

The Benefits of Upgrading to ServiceCenter 5.1

Contents

SERVICECENTER EVOLUTION	1
SUPPORTED PROCESSES	2
Inventory and Configuration Management.....	3
Asset Contracts Management	3
Service Management	3
Incident Management	3
Root Cause Analysis.....	3
Change Management	3
Request Management	4
Service Level Management	4
Work Management	4
Scheduled Maintenance.....	4
Reporting and Business Intelligence	4
Service Wisdom.....	4
Peregrine Mobile	5
Get-Services	5
Get-Answers.....	5
Get-Resources.....	5
Network Discovery.....	5
Desktop Inventory	5
Desktop Administration.....	5
SERVICECENTER 5.1.....	6
SERVICECENTER 5.1 ENHANCEMENTS	6
RTE Enhancements	6
Application Enhancements	7
Java Client Enhancements	8
Documentation Enhancements	8
SERVICECENTER 5.0.....	9
SERVICECENTER 5.0 ENHANCEMENTS	9
RTE Enhancements	10
Application Enhancements	10
Client Changes.....	12
Documentation Enhancements	12
SERVICECENTER 4.X.....	13
SERVICECENTER 4.X ENHANCEMENTS	13
RTE Enhancements	13
Application Enhancements	14
Java Client Enhancements	18
Other Enhancements.....	19
SERVICECENTER 3.X.....	20
SERVICECENTER 3.X ENHANCEMENTS	20
RTE Enhancements	20
Application Enhancements	20
Client Changes.....	21

SERVICECENTER 2.1	22
SERVICECENTER 2.1 ENHANCEMENTS	22
RTE Enhancements	22
Application Enhancements	23
Other Enhancements.....	23
APPENDIX A: PRODUCT COMPARISON	25

ServiceCenter Evolution

Peregrine Systems continues to enhance ServiceCenter to help our customers meet their service management business requirements. The ServiceCenter Product Management and Development team works with our customers and partners to understand how they use ServiceCenter in customer environments to minimize ServiceCenter tailoring requirements. Our goal as an application development organization is to provide ServiceCenter customers a true out-of-box solution. We also realize that many customers want the application to satisfy their unique business requirements. For this reason, ServiceCenter continues to supply customers with the flexibility to support unique business processes that require complex tailoring and administration features.

As ServiceCenter customers have continued to evolve their business environment over the past few years, ServiceCenter has adapted to meet these needs. Early releases such as ServiceCenter 3.x focused on transitioning organizations from a reactive help desk to enabling proactive service. ServiceCenter 4.x helped customers move beyond proactive problem management to focus on the IT organization as a whole by aligning resources and processes to industry standards and best practices. This alignment brought many enhancements to the ServiceCenter workflow and naming conventions within the application suite. ServiceCenter 5.0 focused on advancing IT organizations from best practice organizations to a world-class service delivery mechanism by introducing extended resolution capabilities and global enterprise support.



ServiceCenter 5.1 extends Peregrine’s market leadership by continuing to provide an ITIL-compliant service management solution with enhanced inventory configuration management capabilities. ServiceCenter 5.1

provides the service delivery organization with the ability to streamline and effectively control core contract and financial information used by the service desk to further help enterprises run IT like a business.

While ServiceCenter 5.1 continues to deliver robust tailoring capabilities, market trends indicate that many users would prefer to receive as much functionality out-of-box as possible. Increasing demands on the service desk are forcing IT organizations to focus on their core competency, leaving minimal room for extensive development and customization of service management applications. Peregrine Systems can provide process direction through documentation, training, and out-of-box best practice workflow. ServiceCenter 5.1 has many tools to help you align current resources and processes with industry standards and best practices. Service Wisdom, a subset of ServiceCenter documentation, can help users to implement best practices and processes within their current environment.

Migrating to ServiceCenter 5.1 offers many opportunities to help ServiceCenter 2.1, 3.x, 4.x, or 5.0 customers extend their service organization to support corporate strategic directions and business objectives. There are major enhancements to the RTE level, application level, and Java and Windows clients since earlier versions of ServiceCenter. A migration strategy enables any ServiceCenter customer to take advantage of new features while continuing to leverage existing product knowledge. This limits the costs associated with training, implementing, and using ServiceCenter 5.1. Whether IT organizations require faster time to resolution or enhanced scalability, ServiceCenter 5.1 supports the growing demands of today's service management organizations.

Supported Processes

ServiceCenter 5.1 supports these business processes and service management needs:

- Inventory and Configuration Management
- Asset Contracts
- Service Management
- Incident Management
- Root Cause Analysis
- Change Management
- Request Management
- Service Level Management
- Work Management
- Scheduled Maintenance
- Reporting and Business Intelligence
- Service Wisdom
- Peregrine Mobile
- Get-Services
- Get-Answers
- Get-Resources
- Network Discovery
- Desktop Inventory
- Desktop Administration

Read the following sections for more information about each of these processes and their benefits.

Inventory and Configuration Management

ServiceCenter Inventory and Configuration Management (ICM) is the foundation of effective IT service management because it gives you detailed information about assets and their relationships within the infrastructure. This enables you to resolve incidents faster and effectively control infrastructure changes. Combined with automated discovery tools, ICM promotes better decisions using the most current information about your IT infrastructure.

Note: ServiceCenter ICM is synonymous with Configuration Management Database (CMDB) and enables you to manage detailed information about Configuration Item (CI) relationships.

Asset Contracts Management

The Assets Contract Management module enables you to add, edit, and associate assets and contracts as well as monitor software license compliance.

Service Management

ServiceCenter Service Management is a starting point for all service desk activities. It improves analyst efficiency, generates accurate infrastructure information, and increases the quality of service. Service Management puts the tools and information that analysts need at their fingertips to empower them to manage, document, and resolve calls quickly. If your customer requires a service that the Level One Analyst cannot effectively provide, Service Management guides the analyst through the appropriate escalation procedures. ServiceCenter Service Management integrates seamlessly with Incident, Change, and Request Management to ensure that you can restore your customer's service while adhering to associated Service Level Agreements.

Incident Management

ServiceCenter Incident Management automates workflow based on key business rules, ensuring that you notify the right technical experts and stakeholders about critical events and that service level agreements are in good standing. Notifications and escalations reduce operational risk while known error correlation and diagnostic aids enable your organization to restore service to the affected customer community, ensuring that customers have minimized down time.

Root Cause Analysis

ServiceCenter Root Cause Analysis is a proactive problem management solution with problem control activities, error control processes, problem/error resolution monitoring, and resolution execution through integrated change management activities. Identifying the underlying root causes to incidents, maintaining known error records, providing trend analysis and investigation frameworks, planning for changes, and defining structural solutions restores infrastructure reliability by preventing incidents before they occur.

Change Management

ServiceCenter Change Management enables you to minimize operational risk and maximize the benefits of change by following predefined business rules involving the appropriate stakeholders. ServiceCenter Change Management has best practices process flows that enable your organization to analyze the effect of infrastructure change on the current environment, plan and assign multiple tasks to available resources, develop a back-out strategy to minimize risk, make changes to a group of assets within one change record, and automatically update ServiceCenter Inventory Configuration Management to ensure data integrity and asset tracking accuracy. ServiceCenter Change Management integrates with Incident, Root Cause Analysis, Work Management, and Inventory Configuration Management. Change Management gives you all the controls you need to manage infrastructure change activities effectively throughout ServiceCenter.

Request Management

Request Management is a fulfillment engine with a predefined catalog of goods and services that support effective management of all IT services through a common integrated solution. Managing both product and service requests, Request Management adds to existing incident management solutions, enables you to track all IT infrastructure costs from acquisition through the service lifecycle, and increases the contribution of the service organization.

Service Level Management

ServiceCenter Service Level Management is a complete solution that helps you align IT service activities with business objectives, through development and fulfillment of offered services and tracking the associated costs. Service Level Management has two fundamental Service Level Management domains, Service Level Agreement Management (operational management) and Service Contract Management (financial management).

Work Management

ServiceCenter Work Management brings managers and technical staff an enterprise-wide planning solution for efficient and dynamic personnel allocation. Work Management integrates with ServiceCenter Incident, Root Cause Analysis, Request, and Change Management. You can ensure that assignments are based on task priority and technician expertise or availability, resulting in superior quality of service at the lowest possible cost.

Scheduled Maintenance

ServiceCenter Scheduled Maintenance helps you define and schedule recurring maintenance tasks that support your organizational infrastructure. You can reduce unplanned outages and system failures by ensuring timely review and care of all service assets across the organization. Scheduled Maintenance makes it easy for ServiceCenter users to know when to initiate a standard maintenance task. When you use Scheduled Maintenance to define and schedule maintenance tasks, it generates the appropriate Incident tickets, Change requests, or Request Management quotes automatically. Use ServiceCenter Scheduled Maintenance as a proactive way to manage infrastructure assets by allowing your users to create preventive maintenance task directly from the Inventory and Configuration record.

Reporting and Business Intelligence

ServiceCenter ReportCenter, based on Crystal Decisions, Inc. Crystal Reports®, is a desktop reporting solution that IT managers and other users need to support their business and infrastructure objectives. The ReportCenter console simplifies the path from raw data to desktop report access and it includes customization features to optimize reports for unique information requirements.

Service Wisdom

Service Wisdom is an interactive reference guide that helps organizations align their organizational resources with industry standards and best practices. Service Wisdom shows you best practice process flows, explains processes in detail, and recommends resource requirements to help transform any reactive service organization into a world-class service provider.

Peregrine Mobile

Peregrine Mobile maintains the productivity of the mobile workforce by enabling mobile technicians to view, open, update, and close assigned tickets or tasks on a handheld device that runs Palm OS® or Windows CE®. Peregrine Mobile extends ServiceCenter Incident Management, Change Management, and Request Management to a handheld client to ensure accurate data collection and execution of assigned tasks.

Get-Services

Get-Services has an intuitive single point of entry to report, track and resolve technical and non-technical issues quickly. Instead of waiting in a call queue, employees can submit an online service request. This solution streamlines the process of reporting a problem and automatically routes it to the person who can fix it. Technicians can open, close, view and update tickets using the World Wide Web. Change technician functionality enables change technicians to view, close, and update assigned change tasks and phases through a customizable Web user interface.

Get-Answers

Get-Answers is Peregrine's Knowledge Management solution. From the service desk to end users, Get-Answers serves all users as a complete knowledge management solution. Get-Answers is an integral part of the consolidated service management strategy because it provides a robust authoring and tailoring environment to create and distribute Diagnostic Aid and other pertinent information to service desk technicians and end user constituents.

Get-Resources

Get-Resources enables employees to access the assets and services needed to perform their jobs in a cost effective manner. Based on industry-leading service and asset management best practices, the Get-Resources automated workflow streamlines the request and approval process. This improves service efficiency while adhering to corporate standards, resulting in a higher level of customer satisfaction and reduced costs. Get-Resources can display the ServiceCenter Request Management catalog to show available services and goods to the end user community.

Network Discovery

Use Network Discovery to inventory the entire enterprise network, including routers, switches, hubs, servers, workstations, mainframes, printers, frame relay circuits, ATMs, or other devices. You can automatically detect and record planned, unplanned, or unauthorized changes. Network Discovery users can store device data in the ServiceCenter Inventory Configuration management repository automatically to improve asset data accuracy.

Desktop Inventory

Desktop Inventory enables you to generate comprehensive asset, hardware, and software inventory information. Desktop Inventory can capture SMBIOS-compliant devices as well as detailed software and user-defined asset information. You can store this data in the ServiceCenter Inventory and Configuration Management repository.

Desktop Administration

Desktop Administration allows technicians to control the desktop they are working with remotely from the service desk. New workflow automation gives technicians extended capabilities from the service desk, including the ability to deploy new software packages.

ServiceCenter 5.1

ServiceCenter 5.1 extends core asset management features to the service desk to help enterprises run IT like a business. Managers are under increasing pressure to do more with less because of decreased budgets and other constraints. By containing costs, you can drive down the cost of services. ServiceCenter 5.1 can help you consolidate and simplify your infrastructure by providing better tools for better business decisions. It enables you to consolidate Service and Asset Management disciplines into a single robust infrastructure management tool.

Using ServiceCenter 5.1, you can:

- Use Service Level Agreements and charge-backs to add value.
- Provide a portfolio of services to the business unit at a competitive price.
- Run IT like a business.
- Adopt ITIL-recommended best practices to meet the increasing emphasis on ITIL standards that increase efficiency and reduce redundancy.
- Deflect security threats with a coordinated response, defined escalation, and notification process.
- Determine immediately what your assets are where they are in case you are vulnerable to security threats.
- Use change management processes to ensure that you deliver timely repairs and patches.

Whether your concern is software license compliance, maximizing your investments, mitigating risks, improving employee productivity, or adding value to your own customers, ServiceCenter 5.1 can provide increased value to your organization.

ServiceCenter 5.1 Enhancements

ServiceCenter 5.1 extends Peregrine's market leadership by providing an ITIL-compliant service management solution with inventory configuration management capabilities. ServiceCenter 5.1 includes core contract and financial information in the service desk, further helping enterprises run IT like a business.

New management of asset-based contracts including warranties, service contracts, and leases helps you manage assets from a service perspective. This enhancement gives the service delivery organization more effective and streamlined control of the complex and often confusing paper trail associated with an IT infrastructure.

RTE Enhancements

ServiceCenter 5.1 has these RTE enhancements:

- The System Information Record (info.company) has new features:
 - You can set Multi-Company mode here instead of using login.default format control
 - Integration displayoptions visibility
- Joinfile changes enable you to add, update, and delete.

- Structured Array enhancements include searching against fields in structured arrays. Fields in structured arrays can be part of keys, and can be mapped to Attribute tables and Unique Attribute tables.
 - The RTE creates and maintains Attribute tables and Unique Attribute tables automatically.
 - Attribute tables contain the data for the structured arrays in all records in the main table.
 - Unique Attribute tables contain one record for each unique combination of fields defined in the table.
 - The Attribute table contains only those fields that are not part of the Unique Attribute table. For example, the Attribute table contains only a foreign key link.

- The RAD command line now appears in the client and it is available in all application windows. The operator record controls access to the command line. Individual viewing options control command line visibility.

Application Enhancements

ServiceCenter 5.1 has new tools to simplify common tasks. Wizards are development tools that increase system effectiveness and usability by creating uniformly formatted scripts that guide users through activities. You can create a wizard to automate almost any data entry process, such as setting up a contract, throughout ServiceCenter. Wizards are simpler than ServiceCenter scripts, but very powerful.

The Cascade Update utility enables you to maintain database consistency and integrity by modifying the data in one or more dependent files to match changes made to data in a source file.

ServiceCenter supports third-party plug-ins that function as low level extensions of the ServiceCenter platform. They permit tight data and process integration between ServiceCenter and external automation or data sources. For example, you might use a plug-in to authenticate users or populate ServiceCenter records. You can call plug-ins with:

- A trigger
- Format control
- A link record
- A script
- Display options
- The Document engine

There is also tighter Integration between Network Discovery and Desktop Administration in ServiceCenter 5.1.

Inventory Management

Inventory Configuration Management (ICM) provides better system navigation using wizards to add or change upstream and downstream devices (Configuration Items). Inventory Configuration now reflects out-of-box device categorization. Inventory Management improvements include:

- Schema and form redesign.
- Update ICM to use the Document engine.
- Update to the Document engine to use Joinfile support to enable you to search attribute and device files for an asset record.

The Assets Contract Management module enables you to:

- Add or edit assets and contracts.
- Associate assets with contracts.
- View or modify software installation information, including software license compliance
- View or modify service level agreements, including Leases, Maintenance, Software, Support, and Warranty contracts.

Service Level Management

Service Level Management (SLM) includes a combination of Contract Management and SLA Management to ensure the highest level of support at the lowest possible cost. The Service Level Management (SLM) module provides a centralized repository of SLM information and is fully integrated into the ServiceCenter suite of applications.

SLM automatically recalculates Service Level Agreement (SLA) performance. SLM uses availability and response metrics to chart a graphic display.

Scheduled Maintenance

Scheduled Maintenance enables you to track parts, labor, and associated contracts as well as providing a detailed estimate of costs associated with these preventive maintenance tasks.

Java Client Enhancements

The ServiceCenter 5.1 Java client introduces Section 508 compliance enhancements to improve the individual user experience regardless of their accessibility requirements. It enables users to set user preferences for keyboard access, font, and color selections as well as increased support for third-party accessibility applications to be used with ServiceCenter.

The Java client also offers language support for simplified Chinese, traditional Chinese, French, German, Japanese, Korean, Polish, Thai, and Turkish. There is also a Java client performance enhancement.

Documentation Enhancements

All documentation for ServiceCenter 5.1 is available on a single documentation CD-ROM that you can launch on any supported platform: Windows, Unix, or Macintosh. You can choose an HTML format for viewing with a browser, or choose a PDF format where you can create a comprehensive keyword search of the entire documentation suite for any documented concept.

The documentation CD-ROM also includes the ServiceCenter 5.1 physical data model (PDM) and its supporting entity and attribute information. The PDM is commonly referred to as an ERD. It is a data model that enables system administrators to understand the linkages within the out-of-box system.

ServiceCenter 5.0

ServiceCenter 5.0 included the best practices inherent to ServiceCenter 4.x, added more tools to help resolve infrastructure problems, and enabled ServiceCenter users to access accurate resolution information using a variety of Diagnostic Aids. ServiceCenter 5.0 also provided additional support for Global Enterprises by implementing an N-tier architecture with Load Balancing features. ServiceCenter 5.0 had many new functions that were a major step forward to improve the end user experience.

Whether the IT department wants to align organizational resources to industry standards and best practices, requires extended resolution capabilities, experiences consolidation or growth, or is interested in features that make it easier to manage and navigate through ServiceCenter, ServiceCenter 5.0 had the features and functionality to help you see immediate benefits of upgrading from previous versions. Upgrading to, or a new implementation, of ServiceCenter 5.0 provided new and exciting features to help your organization transition to a world-class service desk.

ServiceCenter 5.0 Enhancements

This list describes the major enhancements for the ServiceCenter 5.0 release. Read the following sections for information about the details of these enhancements.

- Accelerated problem resolution capability using Diagnostic Aids and Adaptive Learning.
- Increased support for Global Enterprises through N-Tier Architecture using ServiceCenter Load Manager and failover capabilities.
- Improved end-user experience with the addition of single login for Windows platforms, spell checker, on-screen timer object, visual message icon, and extended inbox features to manage predefined work queues.
- Extended power for Administrators through the addition of the GUI Debugger and Forms Designer in the Java Client, login security and account management, revision tracking, out-of-box SQL database mappings without the dependency on P4, enhanced level 2 ODBC features, field level data encryption in the database.
- Enhanced best practices with an interactive best practice reference guide that supplies the service management organization with best practice process flows, detailed explanation of processes, and recommended resource requirements.
- Automated Inventory Configuration Management data population through out-of-box integration between ICM and Express Inventory.
- Helped organizations align resources with best practice processes by following the recommendations in Service Wisdom, a browser-based interactive reference guide.

RTE Enhancements

ServiceCenter 5.0 added these enhancements:

- Load Manager to run multiple application servers for the same ServiceCenter instance. All application servers connect to the same database to assist in accelerating the performance and maintainability of ServiceCenter.
- Field Level encryption for data within the database, as specified in the data policy for the applications.
- IR Learning enabled ServiceCenter to learn automatically through resolution usage to increase resolution accuracy. Learning records are part of the IR Search.
- Single login for Windows platforms, using the Windows or Java client, improved the usability of ServiceCenter from initial contact.

Application Enhancements

ServiceCenter 5.0 added multiple enhancements that provide faster time-to-incident resolution by supplying resolution information to service desk technicians proactively. ServiceCenter enhanced the overall look and feel by adding new bitmaps and updated menu layouts to support more precise navigation.

Inventory and Configuration

Inventory Configuration Management added support for automated data population of Windows-based devices through Express Inventory. ICM provided out-of-box support for direct data population of native Peregrine Inventory tools (Network Discovery and Desktop Inventory) and third party tools, such as IBM Tivoli® Inventory, Microsoft Systems Management Server®, CA Unicenter®, and many others. For more information, see the customer support site for the ServiceCenter compatibility matrix.

Service Management/Incident Management

ServiceCenter 5.0 increased technician productivity by enabling technicians to access relevant problem resolution information using Diagnostic Aids available in the Find Solution functionality in Service Management and Incident Management. Diagnostic Aids used automated learning capabilities to ensure the system applies new resolution information.

- Diagnostic Aids improve Find Solution functionality, including the ability to highlight and display Hot News, Common Problems and Error Messages.
- IR Learning makes a record of when a solution is used to resolve a call or incident. These learning records become part of the IR Search.
- Solution Retrieval supports retrieving solutions based on any combination of device type, categorization, date/time, location, or problem description. You can also restrict solutions to a specific group of customers.

The addition of out-of-box Multi-level Categorization improved categorization of infrastructure errors. The list of categories and subcategories supplied out-of-box by ServiceCenter 5.0 are:

- Category
- Subcategory
- Product Type
- Problem Type

Change Management

Change Management in ServiceCenter 5.0 aligned with the Document Engine to support easy standardization, reusable code, and faster implementation of new Change Management features.

Scheduled Maintenance

Enhanced scheduling options enabled users to generate inventory-based tickets from an arbitrary user defined query. These scheduling options increased the flexibility of scheduling maintenance tasks within ServiceCenter. In an effort to ensure the productivity and the optimization of infrastructure assets, Scheduled Maintenance 5.0 used Inventory Management to create preventive maintenance tasks, view device maintenance history, and view device outstanding maintenance tasks from within Inventory Management.

Peregrine Mobile

Peregrine Mobile replaced Mobilize-It with new features and a new code base. Peregrine Mobile, based on OAA technology, supports Palm OS® and Windows CE® powered devices. It had extended functionality supporting out-of-box workflow and graphical user representation of ServiceCenter Incident, Change, and Request Management. Peregrine Mobile empowered users to open, update, close Incident tickets, as well as to update and close Change Management tasks and Request Management Line Items or Quotes.

Centralized User Administration

The Central Administration Utility simplified setting up and administering operator access to the system and applications. Module profiles for an operator are now stored in the operator record. Out-of-box sample data included a range of user roles and module-specific profiles to eliminate the need for group profiles and increase the usability of administration utilities.

Queues and Inbox Enhancements

Enhancements to ServiceCenter Queues provided a unique view of all assigned tasks within one consolidated queue. In past ServiceCenter versions, users had to access each ServiceCenter module to view individual Queues. The out-of-box Consolidated Queue provided customers with the Inbox or predefined queries that span all ServiceCenter modules. For example: A Level Two technician might be responsible for a call queue, incident queue, and change tasks. The Consolidated Queue provided a complete list of all task assigned to a Level Two technician to make it easier for the technician to view all assigned tasks. Within the Queues, ServiceCenter 5.0 defined inboxes hierarchically within all files and allowed you to create and personalize a favorites list of predefined queries.

Document Engine Enhancements

The Document Engine contained common code sets and algorithms for Service Management, Incident Management, and Change Management. These Document Engine features supported stronger cross application connections to make tailoring and managing ServiceCenter easier.

Tailoring Enhancements

Revision tracking enabled you to view all related tailoring changes and enforced checks and balances when tailoring ServiceCenter.

ServiceCenter Distributed

ServiceCenter Distributed code was simplified and issues related to alerts, clocks, and activity records were corrected.

Upgrade Utility

The ServiceCenter 5.0 Upgrade Utility supported upgrades from all previous versions of ServiceCenter. Peregrine Systems recommended that you consider re-implementation strategies if you made major tailoring or RAD code changes to previous versions of ServiceCenter.

Client Changes

ServiceCenter 5.0 brought many new improvements to the client look and feel, as well as enhanced navigation.

- Single login for both the Windows and Java clients running on Windows Platforms.
- A spell checker for Java and Windows clients (English only).
- A Service Management on-screen timer object to enable the technician to view the time spent on a certain call or associated ticket. This improved performance and efficiency by supplying real-time monitoring of time spent to resolve open calls.
- The updated status bar enabled users to view displayscreen name and format name.
- The ability to show or hide the status bar in Windows and Java clients.

Java Client Improvements The ServiceCenter Java client improved system performance to make it comparable to the Windows client performance. The Java client extended support to include Windows XP®, JDK® 1.3, the Java Plug-in®, Netscape 6®, and telephony support.

The 5.0 Java Client included the Forms Designer and a GUI Debugger to enable ServiceCenter Administrators to tailor the solution within the Java client.

Documentation Enhancements

ServiceCenter 5.0 documentation included an Introduction and Best Practices Guide that demonstrated out-of-box field level details from ServiceCenter and how they matched ITIL-compliant processes.

Service Wisdom

ServiceCenter 5.0 introduced Service Wisdom as an interactive reference guide that helps organizations align their resources with industry standards and best practices. Service Wisdom contains best practice process flows, detailed explanations of these processes, and recommended resource requirements to help transform any reactive service organization into a world-class service provider. Service Wisdom currently supports these ITIL processes:

- Service Desk (ServiceCenter Service and Incident Management)
- Problem Management (ServiceCenter Root Cause Analysis)
- Change Management (ServiceCenter Change Management)

Distribution Formats

ServiceCenter 5.0 documentation was available in printed and these electronic formats:

- Online and downloadable from Peregrine's CenterPoint Web
- Distributed in Portable Document Format (PDF) on the Documentation CD-ROM
- Installed in HTML format into the ServiceCenter installation directory structure

An Adobe Acrobat Catalog index enabled you to search the entire documentation suite by keyword.

ServiceCenter 4.x

ServiceCenter 4.x added new features and enhancements to the workflow and naming conventions. The goal of ServiceCenter 4.x was to enable organizations to align infrastructure resources with industry standards and best practices using the ITIL as the foundation of all enhancement activities. The introduction of ITIL processes required renaming fields and records, as well as reconfiguring ServiceCenter workflow to take full advantage of the standardization process.

ServiceCenter 4.x Enhancements

Peregrine noticed that customers were looking for a service management solution that not only provided resolution and infrastructure tracking capabilities, but also assisted IT organizations to define and implement best practice service delivery processes. ServiceCenter 4.x enabled organizations to adapt their resources to industry standards and best practices using an out-of-box solution. ServiceCenter 4.x features included renaming various fields and records, and in some cases, introduced new modules to comply with ITIL processes.

RTE Enhancements

There were a number of RTE enhancements for this release.

Alert log for monitoring ServiceCenter performance

ServiceCenter created a separate log of messages to identify potential problems with systems performance and stability, including:

- Queries that were not fully keyed, not a true query, or that exceeded your specified threshold.
- SQL activities that exceeded your specified threshold, plus any SQL mapping errors and query anomalies.
- Any lock, virtual memory, distributed queue, or SQL queue that exceeded your specified threshold.
- Detected corruption of an index or an IR dataset.
- File system close to being full, or shared memory that reached a critical shortage.
- Any abnormal termination.

ODBC level 2 query enhancement

A single flag field in the info record defined whether an entire database is case sensitive. The record size became effectively unlimited.

Option for case insensitivity of the P4 database

Each site could decide whether the P4 database would be case insensitive. If you selected the case insensitive option, all data was compared during file searches and sorts without any case considerations.

Server control of client parameters

Several client-side parameters could be set up centrally on the server to simplify setup and maintenance. These parameters included Tool bar, tray captions, active notes, attachments, status bar, tall tray, prompt for save, printing options, key numbers, dock tray on top, record list, and no help options

Version dependency removed

The requirement to update all clients when the server was updated was removed. Express and Java clients were still required to be upgraded because the RTE that executed the application must be in sync with the application.

Event Services processing of inbound attachments

Attachments could be sent with inbound events, such as incident tickets or change tickets.

Removal of 32K limit

The 32K limit for a P4 record and an individual field was removed; however, fields within SQL databases were limited to 32K unless BLOB or CLOB data types were used to store the data. The logical record size had a default limit of 64K.

Increased Pool Size

The increased pool size allowed up to 35 SCDB data files of up to 2 GB each for a total storage of up to 70 GB in the P4 database.

Global Locking in SC Distributed Network

Global Locking was an alternative to conflict resolution within the ServiceCenter Distributed Network environment. When you updated a ticket, inventory item, or other document, that document (as the parent) plus all child records were locked. If another user attempted to update the same object, a message informed the second user that the record was locked. This eliminated environmental conflicts and lost updates.

Search/find capability in the GUI fields

Both the Windows and Java clients had a Find option that used keywords to search large text fields. For example, you could find a keyword within the history of a ticket.

Automatic refresh of record lists in the GUI

Within the properties of each form, you could refresh QBE lists automatically when you specified the frequency in seconds. The default setting was no refresh.

Support for Microsoft Cluster functionality

ServiceCenter 4.x supported Microsoft cluster functionality. ServiceCenter was on each node of the cluster with the shared disk containing the ServiceCenter data directory.

Application Enhancements

Besides several major enhancements to existing application modules, ServiceCenter 4.x included two new modules, Root Cause Analysis and Scheduled Maintenance.

Service Management

Service Management had new multi-level categorization to help identify particular items. You could use this extended categorization on the call ticket and in the Find Solution function to ensure items were categorized accurately.

Incident Management

Problem Management was renamed Incident Management to align with ITIL processes and best practices. This transformation assisted customers as they standardized disparate service desks or organizations with common industry standard processes. Conforming to ITIL processes reduced duplication of efforts and ensured the entire service organization used the same naming conventions and process flows.

To minimize the impact on current users of ServiceCenter who were upgrading to a new release, the names of the underlying database dictionary (dbdict) structure, probsummary, and problem files remained unchanged, although they had the option to customize the form names to be Problem Management instead of Incident Management.

The out-of-box naming convention for incident tickets reflected the description of an Incident record in the following format: IM nnn where IM is the prefix and nnn is a sequential number.

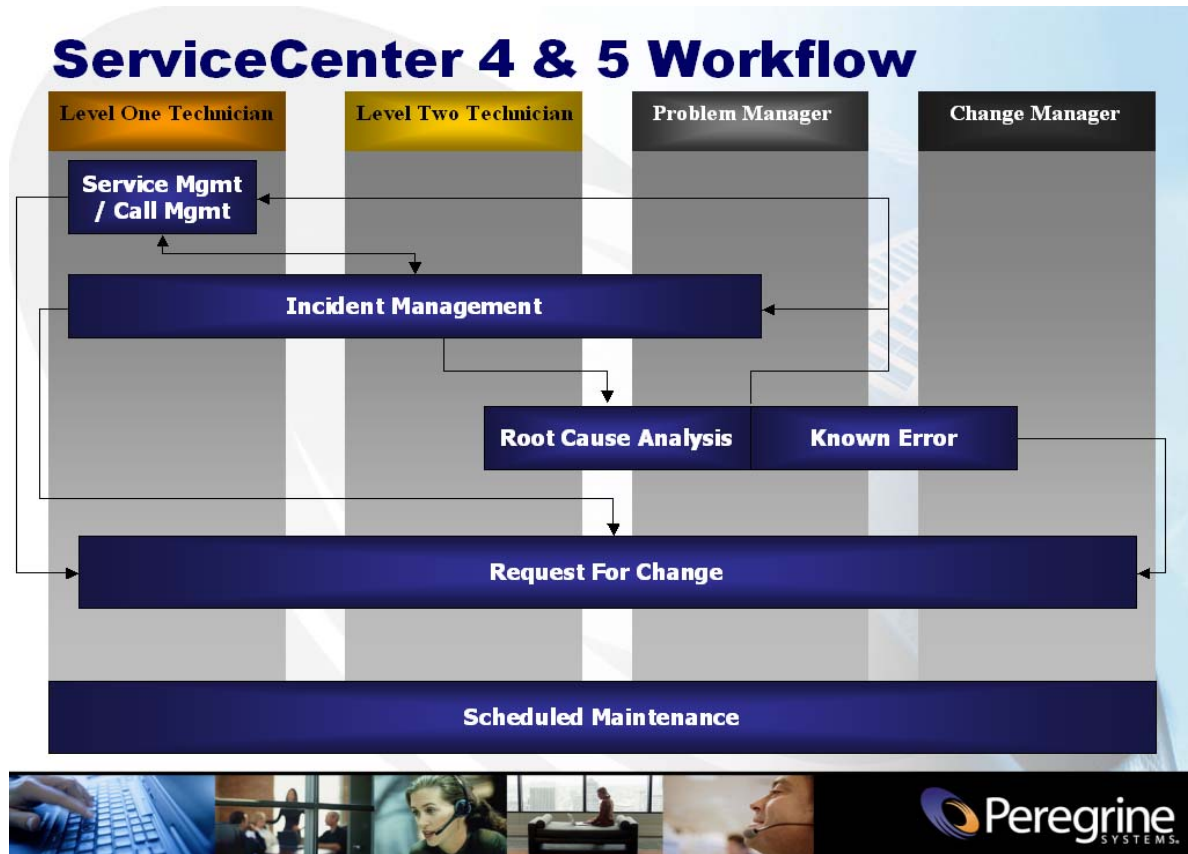
Root Cause Analysis

Root Cause Analysis helped migrate service organizations from reactive to proactive management. The module, based on industry standards and best practices, helped Problem Managers analyze infrastructure trends to determine the root cause of infrastructure errors in a reactive state, as well as a proactive state. ServiceCenter Root Cause Analysis supported ITIL Problem Management processes. There were two statuses associated with a Root Cause Analysis record: Root Cause and Known Error.

As Problem Managers continued to analyze infrastructure trends, they could capture their research within a single Root Cause record. The Root Cause record enabled the Problem Manager to associate multiple Incident records to a single Root Cause. As trends appeared in the infrastructure, the Problem Manager could collect data about an infrastructure error. Based on trend analysis, Root Cause Analysis empowered Problem Managers to predict infrastructure errors before they occurred.

When the root cause of an infrastructure error was understood or detected, the Problem Manager could change the state of the Root Cause record to a Known Error state. The Known Error status helped the Problem Manager create workarounds or design patches that could be applied by the Level One or Level Two technicians who capture customer issues that might relate to a pending infrastructure error. This helped inform the Level One or Two technicians about potential solutions that could be applied quickly to get the customer back up and running in their working environment.

The following shows the ITIL workflow incorporated into ServiceCenter Service, Incident, Root Cause Analysis, and Change Management.



The Known Error status of the Root Cause record enabled the Problem Manager to decide if a change should be requested. In many cases, the Known Error could be left unresolved because the change was not cost effective or resources were not available to make the infrastructure change successfully. The Known Error state was the first step in requesting an infrastructure change.

Change Management

ServiceCenter 4.x Change Management had the ability to modify multiple assets within the context of a single change, thereby enabling users to make batch changes for like infrastructure assets. ServiceCenter 4.x also has two new categories for Change Management: Request For Change (RFC) and Advanced RFC. These two categories enabled you to open a request for an infrastructure change without opening and executing a change. The RFC provided the Change Manager or Change Coordinator with a request. The request could be processed, approved, and initiated by the Change Manager or Change Coordinator. This ensured complete control of all infrastructure changes.

Request Management

Request Management used the document engine to provide a user interaction that is more consistent with the other modules within ServiceCenter.

The notification engine enabled you to modify ServiceCenter messages to define whom they should be sent to and the delivery vehicle to use. This functionality also provided a simple and convenient way to add or remove recipients for messages.

The On-Call Group records enabled you to identify individuals to be notified for particular assignment groups and to specify notification time and conditions.

Other ServiceCenter 4.x improvements streamlined the setup and administration of Request Management by:

- Creating a detailed customized catalog of products and services, including bundled and sequenced parts and services. The Master Catalog enables you to select a predefined set of hardware, software, and services that are related to parent child relationships.
- Using out-of-box catalog choices and Human Resources department “on-boarding” scenarios as part of process tracking.
- Scheduling and integrating service requests and work orders with purchase requests.
- Combining multiple quotes into single or multiple orders, depending on the vendor.
- Creating a reorder level defined by stock room.

Service Level Agreement Management

Entitlement Checking tracked entitled users and services rendered. SLA Entitlement Checking appeared throughout Service Management and Incident Management to track the status of individual customers or organizations within an assigned contract. ServiceCenter SLA Management provided a unique view that helped you understand the number of unexpected calls (calls that were not categorized by a current service) and empowered Help Desk Managers to improve service contract management.

Scheduled Maintenance

Scheduled Maintenance was a new feature embedded within Service Management, Incident Management, and Inventory Configuration Management applications that associated scheduled activities with assets and task fulfillment resources. It enabled you to:

- Establish a formal maintenance schedule to proactively reduce unplanned outages and system failures.
- Manage and track repetitive maintenance tasks through a single repository.
- Notify staff about maintenance items as they become due and automatically generate the appropriate incident tickets, change requests, and request management quotes.

Centralized User Administration

New centralized administration utilities helped you set up and maintain security profile information for any user across ServiceCenter modules. You could streamline user administration by aligning all administration utilities into a single location.

Other Enhancements

Feature	Function
Related Records	View related records. From an Incident form, you could see the related calls, root causes, changes, or quotes.
Activity Records	Separate update data from the actual Incident record. This allowed more efficient query on the information formerly available in the description fields. For example, it was possible to report how often the ticket (or all tickets) was reassigned. This option also reduced the size of the incident records by not storing large updates on each page of the ticket.
Multi-Company Support	Distinguish a customer by a specific company. Multi-Company support helped to maintain separate information for different organizations or companies.

Upgrade Utility

The ServiceCenter Upgrade Utility supported upgrades from all previous version of ServiceCenter. If you upgraded from a previous version of ServiceCenter, the ServiceCenter Upgrade Utility automatically applied new features. Because these improvements were transparent, you needed to update only customized forms and Database Dictionary fields as necessary. The upgrade also included the optional files required to add ITIL best practices and workflows to your ServiceCenter system.

Notification Engine

The Notification engine added flexibility when you sent messages. For example, you could specify conditions for sending escalation messages.

The Notification engine used a new On-call Group to notify only those people who are currently on-call.

Java Client Enhancements

The Java Client had a new user interface called ServiceCenter Explorer. It had a tree-based navigation system that enabled you to drill down the menu hierarchy to the require form. If a form was not available to the logged-on user, it was dimmed and not selectable. You had the option to use either the new tree-based interface or traditional menu-based interface by selecting your viewing option from the menu system. ServiceCenter functionality remained the same, regardless of which interface you chose.

ServiceCenter Explorer Features

The Java Client 4.x Explorer features included:

- Bookmarks for quick access to frequently used forms from a Favorites bar.
- A Frequently Used Forms menu that listed the last 10 forms opened.
- A Suspend Session option that enabled you to specify that the current window should re-open automatically when you start a new session.

Browser support for Internet Explorer and Macintosh

The ServiceCenter 4.x Java client supported Microsoft Internet Explorer 5.5 and Microsoft Internet Explorer 5 Macintosh Edition.

Performance enhancements

Significant performance improvements existed in the ServiceCenter 4.x Java client.

Dynamic loading of attachments

Attachments loaded dynamically only when actually opened by the user, instead of when the associated ticket opened. This enhancement reduced the bandwidth requirement and accelerated the initial display of the ticket.

Peregrine Mobile

Mobilize.It! integrated ServiceCenter with personal digital assistants (PDAs) using the Palm operating system. It enabled ServiceCenter users to:

- Download a selected set of Incident tickets to a Palm OS device for reviewing and checking in a mobile environment.
- Update or close an incident ticket using the Palm OS device, then sync the information back to ServiceCenter.
- Create new incident tickets on the Palm OS device to upload to ServiceCenter when you returned to a ServiceCenter workstation.

Other Enhancements

Feature	Description
Multiple Document Interface (MDI) Support	Enabled you to display cascaded form windows on the desktop.
Form-specific tool bars	Provided buttons for quick access to functions appropriate to the selected form displayed in the desktop area.

ServiceCenter 3.x

ServiceCenter 3.x focused on helping customers move from a reactive help desk to a proactive consolidated service desk. This version introduced problem-tracking tools to help organizations effectively resolve break or fix tasks. ServiceCenter coupled more effective management of break or fix tasks with powerful charge-back and billing features to empower organizations to understand the costs associated with problem management activities.

ServiceCenter 3.x Enhancements

ServiceCenter 3.x supported IT organizational requirements to effectively track and manage break or fix activities. ServiceCenter 3.x introduced automation procedures that allowed the application to dynamically change based on data driven workflow. The goal of ServiceCenter 3.x was to provide customers with a set of out-of-box templates giving customers a starting point to develop unique business processes. Most of the enhancements within ServiceCenter 3.x were focused on the base utilities to make tailoring and administration easier. Other enhancements include updates to Change Management, Inventory Management, Problem Management and the addition of Contract Management to empower users to track and manage costs associated with service delivery.

RTE Enhancements

Enhancement	Description
OLE Container	Enabled you to attach Microsoft documents to a ServiceCenter record.
Multi-lingual Client/Server Deployment	Enabled the server to render the selected language for the ServiceCenter client.
Consultant In a Box	Simplified ServiceCenter installation and tailoring.
Dynamic SQL Mapping	Eliminated converting a system back to P4 when upgrading to an RDBMS.
QBE List Enhancements	Sort, add, or delete QBE lists on the fly to view QBE data in a more useful format.
Database Monitor parameters	Enabled monitoring of specified files to alert users when updates occur.

Application Enhancements

ServiceCenter 3.x announced the addition of Contract Management and many enhancements to Inventory Configuration Management, Change Management, and Problem Management.

Problem Management

ServiceCenter 3.x Problem Management enabled you to view the number of associated calls and automatically close all associated calls upon Problem closure to ensure accurate management of reported calls with limited interaction. Problem Management also introduced viewing Fixed Summary Links to trace problem updates and descriptions.

Change Management

Change Management added a new feature to the Change Phase and Task Phase records to support three types of actions when you closed a phase and opened a new one:

- Prompt for open
- Prompt for update
- Open Phase and Exit

Contract Management

Contract Management empowered ServiceCenter users to track and manage costs associated with resolving customer issues. Charge-back and billing features helped organizations assign a cost to the fulfillment of service level agreements.

Base Utilities

The record list provided a detailed list of records within the single record support viewing all associated documents within a ServiceCenter record.

Multiple Document Interface

The Multiple Document Interface (MDI) enabled you to view multiple forms within a single window. Cascading helped as you navigated through multiple ServiceCenter forms.

Calendar Widgets

Calendar Widgets helped users to associate dates with fields by using calendar and date selection features.

Tickler application

The Tickler application automatically set reminders of associated ServiceCenter triggers.

Client Changes

The Dynamic GUI enabled you to display forms according to the information contained within a record.

ServiceCenter 2.1

ServiceCenter 2.1 focused on delivering a tracking mechanism for help desks to manage customer issues or requests. Users could search knowledge base records and link records to other related records. This automation provided a consistent approach to managing and resolving customer issues or requests.

ServiceCenter 2.1 Enhancements

ServiceCenter 2.1 included many enhancements to automate help desk processes by adding the ability to link calls with other ServiceCenter records and to automatically change the status of the call by closing the associated record. ServiceCenter 2.1 also enhanced resolution capabilities by providing access to IR Expert from Problem Management to search related records and probable resolutions. Other enhancements included RTE changes to support security and file monitoring activities.

RTE Enhancements

Enhancement	Description
ServiceCenter Quiesce	Limited logins during maintenance periods to allow system access to existing logged-in users and System Administrators.
Monitor File Updates	Enabled monitoring specified files to capture update data in the log, indicating which records were updated and who initiated the update.
Monitor File Locks	When an update occurred, the system verified that the appropriate application lock was used when there was reason to believe that a process was updating the database without obtaining the proper lock.
Trace Triggers	Tracked specific application triggers to understand the root of errors within the specified triggers.
Network Encryption	Decreased risk associated with network transmissions (client/server RPC calls and express messages). Used for all network communications between clients and servers except ServiceCenter Distributed and SCAuto TCP communications.
Secure Password	Hid passwords to prohibit all RAD access to the password in the operator file.
FrameRestore to DDE Advise	Enabled ServiceCenter to take the focus when a DDE Advise hotlink updated.
Shared Mandanten	Segmented the database by defining a set of user-accessible Mandanten values. A field within the file contains the Mandanten value for a record. This segmentation allowed users to access a subset of the records. Therefore, a user could view only those records where the Mandanten value of the record matched one of the Mandanten values in the access list for the user.

Application Enhancements

ServiceCenter 2.1 introduced many application enhancements and features.

Service Management

ServiceCenter 2.1 enhanced Service Management to link calls to Problems, Request Management Quotes, Changes, or other calls. Service Management 2.1 also enabled you to change the state of call records by closing associated records.

Problem Management

ServiceCenter 2.1 enabled you to access IR Expert from Problem Management to search the system based on Deep, Shallow, or Complete Match requirements. Other enhancements to Problem Management included the ability to close resolved tickets using mass closure options.

Request Management

Request Management enabled you to use clocks, run macros, store queries as inbox items, open inboxes, access requests from queues, and support incoming Event Services.

SLA Management

SLA Management introduced the ability to define escalation thresholds based on user requirements.

ReportCenter

ServiceCenter 2.1 provided a reporting scheduler to run actions at scheduled intervals and introduced support for Boolean/Logical parameters.

Other Enhancements

Enhancement	Description
Importing	Enabled importing of arbitrary structured date formats and delimited text files.
Printing	Automatically stretched or contracted all arrays in a format to print the proper number of lines.
Four Digit Support	Expanded year formats to four digits to support Y2K complications.
License Checking	Introduced to provide checks and balances for the authorized use of ServiceCenter modules.

Appendix A: Product Comparison

The following table is a functional comparison of the features in ServiceCenter 2.1, 3.x, 4.x, 5.0, and 5.1.

Product Information	Product Name	ServiceCenter	ServiceCenter	ServiceCenter	ServiceCenter	ServiceCenter
	Version	5.1	5.0	4	3	2.1
Process	Applications	"Helping enterprises run IT like a business"	"Transitioning the service desk to a world-class service organization"	"Aligning service organizations to best practice processes"	"Leaving reactive support from proactive support"	"Providing a foundation to service management"
Application Level						
Best Practice and Industry Standards support	Out-of-box IT Infrastructure Library (ITIL) support	X	X	X	X	
	Configuration Management	X	X	X	X	
	Inventory & Configuration Management	X	X	X	X	
	Incident Management	X	X	X	X	X
	Service Management	X	X	X	X	X
	Incident Management	X	X	X	X	X
	Problem Management	X	X	X		
	Root Cause Analysis	X	X	X		
	Known Error correlation	X	X	X		
	Change Management	X	X	X	X	
	Change Management	X	X	X	X	
	Service Level Management	X	X	X		
	Service Level Agreement Management	X	X	X	X	
	Service Contract Management	X	X	X	X	
	Availability Management	X	X	X	X	
	Service Level Management	X	X	X	X	
	Service Level Agreement Management	X	X	X	X	
Service Contract Management	X	X	X	X		

Product Information	Product Name	ServiceCenter	ServiceCenter	ServiceCenter	ServiceCenter	ServiceCenter
	Version	5.1	5.0	4	3	2.1
Process	Applications	"Helping enterprises run IT like a business"	"Transitioning the service desk to a world-class service organization"	"Aligning service organizations to best practice processes"	"Leaving reactive support from proactive support"	"Providing a foundation to service management"
Application Level						
Inventory Management	Inventory Configuration Management	X	X	X	X	X
	Assets Contract Management	X				
	Out-of-box Automated Inventory support	X	X	X	X	
Call Management	Service Management	X	X	X	X	X
	Linkage of Calls to Problems/ Incidents, Request Quotes, Changes, Calls	X	X	X	X	X
	Activity Records	X	X	X		
	Related Records	X	X	X		
	Multi-Level categorization	X	X	X		
	Document Engine support	X	X			
Incident Management	Diagnostic Aid Support	X	X			
	Incident Management/ Problem Management – SC 2.1 & 3	X	X	X	X	X
	Problem Management renamed to Incident Management	X	X	X		
	IR Expert access	X	X	X	X	X
	Mass closure	X	X	X	X	X
	View associated calls within Incident/Problem record	X	X	X	X	
	Close calls upon Incident/Problem closure	X	X	X	X	
	Activity Records	X	X	X		
	Related Records	X	X	X		
	Document Engine Support	X	X			
Diagnostic Aid Support	X	X				

Product Information	Product Name	ServiceCenter	ServiceCenter	ServiceCenter	ServiceCenter	ServiceCenter
	Version	5.1	5.0	4	3	2.1
Process	Applications	"Helping enterprises run IT like a business"	"Transitioning the service desk to a world-class service organization"	"Aligning service organizations to best practice processes"	"Leaving reactive support from proactive support"	"Providing a foundation to service management"
Application Level						
Knowledge Management	IR Expert	X	X	X	X	X
	Shallow search	X	X	X	X	X
	Deep search	X	X	X	X	X
	Complete match	X	X	X	X	X
	Multi-Level Categorization	X	X			
	Solution retrieval based on categorization combinations	X	X			
	Category	X	X			
	Sub-Category	X	X			
	Product Type	X	X			
	Problem Type	X	X			
	Diagnostic Aids	X	X			
	Adaptive Learning/IR Learning	X	X			
	Hot News	X	X			
	Common Problems	X	X			
	Error Messages	X	X			
	IR Queries	X	X			
	Diagnostic Aids	X	X			
	Knowlix					X
	Increased navigation integration with SC Diagnostic Aids	X	X	X		X
	Automated Get-Answers launch with ServiceCenter Login	X	X			
Problem Management	Root Cause Analysis	X	X	X		
	Activity Records	X	X	X		
	Related Records	X	X	X		
	Root Cause Identification	X	X	X		
	Known Error creation	X	X	X		
	Known Error Correlation	X	X	X		
	Presentation of Known Error workarounds to Service and Incident Management	X	X	X		

Product Information	Product Name	ServiceCenter	ServiceCenter	ServiceCenter	ServiceCenter	ServiceCenter
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Application Level						
Change Management	Change Management	X	X	X	X	X
	Phase closing	X	X	X	X	X
	Prompt for open	X	X	X	X	
	Prompt for Update	X	X	X	X	
	Open Phase and Exit	X	X	X	X	
	Activity Records	X	X	X		
	Related Records	X	X	X		
	Support for Batch Changes	X	X	X		
	Request For Change	X	X	X		
	Request For Change - Advanced	X	X	X		
Document Engine Support	X	X				
Request Management (catalog support)	Request Management	X	X	X	X	X
	Clocks	X	X	X	X	X
	Macros	X	X	X	X	X
	Inboxes	X	X	X	X	X
	Request Queue	X	X	X	X	X
	Event Services support	X	X	X	X	X
	Activity Records	X	X	X		
	Related Records	X	X	X		
	Customizable Catalog	X	X	X		
	Out-of-box catalog choices/scenarios	X	X	X		
	Integration with purchase requests	X	X	X		
	Combination of multiple quotes	X	X	X		
	Re-order level defined by stock room	X	X	X		
	Document Engine Usage	X	X	X		

Product Information	Product Name	ServiceCenter	ServiceCenter	ServiceCenter	ServiceCenter	ServiceCenter
	Version	5.1	5.0	4	3	2.1
Process	Applications	"Helping enterprises run IT like a business"	"Transitioning the service desk to a world-class service organization"	"Aligning service organizations to best practice processes"	"Leaving reactive support from proactive support"	"Providing a foundation to service management"
Application Level						
Service Level Management (SLM)	SLA Management	X	X	X	X	X
	Automatic calculation of SLA performance	X				
	and response metrics	X				
	Entitlement Checking	X	X	X	X	X
	Service Contract Management	X	X	X	X	
	SLA and Contract Management combination to create Service Level Management	X	X			
Technician Scheduling Management	Work Management	X	X	X	X	
	Scheduled Maintenance	X	X	X		
	Formalized Maintenance schedules	X	X	X		
	Integration to Call, Incident, Change, Request, Inventory Configuration Management	X	X	X		
	Scheduling of inventory based events/tickets	X	X			
	Track parts, labor, and associated contracts	X				
	Generate cost estimate of preventative maintenance	X				
Reporting & Business Intelligence		X	X	X	X	X
	SC Insight	X	X	X	X	
	Dashboard	X	X			
Best Practice Reference Guide	Service Wisdom	X	X	X		
Employee Self Service – Break/fix	Get-Services	X	X	X	X	

Product Information	Product Name	ServiceCenter	ServiceCenter	ServiceCenter	ServiceCenter	ServiceCenter
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Application Level						
Employee Self Service – Catalog of goods/service	Get-Resources	X	X	X	X	
Employee Self Service – Knowledge Management	Get-Answers	X	X	X		
Network Management	Network Discovery	X	X	X		
Automated Inventory/Discovery	Network Discovery/Desktop Inventory	X	X	X		
	Integration with Desktop Administration	X				
Desktop Management		X	X	X		
	Integration with Network Discovery/Desktop Inventory	X				
Base Utilities		X	X	X	X	X
	Importing	X	X	X	X	X
	Printing	X	X	X	X	X
	Four Digit Support	X	X	X	X	X
	License Checking	X	X	X	X	X
	Tickler App to set Trigger notifications	X	X	X	X	
	Calendar Widgets	X	X	X	X	
	Multiple Document Interface (MDI)	X	X	X	X	
	Cascade Window support	X	X	X		
	Form specific tool bars	X	X	X		
	Record List/Document View	X	X	X	X	
	Notification Engine	X	X	X		
	On-call groups	X	X	X		
	Multi-Company Support	X	X	X		
Central User Administration Utilities	X	X	X			

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Application Level						
Base Utilities	Consolidated Queues and In-boxes	X	X	Module profiles moved to Operator record		
	Fixed ServiceCenter Distributed clocks, alerts, activity records	X	X			
	Revision Tracking added to Tailoring Utilities	X	X			
Client Level						
Overall Client Changes	Dynamic GUI	X	X	X	X	
	Display screen and format name	X	X			
	On-screen timer object	X	X			
	Single Sign-on for Windows platform	X	X			
	Spell Checker	X	X			
	RAD command line appears in all application windows, depending on operator record setting	X				
		X	X	X	X	X
	Dynamic loading of attachments	X	X	X		
	Browser support of Internet Explorer and Macintosh	X	X	X		
	ServiceCenter Explore for navigation	X	X	X		
	"Favorites" for navigation features	X	X	X		
	Suspend session support	X	X	X		
	Bookmarks	X	X	X		
	Support for Windows XP	X	X			
	Support for JDK 1.3 and Java Plug-ins	X	X			
	Support for Netscape 6	X	X			
	Telephony support	X	X			
	Forms Designer	X	X			
	GUI Debugger	X	X			
	Language support for Chinese, French, German, Japanese, Korean, Polish, Thai, and Turkish	X				
	Section 508 compliance features	X				

Product Information	Product Name	ServiceCenter	ServiceCenter	ServiceCenter	ServiceCenter	ServiceCenter
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Process	Applications	"Helping enterprises run IT like a business"	"Transitioning the service desk to a world-class service organization"	"Aligning service organizations to best practice processes"	"Leaving reactive support from proactive support"	"Providing a foundation to service management"
Application Level						
Windows Client		X	X	X	X	X
3270 Client		X	X	X	X	X
Mobile Client	Mobilize.It! for ServiceCenter				X	
					X	
		X	X	X		
	Change Management	X	X	X		
	Request Management	X	X	X		
	Palm OS	X	X	X		
	WinCE/Pocket PC	X	X	X		
	AssetCenter/ServiceCenter combined work orders	X	X	X		
Run Time Environment (RTE) Level						
RTE Options	Shared Mandanten	X	X	X	X	X
	FrameRestore to DDE Advise	X	X	X	X	X
	Secure Password support	X	X	X	X	X
	Network Encryption	X	X	X	X	X
	Tracing of Triggers	X	X	X	X	X
	Monitoring of File Locks	X	X	X	X	X
	Monitoring of File Updates	X	X	X	X	X
	Quiesce	X	X	X	X	X
	Database Monitor Parameters	X	X	X	X	
	QBE List: sort, add, delete on the fly	X	X	X	X	
	Dynamic SQL Mapping	X	X	X	X	
	Consultant In a Box	X	X	X	X	
	Multi-lingual Client/Server Deployment	X	X	X	X	
	OLE Container	X	X	X	X	
	Support for Microsoft Clusters	X	X	X		
	Automatic Refresh of record lists in the GUI	X	X	X		
Search/Find capabilities within GUI fields	X	X	X			

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Application Level						
	Global Locking in SC Distributed Network	X	X	X		
	Increased Pool Size – 35 SCDB files with 2 GB each	X	X	X		
	Increased Pool Size – 70 GB in P4	X	X	X		
	Removal of 32K limit for P4 record	X	X	X		
	Event Services processing of inbound attachments	X	X	X		
	Version Dependency removed – Client/Server separated	X	X	X		
	Server control of client parameters	X	X	X		
	Option for case insensitivity of the P4 database	X	X	X		
	ODBC Level 2 query compatibility	X	X	X		
	Extended functionality in SCDBUTIL	X	X	X		
	Alert Log for monitoring ServiceCenter performance	X	X	X		
	Single Sign-on	X	X			
	IR Learning	X	X			
	Field Level Encryption	X	X			
	Load Manager	X	X			
	Structured Arrays	X				
		X				
		X				
	tables and Unique Attribute tables	X				
	application windows, depending on operator record setting	X				

Product Information	Product Name	ServiceCenter	ServiceCenter	ServiceCenter	ServiceCenter	ServiceCenter
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Application Level						
	System Information Record (info.company)	X				
	Set multi-company mode	X				
	Integration displayoptions visibility	X				
	Joinfile changes: add, update, delete	X				
Documentation						
	Service Wisdom	X	X	X		
	Help Desk processes	X	X	X		
	Change Management Processes	X	X	X		
	Problem Management Processes	X	X	X		
	Online and downloadable documentation	X	X			
	Adobe Reader global search	X	X			
	Physical Data Model (PDM)	X				
	PDF and HTML formats	X				