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WHAT'S NEW IN THE 2023.2 RELEASE?

April 20th, 2023

2023.2 RELEASE POSITIONING STATEMENT

"The 2023.2 release is a new milestone that provides a sustainable end-to-end IT Services experience for I&O leaders. It strengthens Service Desk and I&O teams' superpowers to make ticket deflection and remediation even faster; makes IT greener with an enhanced IT collaboration experience and new multichannel capabilities – an easy solution to sustainability challenges."

2023 Technical Product Roadmap

Service Manager
Service Apps

Self Help
Service Bots

Observe
Digital Employee Monitoring

Reach

2023.1

- Kanban Board Drag & Drop
- WYSIWYG Component Improv.
- Quick Ticket Creation Button
- New PowerBI reports
- ServiceApps Performance Improvement
- Service Apps New Templates: Meeting Room
- Oauth 2.0 Support for REST
- WhatsApp Message Integration
- TeamViewer Integration
- Jenkins Integration

- Fix
- Upgrade architecture component

- Fix

- Move 2 Cloud
- APIfication

2023.2

- Collaboration – Swarming Support- Phase 1
- XLA Management - Phase 2
- Green IT – Phase 1
- WhatsApp Integration – Create tickets
- UI Enhancement
- Workflow export/import enhancement
- REST API enhancement

- Fix
- Upgrade architecture component

- Short-term forecasting
- Capacity planning
- Major stack upgrade
- Advanced user services

- EV Reach Rebranding
- New automatic inventory collection
- Simplified DB deployment Process
- Cloud Service Portal and Status page
- Display Reach Service Security audit and registered devices

2023.3 / 2023.4

- Collaboration
- AITSM
- Green IT
- Discovery Integration
- Other Strategic Projects

- EV Service Manager Integration
- Self-Heal
- DEM: Synthetic Testing (aka AppsMon)
- AIOps: Smart Alerting…
- Maintenance overlap Automatic incident management : EVSM
- UX/UI standardization
- Consolidation of EV Reach and EV Observe discovery capabilities

Timeline: 2023.1 — 2023.2 — 2023.3 — 2023.4

IT SUPPORT & DELIVERY: EV SERVICE MANAGER

1. **Collaboration - Swarming Support** – The "Together" panel introduces a new discussion component to ease cross-collaboration between subject matter experts and breaks down silos.

2. **XLA Management** – Creates XLA-type contracts to measure the user perception of IT Services quality.

3. **Green IT** – Incorporates sustainability metrics and reports into the platform to enable companies to track their sustainability initiatives.

4. **Multichannel** – WhatsApp integration: Create incidents from a WhatsApp message.

5. **UI Enhancements** – Set up the view mode when creating a new menu entry.

6. **Administration** – Automatic update of REST workflow steps when exporting and importing workflows – adding by default email templates on 6 additional business automation wizard

7. **Security** - Reinforced password security policy.

8. **REST API improvements** – View/create/update groups – view questions from questionnaire.

SWARMING SUPPORT-TOGETHER MODE

EV Service Manager 2023.2

Details

- Break down support silos with a new collaborative approach
- Share insights and advice through discussions related to dedicated objects

Benefits

- Improved IT productivity
- Speed up incident resolution
- Enhanced support agent experience with state-of-the-art communication tools

XLA MANAGEMENT
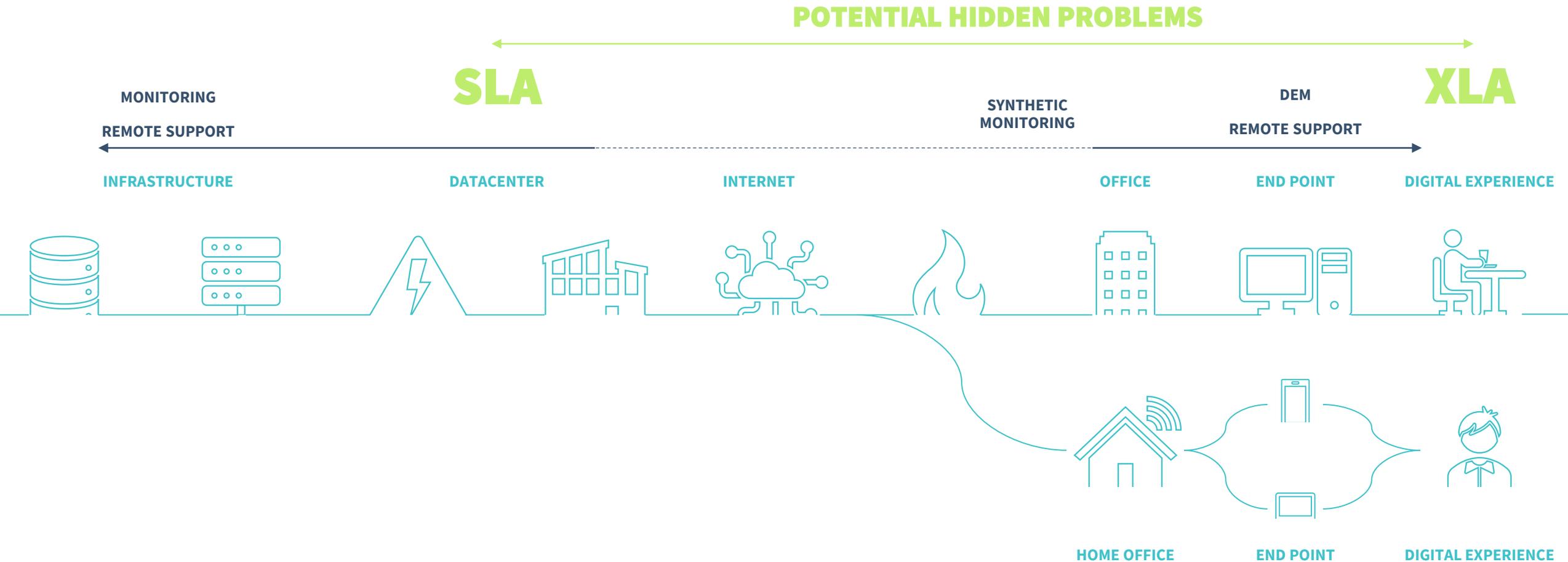
EV Service Manager 2023.2

Details

- Measure the perception of the quality of IT services by users from the Self-Service Portal
- Describe engagement within LOB into XLAs agreements
- Track user feedback through reports linked to agreements

Benefits

- Perceive user feeling on top of IS SLAs
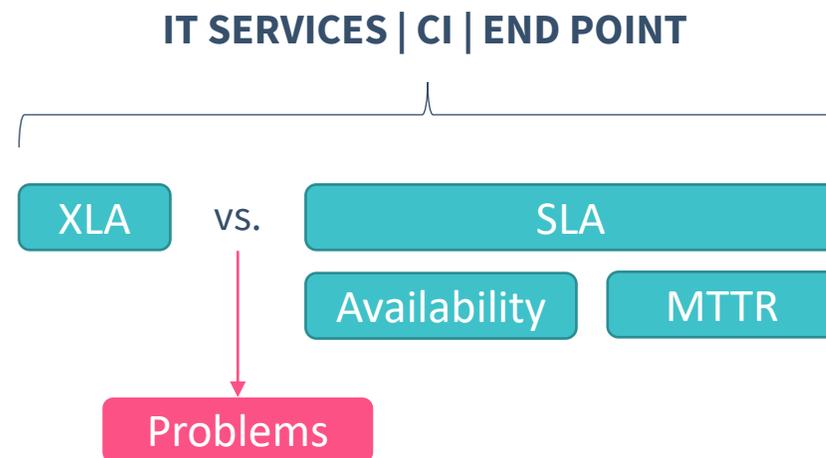- Anticipate issues
- Improve root cause analysis

SPEED UP ROOT CAUSE ANALYSIS

WITH XLAs AND SLAs

POTENTIAL HIDDEN PROBLEMS

SLA

XLA

MONITORING

SYNTHETIC
MONITORING

DEM

REMOTE SUPPORT

REMOTE SUPPORT

INFRASTRUCTURE | DATACENTER | INTERNET | OFFICE | END POINT | DIGITAL EXPERIENCE

HOME OFFICE | END POINT | DIGITAL EXPERIENCE

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XLAs

- Support IT professionals by providing NPS like satisfactions survey across all IT Services from applications to equipment available to any employees, anytime, anywhere from the Self-Service Portal.

- Scores summarized by IT Services to identify gaps between output measurement (SLAs) and the perceived quality of IT Services and support.

IT SERVICES | CI | END POINT

| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

😠 0 - NOT LIKELY   10 - VERY LIKELY 😌

XLA   vs.   SLA

Availability   MTTR

Problems

GREEN IT

EV Service Manager 2023.2

Details

- Measure the impact of equipment manufacturing and consumption
- Simulate electricity and cost savings when replacing equipment
- Track cloud providers' PUE

Benefits

- Integrate green IT metrics to measure sustainability and CSR
- Reduced carbon emissions
- Reduced costs

MULTICHANNEL
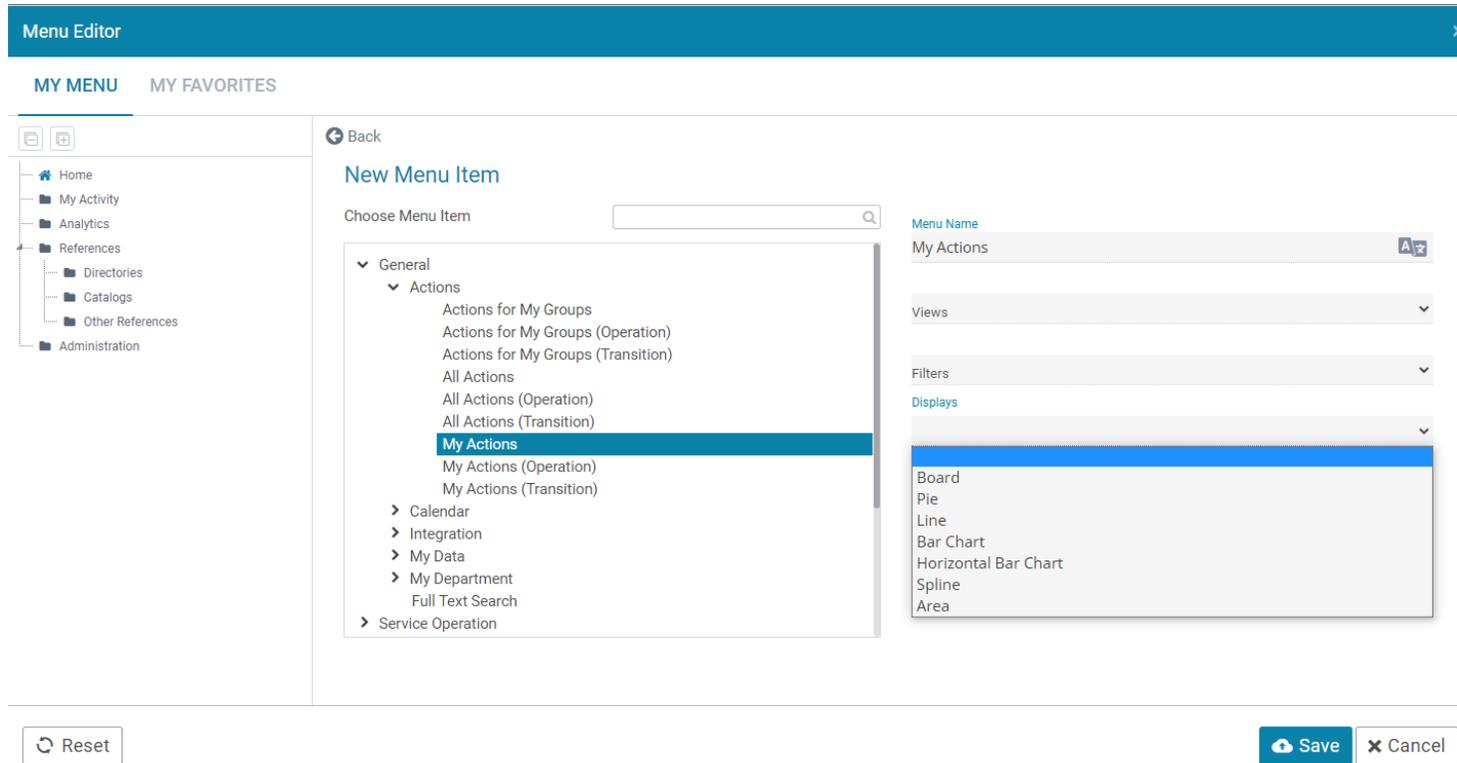
EV Service Manager 2023.2

Details

- Create an EV Service Manager incident from a WhatsApp message

Benefits

- Enhanced multichannel capabilities
- Ease of use
- Improved user experience and productivity

UI ENHANCEMENTS

EV Service Manager 2023.2

Details

- Set up "view mode" when creating a new menu entry

Benefits

- Improve support and I&O teams' workspaces
- Simplified administration
- Enhanced user experience
- Improved productivity

ADMINISTRATION – IMPORT/EXPORT WORKFLOWS

EV Service Manager

Details

- Automatic update of REST steps when exporting and importing workflows

Benefits

- Don't lose configuration when putting new workflows and business rules in production
- Enhanced reliability
- Ease of use

SECURITY – FORGOT YOUR PASSWORD

EV Service Manager 2023.2

Reset your password

Enter your password

Confirm your Password

Your password must contain at least:

- 8 Characters
- 1 Uppercase letter
- 1 Lowercase letter
- 1 Digit
- 1 Special Character

Reset my password

Definition of Password Policies

Enable the Password expiration

*Minimum number of characters for passwords   8

Expire all passwords now

Previous   Finish   Cancel

Details

- Enhanced password policy
- Customize the "Forgot password" email templates

Benefits

- Security improvement
- Improved configuration
- Ease of use

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REST API ENHANCEMENT

EV Service Manager 2023.2

Details

- New REST APIs methods
    - Get / Put / Post Groups
    - Get / Post / Delete Group's employees
    - Get questions from questionnaire
- Bearer Token Service
    - New "Scope" parameter
    - New grant type=password
- New EV Service Manager authentication method, "Access Token"

Benefits

- Enhanced integration capabilities
- Secure authentication methods

IT SUPPORT & DELIVERY: EV REACH

1. **EV Reach rebranding** – Goverlan Reach has been rebranded as EV Reach – UI color updates.

2. **New automatic inventory collection** – Automatically collect asset data from workstations and servers at a pre-scheduled frequency.

3. **Simplified database deployment process** – Console-side database is now deployed automatically with the EV Reach server.

4. **Cloud Service Portal page** - Display EV Reach Service auditing on registered devices.
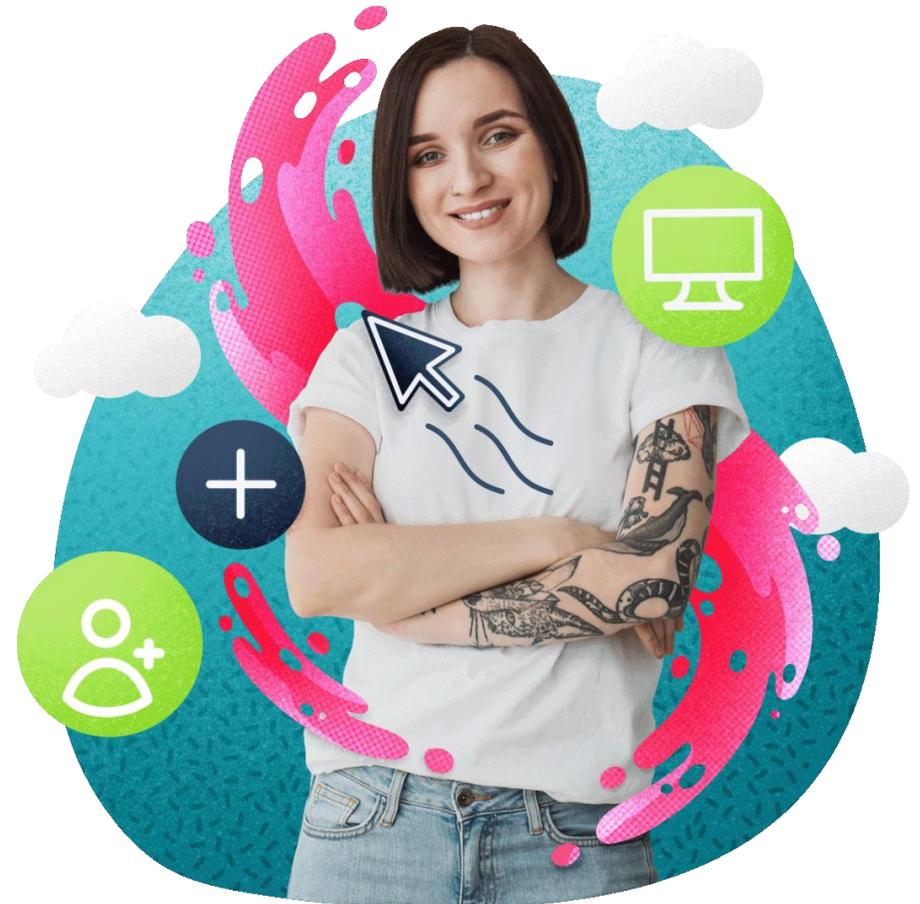
EV REACH REBRANDING

EV Reach 2023.2
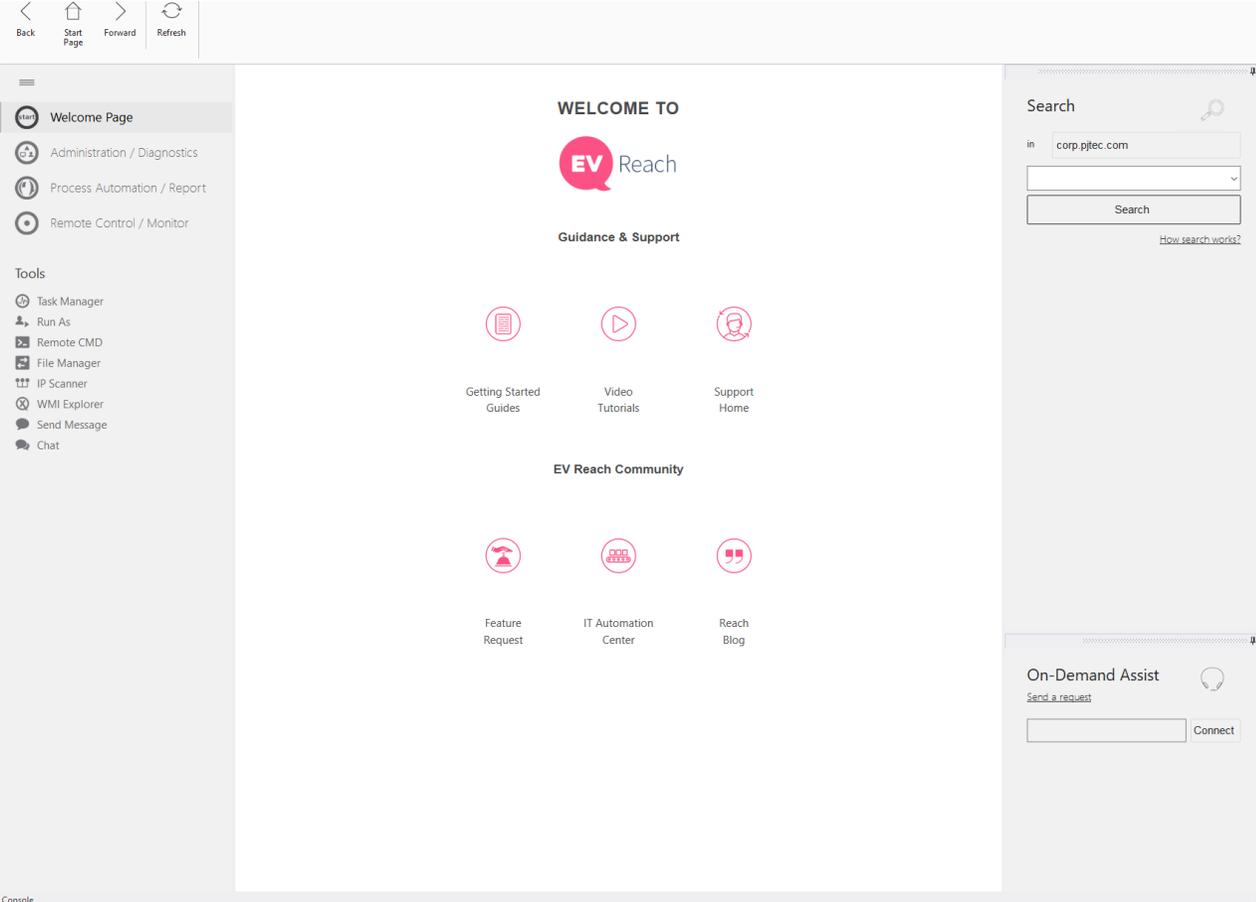
Details

- Goverlan Reach has been rebranded as EV Reach
- New branding colors

Benefits

- Product color consistency
- Cohesive branding across portfolio

AUTOMATIC INVENTORY COLLECTION

EV Reach 2023.2

EV REACH AGENT — Agent sends inventory data → EV REACH SERVER → SQL DATABASE — COMPLETE DATA
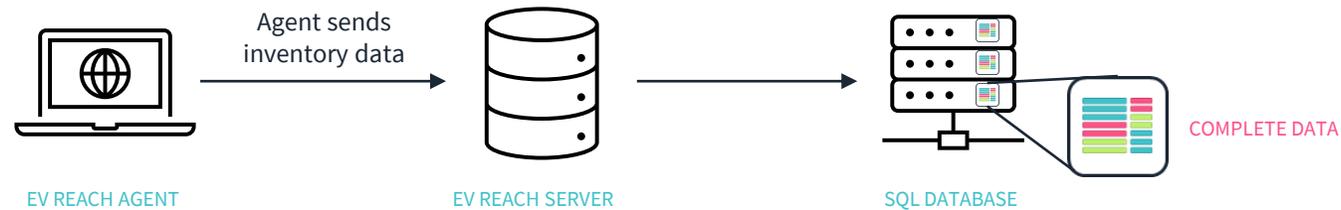
Details

- Automatically collect asset data from workstations and servers
- Report inventory data on a configured frequency

Benefits

- Report inventory data when needed
- Keep track of all assets in one place
- No IT process automation jobs required

CLOUD SERVICE PORTAL PAGE

EV Reach 2023.2

Details

- View information such as DNS address, operational status, and linked console licenses
- View and export your Reach Server Security Audits, such as, Remote Actions, Remote Control Sessions, and System Login Events
- Easily access a list of all devices that are registered to your EV Reach Service

Benefits

- Access the features of the EV Reach Cloud Service you need

IT INFRASTRUCTURE & OPERATIONS: EV OBSERVE

1. **Night Shift-Calm Night** – Short term prediction

2. **Capacity Planning** – Capacity prediction

3. **API Improvement**

CALM NIGHT/NIGHT SHIFT - SHORT-TERM PREDICTION

EV Observe 2023.2
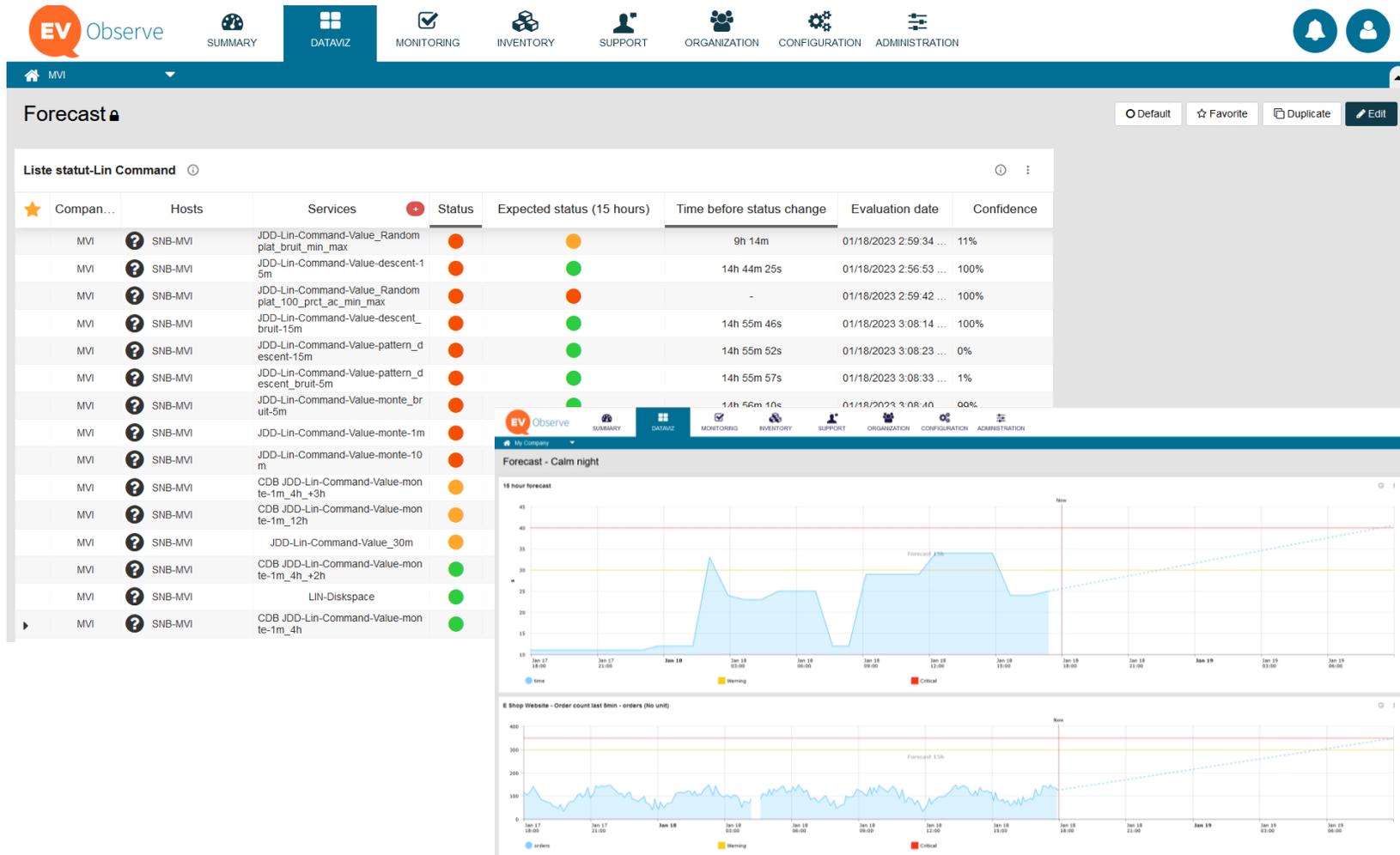
Details

- 15-hour alert & status prediction
- Create tickets predicted statuses

Benefits

- Improve SLAs achievements
- Reduce number of tickets
- Decrease in on-call costs

CAPACITY PLANNING

EV Observe 2023.2

Details

- Capacity report improvement with custom prediction horizon
- Time before saturation

Benefits

- Anticipate IT investments
- Avoid breakdowns

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2023-2025
Customer Facing Roadmap
As of H12023

DISCLAIMER

- *This plan for upcoming features and enhancements is an evergreen document and will most certainly evolve as we continue to learn from our users.*

- *The strategic product roadmap for the next two years does not represent a commitment, guarantee, obligation, or promise to deliver any product or feature or to deliver any product and feature by any particular date.*

END-TO-END SERVICE EXPERIENCE PLATFORM

LOYAL TO IT POSITIONING COMBINING ITSM AND ITOM SUPERPOWERS

"THE UNRIVALED LOYAL TO IT SOFTWARE DELIVERING TOP-NOTCH SERVICE THAT'S EASY TO WORK WITH & EASY TO USE. "

EASYVISTA
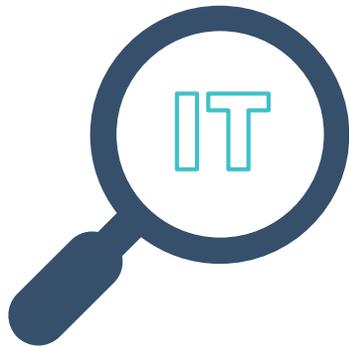
HOW WE HELP THE IT DEPARTMENT?

COST OF PRODUCTIVITY LOSS

BUSINESS OUTCOMES

SUSTAINABILITY EFFORT

1

2

3

PREVENT FUTURE INCIDENTS FROM OCCURING

FACILITATE AND ACCELERATE INCIDENT RESOLUTION

IMPROVE COST EFFICIENCY WHILE INCREASING TECH PACE OF ADOPTION

EASYVISTA

EASYVISTA'S COVERAGE AND EXPANSIONS
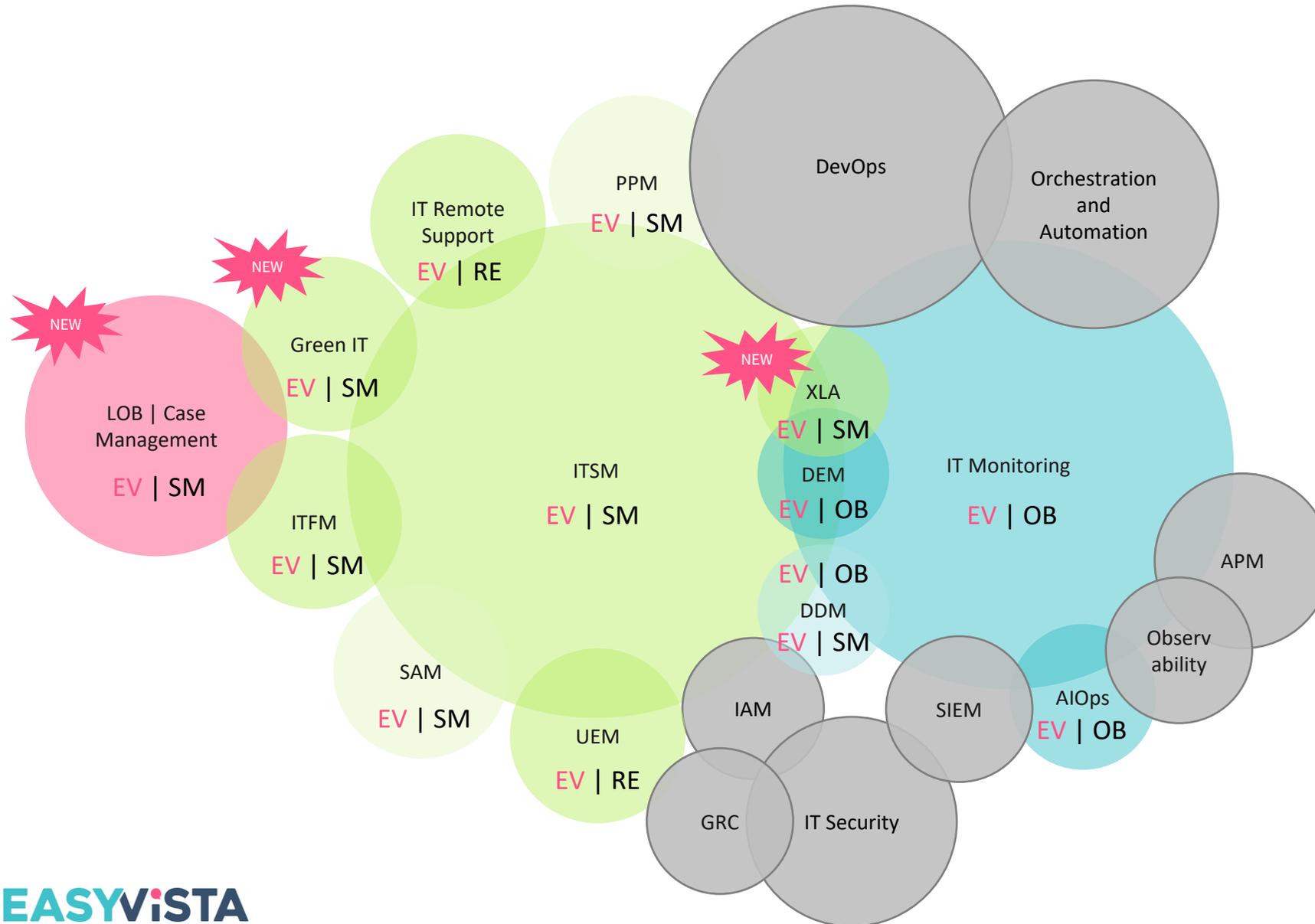
ITSM: IT Service Management
ITFM: IT Financial Management
SAM: Software Asset Management
UEM: Unified Endpoint Management
IAM: Identity and Access Management
DDM: Discovery and Dependency Mapping
DEM: Digital Experience Monitoring
APM: Application Performance Monitoring
PPM: Project Portfolio Management
SIEM: Security Information Event Management
GRC: Governance, Risk, Compliance

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Strategic Product Roadmap

Collaboration

AITSM | AIOps: RCA (Root Cause Analysis), Forecasting, Advanced Logs Monitoring

…Sustainability | Green IT

Product Integrations | Unified Experience

DDM: End-Point and Infrastructure Discovery, CMDB

DDM V2

Self-Heal

DEX: XLA

DEX: DEM

Automation

Reporting

Apps Studio

One Platform: Backbone | Auth | Notification | User Management | Global Search

Architecture | Security | Performance | UI/UX Improvements | Integration | Upgrade

2023

2024

2025

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Detailed Strategic Product Roadmap

⏻ AITSM – AIOps   ⏻ IT Remote Support as a Service

⏻ DDM – CMDB & Change   ⏻ Knowledge Base Fusion

⏻ Apps Offline   ⏻ Self Heal

⏻ Collaboration   ⏻ Resource Planning

⏻ Multichannel   ⏻ Apps Studio

⏻ Case Management   ⏻ Reporting

⏻ Green IT   ⏻ DDM – Discovery

⏻ XLA   ⏻ Consistent Product UI

2023.1   **2023.2**   **2023.3**   **2023.4**   **2024.1**   **2024.2**   **2024.3**   **2024.4**   **2025.1**

2023 ──────── **2024** ──────── **2025** ──→

This plan for upcoming features and enhancements is an evergreen document and will most certainly evolve as we continue to learn from our users.

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PEER TO PEER SUPPORT

AI RECOMMENDATIONS

CASE MANAGEMENT

DELIVER AND SUPPORT EMPLOYEE SERVICES BEYOND IT

EMPLOYEE

IT DOMAIN

INCIDENT

PROBLEM

SERVICE REQUEST

CHANGE REQUEST

NON-IT DOMAIN

CASE

FORMS

WORKFLOW

SLA

APPLICATION PERIMETER

TEAMS

TASKS

EASYVISTA
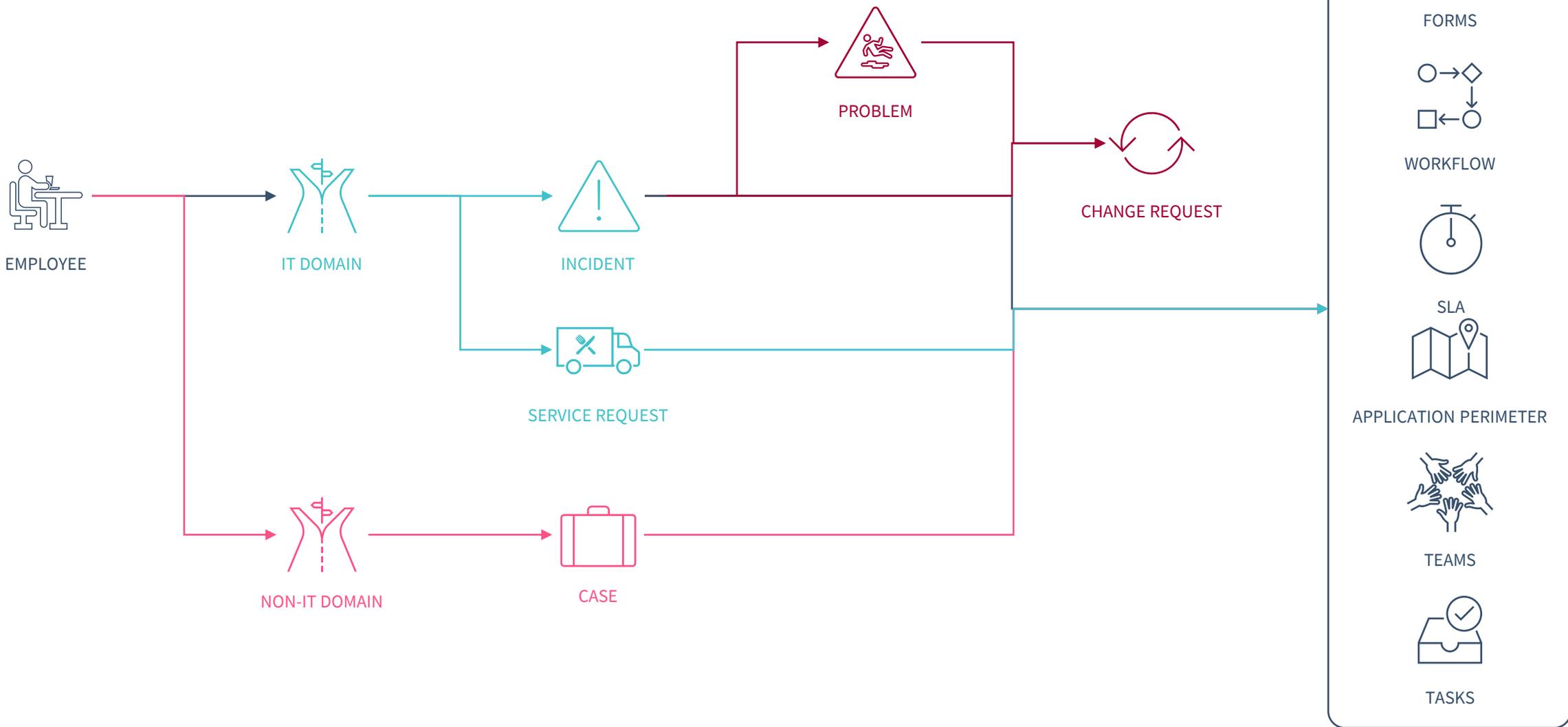
CMDB ENHANCEMENTS

IMPROVE ROOT CAUSE ANALYSIS

Details

- Improve CMDB Graph to enhance root cause analysis
  - Adding filtering capabilities (CI type, relation type, nature type)
  - Add CI relationship graphically – Design CI relationship
  - Add relationship colors to identify relationship type
- Add clustering options to manage complex architecture availability calculation rule
- Improve performance when integrating and using high volume of data
- Automatic Urgent Change based on EV Observe threshold alerts

Benefits

- Speed up root cause analysis
- Minimize risks
- Gain performance and team productivity
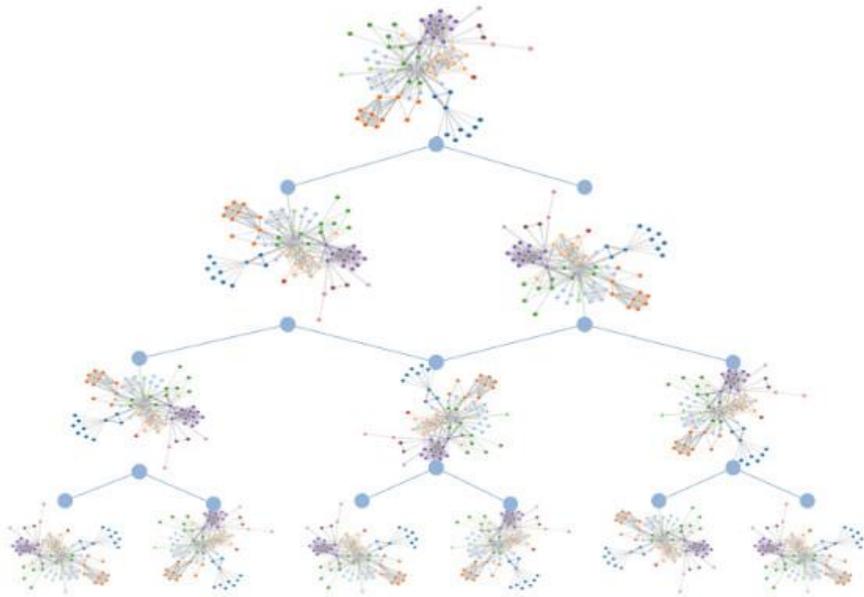
Home
My Tasks **3**
My Late Tasks **1**
My Groups Tasks **8**
Discussions **5**

Search…

▼ IT Support ...
• Incident Backlog
• Unassigned Tasks
• Knowledge Base
• Problem

▼ IT Infrastructure ...
• Change Management
• CMDB
• Availability Management
• Risk Management
Show More Items

TA All Tasks ▼

List   Board   Map   Calendar   Charts   +

Search in EasyVista – Log an interaction

All > North America > USA > Salt Lake City > Floor 06 > 651

↓ Creation Date ▼   Category ▼   + Add Filter

New ▼   ...

Save…
Save as…
Share…

Category contains ▼   ...

Type a value…

	Task Id			▼	Support Person ▼	Task Type ▼	Priority ▼	OLA Date

▼ Category **End Point**

Category contains ▼

🔍

⬆ Sort Ascending
⬇ Sort Descending
▽ Filter ▶
⊟ Group by this field
⊕ Add column
⊖ Remove column

Equals…
Does Not Equal…
Begins With…
Ends With…
Contains…
Does Not Contain…
Custom Filter…

	Task Id		Creation Date	Support Person	Task Type	Priority	OLA Date	
○	S160907_000004	SR	9/7/2016 9:35:23 am		Management Approval	2 - High ●	9/10/2016 9:35:23 am	◔
○	I160908_000001	IN	9/8/2016 9:56:50 am			2 - High ●	9/15/2016 9:56:50 am	◕
○	S160919_000002	SR	9/19/2016 6:00:47 am			2 - High ●	9/21/2016 6:00:47 am	◔
○	I160919_000002	IN	9/19/2016 6:04:44 am			3 - Medium ●	9/21/2016 6:04:44 am	◔
○	I160919_000003	IN	9/19/2016 6:06:06 am	Service Desk Operator		3 - Medium ●	9/21/2016 6:06:06 am	◔
○	S160926_000002	SR	9/26/2016 9:22:36 am	Technician		2 - High ●	9/28/2016 9:22:36 am	◔

▼ Ca...

None
Count all
Count values
Count unique values
Count empty
Count not empty
Percent empty
Percent not empty

○	S16		9/27/2016 10:58:55 am	Technician	Installation	3 - Medium ●	9/29/2016 10:58:55 am	◕
○	I16		10/18/2016 9:22:07 am	User	User Approval	2 - High ●	10/21/2016 9:22:07 am	◔
○	P16		10/20/2016 10:21:41 am	Service Desk Operator	Qualification	3 - Medium ●	10/27/2016 10:21:41 am	◔
○	I16		10/20/2016 10:23:26 am	Service Desk Operator	Qualification	2 - High ●	10/28/2016 10:23:26 am	◔

Calculate ▼

⊕ New Custom Menu

Making IT Greener

Reduce quickly emissions from the enterprise's technology estate.

How?

1. Optimize number of end-user devices
2. Increase product life span of end-user devices
3. Adopt energy-efficient end-user devices
4. Increase cloud penetration
5. Rightsize datacenter computing needs
6. Recycling hardware

"End-user devices—laptops, tablets, smartphones, and printers— generate 1.5x to 2x more carbon globally than data centers."

Reduce carbon emissions by

30%

through user device reduction and increased cloud adoption
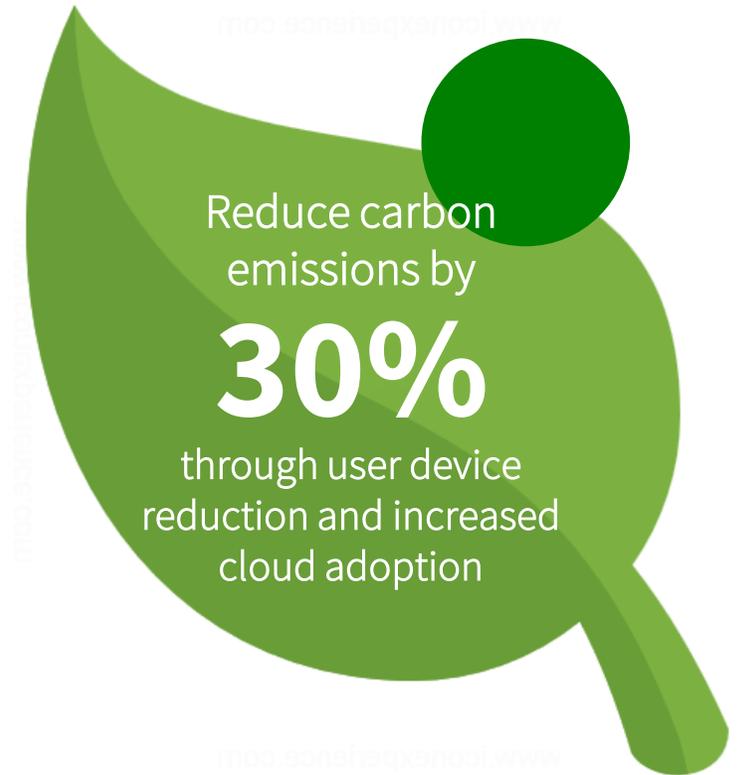
Making IT Greener

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Green IT Dashboard – Journey to **reduce carbon emission**

ELECTRICITY SAVING	ANNUAL OFFSET	SAVINGS
17,825 kWh	**276** T CO2	**1,765,287** $

This Year · All countries · All regions

Power Management

 # EQUIPMENT TURNED OFF AT NIGHT

11,314 WORKSTATION	**+9%**
152 T CO2	**872** kWh	**10,625** $

DAILY ELECTRICITY CONSUMPTION

1,852 kWh	**-27%**

DAILY CARBON INTENSITY OF ELECTRICITY

387 T CO2	**-32%**

DAILY ELECTRICITY SAVING

619 $	**-16%**

Asset Management

IMPACT OF EQUIPMENT MANUFACTURING

6,974 T CO2	**-37%**
76,251 L WATER	**-26%**

% OF RECYCLED EQUIPMENT

63 %	**+7%**

DEVICES/USERS

2,7 DEVICES	**-18%**
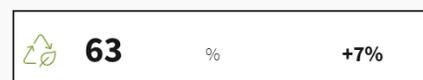
AVERAGE DEVICE AGE – INVENTORY DIVERSITY

2.7 YEARS	**+11%**	**168** DEVICE MODELS	**-27%**

Cloud Management

AVERAGE CLOUD PROVIDER PUE

2.1 PUE	1.8 TARGET	**-11%**
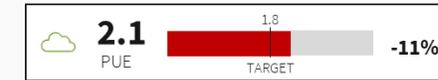
CLOUD HOSTING VS IN HOUSE RATIO

72 %	85 TARGET	**+7%**

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Filter menu

Home

My favorites

General

Service Operation

Service Transition

Service Design

Asset & Configuration

Financial Management

Discovery

Project

Administration

References

Create a ticket ...

Save a draft | Save | Lorem Ipsum | Lorem Ipsum | Lorem Ipsum | ...

Incident Number
I230327_0000002

Create Date
2.27/2023 9:39:30

Label
Value

Recipient
Antoine

Details | Details | Details

Questionnaire (X)   Copy From template   Declare Major Incident

Label
Value

Label
Value

Label
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed id cursus arcu, sed tempor nulla. Aliquam mattis elit ac massa luctus, ac lacinia eros sodales. Duis quis purus quis tortor aliquam sagittis non eu lacus. Nulla sollicitudin accumsan dolor, quis vulputate risus accumsan non. Phasellus sed enim id magna dignissim laoreet. Morbi urna sapien, condimentum vel faucibus eget, lobortis nec orci. Vestibulum elementum scelerisque nibh, id volutpat lacus efficitur commodo. Quisque aliquam hendrerit sagittis. Aenean at tristique augue, non viverra turpis. Integer nec interdum est. Nulla gravida, nisl nec fringilla dictum, massa diam pulvinar urna, ut placerat diam augue in dolor. Proin sollicitudin tellus odio, eget vestibulum massa feugiat ac.

Resolve   Assign   Save a Draft   Cancel

Label
3/27/2023

Label
9:39:30 am

Details | Details

User information

Label
Antoine

Label
Value

Label
Value

Label
Value

Label
Nort America/USA/New York

Label
Value

Incident Description

Label
Value

Label
Value

Label
Value

Label
Value

Attachement (0)

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TAKE THE NEXT STEP **IN SERVICE TRANSFORMATION**

THANK YOU

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