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Title

Chicago Technical Workshop Servicedesk & Workflow 8.1 Update

Presenter

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Date

May 15-17, 2017

Agenda

1 Review of Features for 8.0 and 8.1

2 Demonstration of Servicedesk New Features

3 Demonstration of Workflow New Features

4 Roadmap

5 Demonstration

6 Questions and Answers

What's New - Workflow & Servicedesk 8.0

o Localization for Servicedesk

o FIPS Compliance

o SQL Indexing of Knowledge Base Documents – Improved Performance

o Database Date/Time Values now stored in UTC time

o Servicedesk Configurable Change Management Approval Chains

o Servicedesk Change Management allows Timezone configuration

What's New - Workflow & Servicedesk 8.1

o New, Modern Look and Feel UI

o Software Request Process – Software Portal Functions inside Servicedesk

- o Runs from the Service Catalog but programmable

o All Servicedesk User-Facing Form Projects now open for Customization

o Complete localization in 10 languages – Matches SMP Platform

o Angular JS Forms Capabilities

Roadmap – Workflow and Servicedesk

o Workflow

- o MSSQL 2016 Support
  - o Conversion from IMAGE Data Type to VARBINARY Support
  - o SQL 2008 R3 Support
- o Windows 10 Support

o Servicedesk

- o REST Service for the Incident, Change and Problem Processes
- o Aggregation Template
- o Pre-built hooks for Automation Library Functions for Data Type Extensions of Problem, Change and Incident
- o Expand Software Management to include Quick Delivery Tasks for Unmanaged Applications
- o Ability to Maintain Business Services from within the Software Catalog

Demonstration

Questions and Answers?

Thank You!

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