - Управление Инцидентами и Проблемами (Incident and Problem Management)
  - Управление Активами (Asset Management)
  - Управление Изменениями (Change Management)
  - Самообслуживание (Self-Service Solutions)

The background is a deep blue with faint, white, and light blue text of computer code scattered across it. The code includes snippets like 'data.Value > CLng(CPU\_PERCENTAGE)', 'ScriptContext.Target', 'NetbiosComputer', 'GetCPUQueueLength', 'umProcessors Then', 'ueLength / 100', 'PROBLEMSTATE\_RED', 'osComputer &', and 'has exceeded "&'. The Microsoft logo is prominently displayed in the center in a large, white, bold font.

# Microsoft®

Your potential. Our passion.™

## Work Item Manager

## Messaging Service

- Incidents
  - Problems
  - Change Requests
  - Assigned to me
- Active Directory
- Incidents
  - Problems
  - Change Requests
  - Assigned to me

## My Views

- All assigned to me

## Work Item Manager

## Asset navigator

## Incident

Title	Reported By
High	
Not receiving email	Kim Akers
EXCH-MSG-03:Database priv1.edb is near its maximu...	MDM
EXCH-MSG-03:Messages waiting to be routed queue ...	MDM
Periodic delay in sending email	Melissa Meyers
Outlook keeps losing connection to server	Darren Parker
Send and receive never completes	Rick Haddock
Low	
Unable to reply to email	Sondra Mitchell
Personal Folder may be corrupt	Patrick Blakeman
Messages are routed to the junk folder	Melroy D'Souza
Search folder missing data	Nicolas Velez
Medium	
Unable to send/receive email	Melissa Meyers

## Periodic delay in sending email

## Summary

☒ Expand all sections

Incident ID: 634626 Assigned To:

Date Opened: 6/30/2006 7:34 AM

Title:

Status:  Created By: Al Young

Sub-Status:  Created For:

Description:

## User Contact Information

Alias	Location	Office	Phone
mmeyers	Redmond	7/1422	+1 (425) 705-5555

## User Asset Information

Computer Name	Effectd	Location	Office	Make	Model
<a href="#">MMEYERSDESK</a>	<input checked="" type="checkbox"/>	Redmond	7/1422	Dell	Dimension 2500
<a href="#">MMEYERS</a>	<input type="checkbox"/>	Redmond	7/1422	Toshiba	Tecra M4

## History

Date	Change	Modified By
6/30/2006 7:34 AM	Created	Al Young
6/30/2006 9:57 AM	Comment added	Al Young
6/30/2006 4:16 PM	Sub-Status updated to Fix Ready	Al Young

## Links

ID	Title	Type	Status	Creator
<input type="checkbox"/> IR631109	<a href="#">EXCH-MSG-03: Database priv1.edb is near its free space threshold</a>	Incident	N/A	Operations Manager
<input type="checkbox"/> IR632560	<a href="#">Outlook keeps losing connection to server</a>	Incident	N/A	Darren Parker

## Related Knowledge

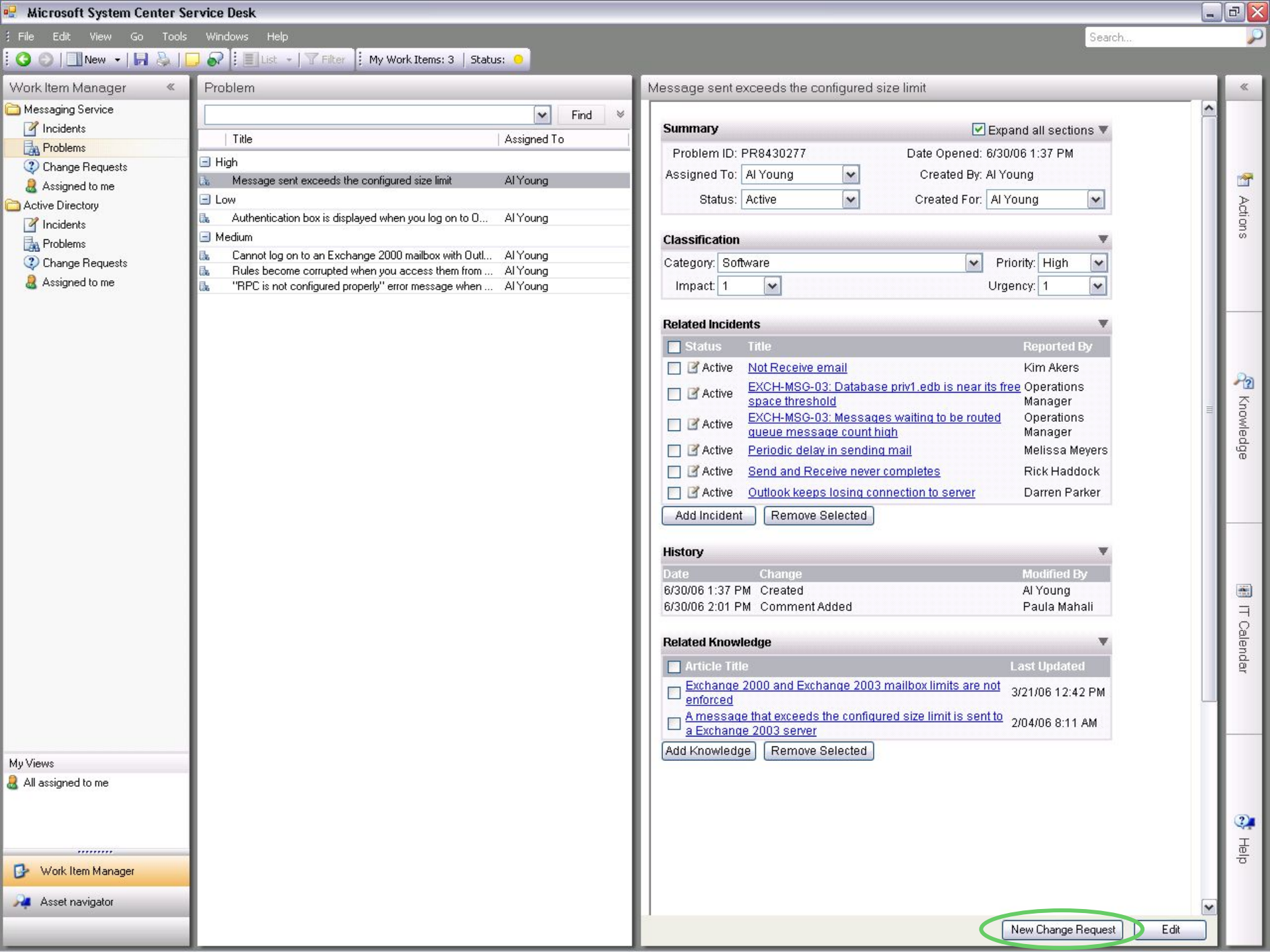
Article Title	Last Updated
<input type="checkbox"/> <a href="#">A message that exceeds the configured size limit is sent to a Exchange 2003 server</a>	2/04/2006 08:11 AM

Actions

Knowledge

IT Calendar

Help



## Work Item Manager

- Messaging Service
- Incidents
- Problems
- Change Requests
- Assigned to me
- Active Directory
- Incidents
- Problems
- Change Requests
- Assigned to me

## My Views

- All assigned to me

## Work Item Manager

## Asset navigator

## Problem

Title	Assigned To
High	
Message sent exceeds the configured size limit	Al Young
Low	
Authentication box is displayed when you log on to O...	Al Young
Medium	
Cannot log on to an Exchange 2000 mailbox with Outl...	Al Young
Rules become corrupted when you access them from ...	Al Young
"RPC is not configured properly" error message when ...	Al Young

## Message sent exceeds the configured size limit

## Summary

Expand all sections

Problem ID: PR8430277 Date Opened: 6/30/06 1:37 PM  
Assigned To: Al Young Created By: Al Young  
Status: Active Created For: Al Young

## Classification

Category: Software Priority: High  
Impact: 1 Urgency: 1

## Related Incidents

Status	Title	Reported By
Active	Not Receive email	Kim Akers
Active	EXCH-MSG-03: Database priv1.edb is near its free space threshold	Operations Manager
Active	EXCH-MSG-03: Messages waiting to be routed queue message count high	Operations Manager
Active	Periodic delay in sending mail	Melissa Meyers
Active	Send and Receive never completes	Rick Haddock
Active	Outlook keeps losing connection to server	Darren Parker

Add Incident

Remove Selected

## History

Date	Change	Modified By
6/30/06 1:37 PM	Created	Al Young
6/30/06 2:01 PM	Comment Added	Paula Mahali

## Related Knowledge

Article Title	Last Updated
Exchange 2000 and Exchange 2003 mailbox limits are not enforced	3/21/06 12:42 PM
A message that exceeds the configured size limit is sent to a Exchange 2003 server	2/04/06 8:11 AM

Add Knowledge

Remove Selected

New Change Request

Edit

Microsoft System Center Service Desk

File Edit View Go Tools Windows Help

Search...

New Filter My Work Items: 3 Status:

Work Item Manager

Messaging Service

Incidents

Problems

Change Requests

Assigned to me

Active Directory

Incidents

Problems

Change Requests

Assigned to me

My Views

All assigned to me

Work Item Manager

Asset navigator

Problem

TitleAssigned To

High

Message sent exceeds the configured size limitAI Young

Microsoft System Center Service Desk

New ChangeRequest

Summary -- RFC1845

Assigned To: AI Young

Requested Change: <select>

Created By: AI Young

Priority: High

Change Request Details

Change Approval

Approver Name	Location	Required	Approval Status
---------------	----------	----------	-----------------

Release Schedule

Deployment: Select next available maintenance window for target assets

Schedule: Manually assign date

Asset Name	Approver	Approval Status	Deployment Schedule	Asset Status
------------	----------	-----------------	---------------------	--------------

SubmitSaveCancel

Message sent exceeds the configured size limit

Summary

Problem ID: PR8430277

Assigned To: AI Young

Date Opened: 6/30/06 1:37 PM

Created By: AI Young

Assigned For: AI Young

Priority: High

Urgency: 1

Reported By

Kim Akers

Operations Manager

Melissa Meyers

Rick Haddock

Darren Parker

Modified By

AI Young

Paula Mahali

Last Updated

3/21/06 12:42 PM

2/04/06 8:11 AM

New Change RequestEdit

## Work Item Manager

- Messaging Service
  - Incidents
  - Problems
  - Change Requests
  - Assigned to me
- Active Directory
  - Incidents
  - Problems
  - Change Requests
  - Assigned to me

## My Views

- All assigned to me

## Work Item Manager

## Asset navigator

## Problem

Find

Title	Assigned To
High	
Message sent exceeds the configured size limit	Al Young

## Microsoft System Center Service Desk

## New ChangeRequest

## Summary -- RFC1845

☒ Expand all sections

Assigned To: Al Young

Created By: Al Young

Requested Change: Software Patch

Priority: High

## Change Request Details

Available Patches: &lt;select&gt;

Deploy To: &lt;select&gt;

## Change Approval

Approver Name	Location	Required	Approval Status
---------------	----------	----------	-----------------

## Release Schedule

Deployment ☒ Select next available maintenance window for target assetsSchedule: ☐ Manually assign date

Asset Name	Approver	Approval Status	Deployment Schedule	Asset Status
------------	----------	-----------------	---------------------	--------------

Submit

Save

Cancel

## Message sent exceeds the configured size limit

## Summary

☒ Expand all sections

Problem ID: PR8430277

Date Opened: 6/30/06 1:37 PM

Assigned To: Al Young

Created By: Al Young

Assigned For: Al Young

Priority: High

Urgency: 1

## Reported By

Kim Akers

Operations

Manager

Operations

Manager

Melissa Meyers

Rick Haddock

Darren Parker

## Modified By

Al Young

Paula Mahali

## Last Updated

3/21/06 12:42 PM

2/04/06 8:11 AM

New Change Request

Edit

## Work Item Manager

- Messaging Service
  - Incidents
  - Problems
  - Change Requests
  - Assigned to me
- Active Directory
  - Incidents
  - Problems
  - Change Requests
  - Assigned to me

## My Views

- All assigned to me

## Work Item Manager

## Asset navigator

## Problem

Title	Assigned To
High	AI Young
Message sent exceeds the configured size limit	

## Microsoft System Center Service Desk

## New ChangeRequest

## Summary -- RFC1845

☒ Expand all sections

Assigned To:	AI Young	Created By:	AI Young
Requested Change:	Software Patch	Priority:	High

## Change Request Details

Available Patches: Patch: Mailbox size limits not enforced (KB911829)

Deploy To: Exchange 2003 Servers

Target Assets	Custodian	Impacted Services	Service Owner
<input type="checkbox"/> EXCH-MSG-03	Greg Adams	Messaging	Adam Barr
<input type="checkbox"/> EXCH-MSG-04	Greg Adams	Messaging	Adam Barr

## Change Approval

Approver Name	Location	Required	Approval Status
---------------	----------	----------	-----------------

## Release Schedule

Deployment ☒ Select next available maintenance window for target assetsSchedule: ☐ Manually assign date

Asset Name	Approver	Approval Status	Deployment Schedule	Asset Status
------------	----------	-----------------	---------------------	--------------

Submit

Save

Cancel

## Message sent exceeds the configured size limit

## Summary

☒ Expand all sections

Problem ID: PR8430277 Date Opened: 6/30/06 1:37 PM

Assigned To: AI Young Created By: AI Young

Assigned For: AI Young

Priority: High

Urgency: 1

## Reported By

Kim Akers  
Operations Manager  
Melissa Meyers  
Operations Manager  
Rick Haddock  
Operations Manager  
Darren Parker

## Modified By

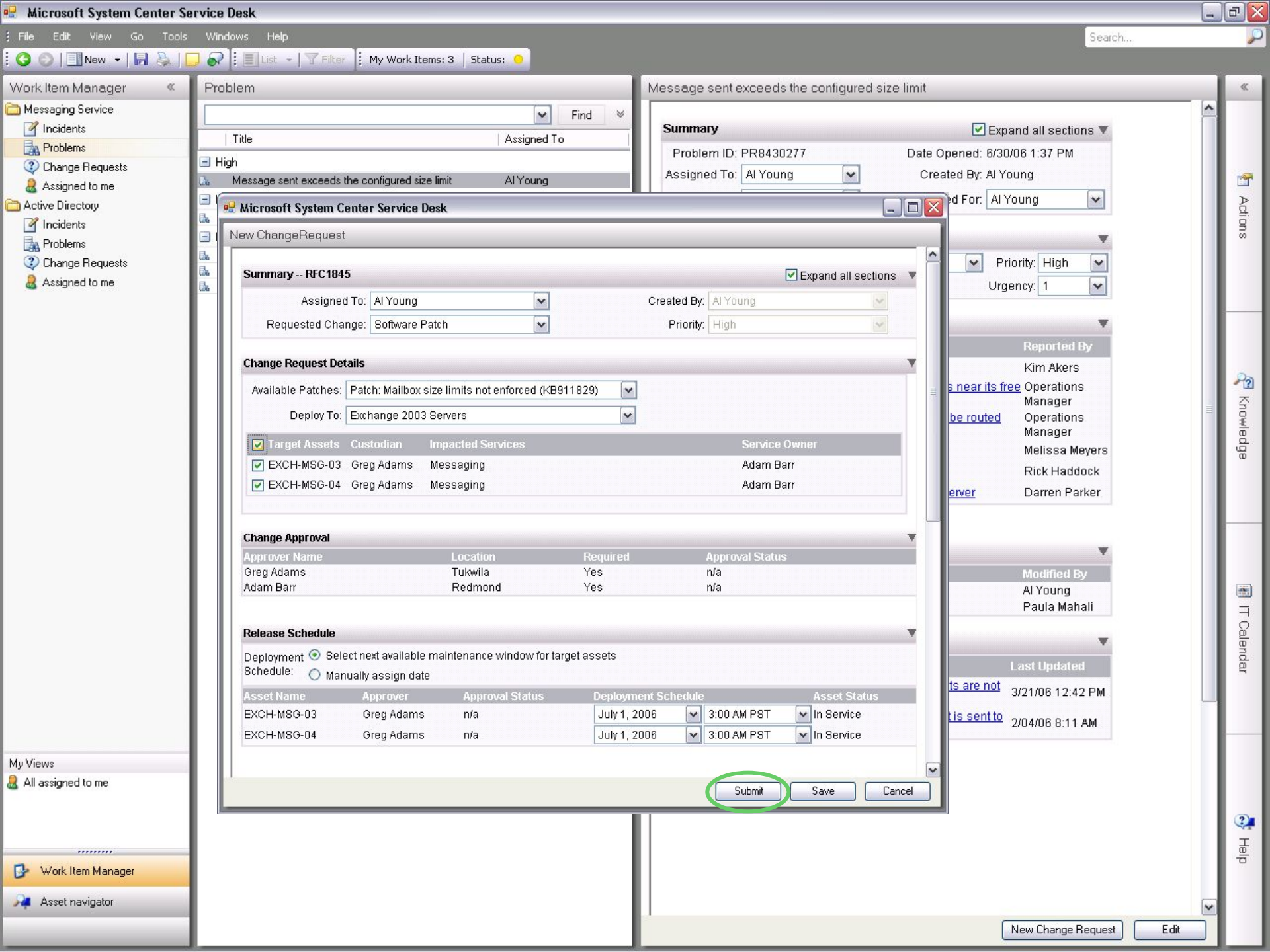
AI Young  
Paula Mahali

## Last Updated

3/21/06 12:42 PM  
2/04/06 8:11 AM

New Change Request

Edit



## Mail

## Favorite Folders

- Inbox (1)
- Unread Mail
- For Follow Up
- Sent Items

## All Mail Folders

- Mailbox - AIY
  - Deleted Items
  - Drafts
  - Inbox (1)
  - Junk E-mail
  - Outbox
  - Sent Items
- Search Folders

## Mail

## Calendar

## Contacts

## Tasks

## Inbox

Arranged By: Date

Newest on top

## Today

AI Young 2:56 PM  
Change Approval Request - RFC1845

## Change Approval Request - RFC1845

AI Young

Vote by clicking in this Infobar and selecting your choice from the menu.  
This message was sent with High importance.

To: AI Young  
Cc: Greg Adams

## Change Approval Request

**Action Required: Your approval for the following change has been requested. Please review the following information and either approve or reject this change request.**

## Summary

Requested Change: Software Patch

Patch: Patch: Mailbox size limits not enforced (KB911829)

Version: 1.0

Language: English

Deploy To: Windows 2003 Servers

## Target Assets

Asset Type	Name	Owner	Site	Deployment Schedule	Status
Server	EXCH-MSG-03	Greg Adams	Tukwila	June 30, 2006 3:00AM	In Service
Server	EXCH-MSG-04	Greg Adams	Tukwila	June 30, 2006 3:00AM	In Service

## Approval Status

Name	Title	Role	Status	Comments
AI Young	Server Administrator	Initiator	Complete	<a href="#">View</a>
Greg Adams	Server Administrator	Technical Specialist	Notified	None
Adam Barr	Messaging Service Owner	Messaging Escalation Contact	Notified	None

**Mail**

**Favorite Folders**

**Inbox (1)**

Unread Mail

For Follow Up

Sent Items

**All Mail Folders**

Mailbox - AIY

Deleted Items

Drafts

**Inbox (1)**

Junk E-mail

Outbox

Sent Items

Search Folders

**Mail**

**Calendar**

**Contacts**

**Tasks**

**Inbox**

Arranged By: Date Newest on top

**Today**

**AI Young** 2:56 PM

Change Approval Request - RFC1845

**Change Approval Request - RFC1845**

AI Young

Vote by clicking in this Infobar and selecting your choice from the menu.  
This message was sent with High importance.

Vote: Approve

Vote: Reject

**To:** AI Young  
**Cc:** Greg Adams

**Change Approval Request**

**Action Required: Your approval for the following change has been requested. Please review the following information and either approve or reject this change request.**

**Summary**

Requested Change: Software Patch

Patch: Patch: Mailbox size limits not enforced (KB911829) Language: English

Version: 1.0 Deploy To: Windows 2003 Servers

**Target Assets**

Asset Type	Name	Owner	Site	Deployment Schedule	Status
Server	EXCH-MSG-03	Greg Adams	Tukwila	June 30, 2006 3:00AM	In Service
Server	EXCH-MSG-04	Greg Adams	Tukwila	June 30, 2006 3:00AM	In Service

**Approval Status**

Name	Title	Role	Status	Comments
AI Young	Server Administrator	Initiator	Complete	<a href="#">View</a>
Greg Adams	Server Administrator	Technical Specialist	Notified	None
Adam Barr	Messaging Service Owner	Messaging Escalation Contact	Notified	None

## Mail

## Favorite Folders

- Inbox (2)
- Unread Mail
- For Follow Up
- Sent Items

## All Mail Folders

- Mailbox - AIY
- Deleted Items
- Drafts
- Inbox (2)
- Junk E-mail
- Outbox
- Sent Items
- Search Folders

## Mail

## Calendar

## Contacts

## Tasks

## Inbox

Arranged By: Date

Newest on top

## Today

Al Young 2:57 PM

Approve: Change Approval Request - RFC1...

Al Young 2:56 PM

Change Approval Request - RFC1845

## Change Approval Request - RFC1845

Al Young

You responded Approve on Wednesday, June 28, 2006 11:39 PM.  
This message was sent with High importance.

To: Al Young

Cc: Greg Adams

## Change Approval Request

**Action Required: Your approval for the following change has been requested. Please review the following information and either approve or reject this change request.**

## Summary

Requested Change: Software Patch

Patch: Patch: Mailbox size limits not enforced (KB911829)

Version: 1.0

Language: English

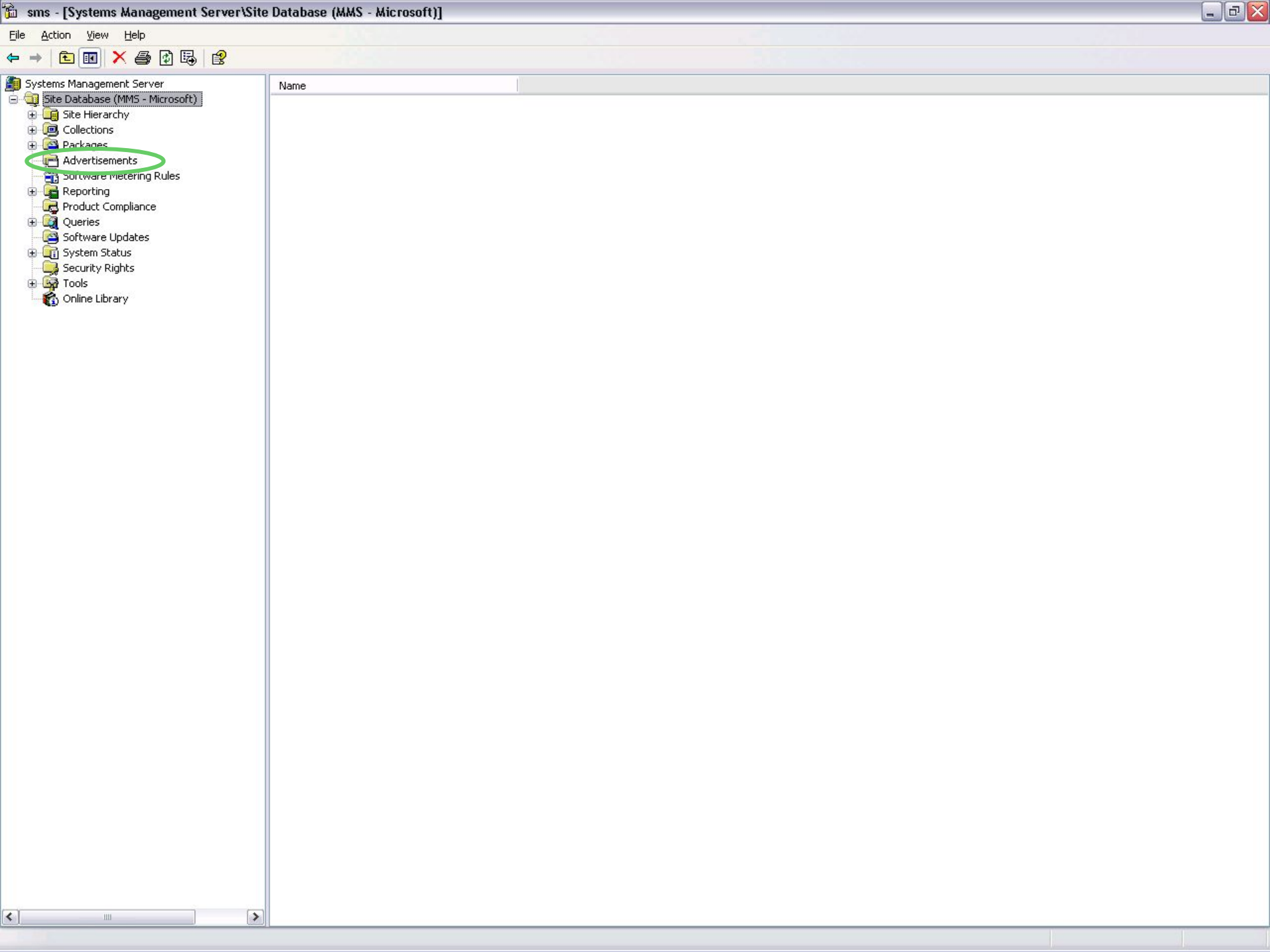
Deploy To: Windows 2003 Servers

## Target Assets

Asset Type	Name	Owner	Site	Deployment Schedule	Status
Server	EXCH-MSG-03	Greg Adams	Tukwila	June 30, 2006 3:00AM	In Service
Server	EXCH-MSG-04	Greg Adams	Tukwila	June 30, 2006 3:00AM	In Service

## Approval Status

Name	Title	Role	Status	Comments
Al Young	Server Administrator	Initiator	Complete	<a href="#">View</a>
Greg Adams	Server Administrator	Technical Specialist	Notified	None
Adam Barr	Messaging Service Owner	Messaging Escalation Contact	Notified	None



	Name	Package	Program	Collection	Available After	Expires After
--	------	---------	---------	------------	-----------------	---------------

<ul style="list-style-type: none"> <li>Systems Management Server                             <ul style="list-style-type: none"> <li>Site Database (MMS - Microsoft)                                     <ul style="list-style-type: none"> <li>Site Hierarchy</li> <li>Collections</li> <li>Packages</li> <li>Advertisements</li> <li>Software Metering Rules</li> <li>Reporting</li> <li>Product Compliance</li> <li>Queries</li> <li>Software Updates</li> <li>System Status</li> <li>Security Rights</li> <li>Tools</li> <li>Online Library</li> </ul> </li> </ul> </li> </ul>	CR32985	Patch: Mailbox size limits not enforced (KB911829)	Exchange2003-KB911829-v2-x86-ENU.exe	Exchange 2003 Servers	3:00:00 AM 7/1/2006	Never
---	---------	--	--------------------------------------	-----------------------	---------------------	-------

--	--	--	--	--	--	--