



BMC SERVICE DESK EXPRESS SUITE FEATURES

Version 10

INCIDENT MANAGEMENT

Incident and work order templates

Incident monitor

Problem scanner

Incident status assignment

Incident and work order creation

Incident and work order categorization

Incident and work order closure

CRISIS MANAGEMENT

Whiteboard ticker configuration

Whiteboard creation

Whiteboard assignment

Whiteboard categorization

Whiteboard closure

Whiteboard monitor

CONFIGURATION MANAGEMENT

Configuration Item Explorer

Configuration items (CIs)

Configuration item assembly

Service contracts

Vendor management

Preventive maintenance

PURCHASING

Purchase requests

Purchase status

Purchase items

Vendor selection

SURVEYS

Send surveys to users for input

DASHBOARD

View query results in charts, table, or calendar

Layout QuickViews in tabbed or widget format

Color-coded QuickViews to provide overall support center status

QuickViews calendar

Multi-table queries

SERVICE LEVEL MANAGEMENT

Service level agreements, operational level agreements, underpinning contracts

Service catalog

Linkage between CIs and services

Relationship views

COLLABORATION

Email conversation management

Collaborative workspace

Discussion forum



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BUSINESS AUTOMATION

Workflow automation	Business rules settings
Job queue monitor	Notification templates
Business rules manager	Email support: SMTP, POP3, IMAP4
Email notification	Notification scheduling
Incident creation using email	Incident status using email
Advanced email routing	Email notification of incident submission
Business rules wizard	Automatic problem identification
Program launcher	Rules creation for any module
Client-side business rules for data-entry validation	Automatic workflow
Rules-based engine	Definable actions and events
Automatic creation of new records	Automatic update of field values
Automatic deletion of records	

FORMS PROCESSING

Dynamic form transformation	Condition builder (filtered pick lists)
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MULTI-SERVER CAPABILITY

Support for MS Network load balancing	Support for MS SQL Server clustering
Support for multiple application servers	

DATABASE ADMINISTRATION

Graphical user interface (GUI) for customization of database	Ability to create or change fields
Ability to create or change tables	Ability to create or change table relationships
Ability to create or change indexes	Data access control for different groups

REPORTING

Two Crystal Reports Professional user licenses to design reports	Five Crystal Server Software Access licenses to view reports
Incident management reports	Configuration management reports
Purchasing management reports	Service level management reports
Work order reports	Management reports
Surveyor reports	License counting reports
BMC ITSM Express reports	



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KNOWLEDGE SEARCH

Ability to configure search fields and display fields

Ability to import third-party content

External documents search

Ability to schedule search indexing

SYSTEM ADMINISTRATION TOOLS

Drag-and-drop form customization

User creation and management

Group creation and management

Work and holiday schedule creation

DIAGNOSTIC TOOLS

Error logging and diagnostics

System and database checker utilities

SELF SERVICE - UNLIMITED ACCESS

Templates for common requests

Ability to create, view, and reopen incidents

Contact information updates

File attachments

End-user knowledge base searching

Event notification ticker

BMC SERVICE DESK EXPRESS INTEGRATION ENGINE

Connectors for third-party applications (ODBC, SNMP, LDAP/ADSI, XML, Text/CSV, MS Project, Web Services)

Integrations with BMC BladeLogic Client Automation and BMC ProactiveNet Performance Management

Integrations with Bomgar, Microsoft SCCM, SCOM, Project Server, and Hitachi Password Manager

BMC SERVICE DESK EXPRESS PUSH SERVICE FOR TELEPHONY INTEGRATION

BMC Service Desk Express Push Service for telephony integration (Note: Requires BMC Consulting Services)

OPTIONAL FEATURES AVAILABLE FOR BMC SERVICE DESK EXPRESS SUITE

BMC SERVICE DESK EXPRESS CLIENT SERVICES (ENHANCED SELF SERVICE)

Templates for common requests

Multilingual interface, including English, French, German, and Spanish

Ability to create, view, and reopen incidents

Ability to create, view, and reopen service requests

Ability to create, view, and reopen purchase requests

Ability to update contact information

Change assessments (requires Change Management option)

Change approvals (requires Change Management option)

Whiteboard alerts

End-user knowledge base searching

Frequently asked questions (FAQ)

Discussion forum

Self-service password management (self-registration, forgot password)

Event notification ticker

Custom modules of your design

Tips to aid end users

Availability outside the firewall



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BMC SERVICE DESK EXPRESS CHANGE MANAGEMENT

Configuration Item Explorer	Blackout period
Configurable change schedule calendar	Change request tracking
Rollout and backout plans	Change assessments
Impact analysis	Change approvals
Configuration relationships	Problem management
Problem management reports	Change management reports

BMC BLADELOGIC CLIENT AUTOMATION

Automated hardware and software inventory	Software usage
Distribution reports	Inventory reports
Patch management	Policy-based management
Application software installation, update, and repair	Software license tracking, harvesting, and reuse

BMC KNOWLEDGE MANAGEMENT EXPRESS

Watch lists and notifications	Rich-text HTML authoring
Powerful natural language and advanced searching	Web self-help
Version control	Enforceable authoring process workflow

BMC ALIGNABILITY FOR SERVICE DESK EXPRESS

Service Support - ITIL based processes for Service Support modules

Service Delivery - ITIL based processes for Service Delivery modules

OTHER OPTIONS AVAILABLE THROUGH BMC MARKETZONE

Hitachi ID Password Manager and Login Manager

Prepackaged content from TotalBase by KnowledgeBroker Inc

To learn more about BMC Service Desk Express Suite, visit www.bmc.com/sde.

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