

BMC[®] Service Desk Express

New Feature Omnibus

Featuring Service Desk Express Versions 9.0 – 10.0

BMC Service Desk Express: New Feature Omnibus

The purpose of this document is to provide the reader with both a high level and detailed overview of functionality introduced since Service Desk Express version 9.0. Additional information is available by clicking on the version link (ex. V9.0) in the related overview section header.

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Release History

Product Name & Version	Language	Platform	Release Date
BMC Service Desk Express Suite			
<input type="checkbox"/> BMC Service Desk Express Suite 10.0.00	English	Microsoft Windows/NT	16-Mar-2010
<input type="checkbox"/> BMC Service Desk Express Suite 9.8.00	English	Microsoft Windows/NT	03-Dec-2008
<input type="checkbox"/> BMC Service Desk Express Suite 9.7.00	English	Microsoft Windows/NT	15-Aug-2008
<input type="checkbox"/> BMC Service Desk Express Suite 9.6.00	English	Microsoft Windows/NT	17-Mar-2008
<input type="checkbox"/> BMC Service Desk Express Suite 9.2.00	English	Microsoft Windows/NT	10-Jul-2007
<input type="checkbox"/> BMC Service Desk Express Suite 9.1.00	English	Microsoft Windows/NT	09-Nov-2006
<input type="checkbox"/> BMC Service Desk Express Suite 9.0.01	English	Microsoft Windows/NT	23-Jun-2006

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OVERVIEW

V9.0 (June 2006)

Product name changed from Magic Service Desk to BMC Service Desk Express

- Enhanced Service Desk Express Console
- Information Dashboard
- QuickViews 2.0
- Multi-table Queries
 - Color-coding
 - Calendar Views
 - Graph Views
- ITIL Service Level Management
- Preventive Maintenance Module
- Discussion Forum
- Email Conversation Management
- Dynamic Form Transformation
- Problem Scanner
- Automatic Problem Identification
- Surveyor
- Fully Web Based Database Administration Tool
- Ability to Modify Validated Fields Without Logging Into The Database Administration Tool.
- Improved License Management
- New Reports Added

V9.1 (November 2006)

SDE Integration Engine is introduced as part of the core product

- Graphical Integration Engine For Out-Of-The-Box Connections With
 - Performance Manager Express
 - Configuration Manager Express
- Expanded capabilities with additional connectors to 3rd party applications
 - ODBC
 - SNMP
 - XML
 - ADSI/LDAP
 - TXT/CSV

V9.2 (July 2007)

Two new integration options added to the system

1. BMC Service Desk Express Integration for Microsoft SMS
 - ODBC integration with Microsoft Systems Management Server 2003
 - Transfers data from SMS to SDE, requiring minimal setup by the user
 - Provides ability to launch SMS from within SDE
 - Reports on license compliance
2. BMC Service Desk Express Integration for Microsoft MOM
 - Integration with Microsoft Operations Manager 2005
 - Uses MOM Connector Framework (MCF) to receive MOM alerts
 - Creates and update incidents based on alerts from MOM
 - Reports on the number of incidents created through MOM alerts

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V9.6 (March 2008)

SDE Usability, supportability and redesigned Self Service/Client Services

SDE Enhancements

- Visual Tab Indicators
- New Action Buttons
- Multi-select Capability in Pop Ups
- ITIL Terminology And Functionality Updates
- 'Remember My' Search Settings
- Search By - Staff & Group Selectable Drop Downs
- New Quickviews With Open/Closed/Both Radio Buttons for Filtering
- SDE Password Management (Support Staff Only)
- Surveyor Reports
- Program Launcher
- Automatic Database Reconnect
- Fully Web Based Report Configuration Utility
- Ability to link Configuration Items to Service Level Agreements
- Configurable Serial Numbers
- System Checker
- Error Logging
- Urgency, Priority & Due Date Changes
- LDAP Authentication
- And more...

Self Service/Client Services Updates

The user interface has been made easier to navigate and to perform tasks.

- The user interface has changed to be more consistent with the BMC Service Desk Express interface and to improve usability. Also, the navigator bar has been replaced by tabs, and the headers are now links beneath the tabs. Form buttons are located in the Actions bar. Customizable tips are available for each tab and form.
- A Home tab has been added to make access to common tasks and resources easy. The Actions buttons and Common Requests can be customized, and the Home tab can be removed.
- Change assessments and approvals are available in Client Services.
- Attachments can be added to modules available in Self Service and Client Services.
- For Service Requests and Incidents, the behavior for selecting a category, or subject has changed to improve usability.
- You can double-click a category to select it instead of selecting it and clicking OK.
- To expand a parent category, click the plus sign. Double-clicking does not expand the parent but selects it.
- Closed Service Requests and Incidents can be reopened.
- You can change the image that appears on the Login page by customizing the Sign In form. You can select an existing image from the Images directory or add an image to the Images directory and use it.
- If there is no activity for a specified amount of time, the following message scrolls across the top of the window: "Your session timed out due to lack of activity. You will have to login again." The message scrolls after 20 minutes of inactivity, which is the default setting. You can change this value as per your requirements.

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V9.7 (August 2008)

Integrations and new Documenter tool

- SCOM 2007 Initiator
- SCOM 2007 Packages
- Microsoft Project Server 2007 adapter
- Incidents Created from SCOM Alerts report
- Documenter tool

V9.8 (December 2008)

Web Service integration: Phase one

- Web Services Integration added to Integration Engine
 - The ability to publish SDE's Web Service for consumption by other applications

V10.0 (March 2010)

Many new features and enhancements

SDE Enhancements

- Web Services – ability for SDE to consume other applications' WS
 - SDE Business Rules initiator
 - Web Service adapter
 - Web Services Manager
 - CSBR Web Service Lookup
- Auto-Close windows
- Bomgar integration
- Change Management improvements
- CI Explorer
- Work order status progression
- Templates
- Self Service improvements
- Customizing a Close form
- Configuration Manager Express product name changed
- Microsoft Exchange integration
- Email Conversation improvements
- Email Service Configuration changes
- Minimize, maximize, and restore details section
- QuickViews improvements
- Copying configuration items
- Multiple configuration items
- Change PM Links module
- Start ticker for all users
- Group permissions
- Staff permissions
- Problem closed details
- Changes tab in the Service form
- ProactiveNet integration
- On Button Click event for CSBRs
- Error message on CSBR execution failure
- Standard information appended to the Resolution text box
- Date and time in reports
- Word wrapping in the Detail tabs
- Other enhancements

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DETAIL

New Features in BMC Service Desk Express 9.0

Dashboards

The Dashboard feature allows you to run one or more QuickViews. In addition to running multiple QuickViews at once, you may format the output in Pop Up, Graph or Calendar formats. Conditional parameters may be added as well such as color coding based on Urgency.

QuickViews can be added to or removed from dashboards and the QuickView windows can be sized and resized as appropriate for users. Administrators can create predefined dashboards and deploy them by group.

Updated QuickViews

The QuickViews feature has been updated and now allows you to:

- Build complex queries for multiple modules using the improved QuickViews wizard. For example, a query "My Work" could be defined to display results from the Incident, Work Order, Problem, Change, Change Approvals, and Change Assessments tables all in a single view, allowing users to assess priorities across multiple areas.
- Create advanced queries that allow you to define complex queries. This functionality is similar to the query capabilities of Management Center's System Monitor.
- Display the results of a query in a calendar or chart format in addition to the existing tabular format.
- Use dashboards to display multiple QuickViews on the BMC Service Desk Express application console.
- View four new default QuickViews queries that relate to the Incident and Work Order modules: My Work, Work Assigned to members of my Group, Work for a specified Group, and My Work by Due Date.
- View the results of QuickViews in a color-coded format. This allows users to distinguish, for example, higher priority incidents from lower priority incidents.
- View QuickViews for the following new modules: Service Level Management, Surveyor, and License Management.
- Add QuickViews results as an object on customizable forms, such as Incident, Work Order, or user-created forms. This is for administrators only.
- Hide query folders and filter headers in QuickViews through the use of a double arrow icon on the QuickViews.

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Expanded Service Level Management

The Service Level Management feature has been expanded to include the following new options:

- A Services module has been added to the navigator bar to provide the basis for ITIL-based Service Level Management. The Services module is used to list business services supported by an Information Technology (IT) group in a hierarchal structure. Service levels can then be defined for each business service provided to individual groups of users.
- An Organization module has been added to the navigator bar and is used to define the groups of users to whom business services are provided. The Organization module provides a link to the Company and Department modules as an organization can be a company, a department, or both.
- The Service Level Agreement module has been expanded to provide the following features:
 - The ability to link a service level to any individual client, inventory item, category, and so on, through criteria definition. This feature allows users more flexibility in creating services that reflect your specific business needs.
 - Milestones and actions can now be defined without using the business rules interface, which simplifies the creation of services and escalation processes.
 - SLAs can now be automatically assigned to appropriate incidents and other records based on rules defined within the SLA, removing the need for a staff member to manually assign an SLA to an incident when it is created.

Enhanced BMC Service Desk Express console

- The look, layout, and color scheme of the BMC Service Desk Express console has been updated to include new buttons on the toolbar, new tabs on various administrative property windows, and the type font, Tahoma, has been defined as the default font throughout the product.
- The application includes the option to hide or show the navigator bar. Hiding the navigator bar creates more screen space to include dashboards on the console, allowing you to present and view more data.
- A "New" button has been added to all pop-up windows so a new record can be created without exiting a select window when using the Find feature. For example, if a user clicks the Client drop-down arrow on the Incident form but does not see the client they want, they can click the New button to create a new client record without having to access the Client module. This feature can be turned on or off in the Application Administration window.
- An update to the Client Side Business Rules module allows users to change the fields visible on a form based on data input (dynamic form transformation). For example, a user can select a Category of "Software" which would then add three new fields to the existing

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form, specifically asking software-related questions, for example, Date Required. This allows users to simplify the maintenance of the application, while still meeting different groups' requirements and simplifying business processes.

- A new multi-tab control is available from the Customization Wizard that can be used to add multiple fields and tabs to a customized form. This control can also be managed using the Dynamic Form Transformation feature in client side business rules (CSBR) so that sections on a form can be defined to show or hide fields based on the conditions set in CSBR.
- A new Modify Validated Fields option has been added to the Customization Wizard that is used to define new or modify existing values for validated fields set up using the Database Administration utility.
- The field property window associated with the Customization Wizard now includes the ability to define a field as either a drop-down list box or a pop-up window to better control the amount of information you want to display.
- A Documentation header was added to the default navigator bar in the BMC Service Desk Express application console to allow direct access to the PDFs for the current documentation. Information on using the Reports module has been merged with the BMC Service Desk Express User's Guide. Information on using the Reports Configuration utility has been merged with the BMC Service Desk Express Administrator's Guide.

Using the Collaborative Workspace

Using the Collaborative Workspace feature, BMC Service Desk Express users can collaborate and communicate on multiple topics to resolve urgent requests. They can do this with support teams in different locations through a messaging or discussion forum. The discussion forums are accessible through the navigator bar from the BMC Service Desk Express console. For example, support staff can post, read, and subscribe to a topic around proposed technical improvements to their company IT infrastructure, while users can participate in a discussion around service improvements. The collaborative workspace provides a central location for all discussion messages to be viewed and replied to, creating a documented discussion forum.

Using Email Conversation Management

With the new Email Conversation feature, you can create a single repository to store information about all the email conversations that are part of an incident, work order, or change request. You can keep track of all communications about a service request in one place. For example, emails that pertain to incident 24 can be stored against the incident record and the emails are viewable in the details section of the incident record. This provides a full audit history of all events relevant to the incident.

You can add the email conversation management feature to any module in the BMC Service Desk Express application, including modules added through customization. An HR department can use email conversation management with the Client module to log and track personnel questions and answers. When a client replies to an outbound email sent by BMC Service Desk Express, instead of creating a new incident, the reply will be added as a detail and forwarded to the staff to whom the incident is assigned.

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Using the Preventive Maintenance module

This new module has been added to the navigator bar and is used to create and schedule maintenance tasks for inventory items, either at an Inventory Catalog or individual Inventory Item level. This module simplifies the management of standard repeating tasks that are performed against inventory items. For example, a Test Backup Restoration procedure can be implemented against all servers, which can be set up to automatically create a work order on a given schedule (for example, every 30 days). Another example might be a company using BMC Service Desk Express to manage their company car fleet, and using the Preventive Maintenance module to schedule when car services are due.

Working with Automatic Problem Identification

This feature allows you to generate an action based on an event that occurs a specified number of times within a given time period. For example, you might specify that if 10 incidents are logged within 30 minutes with a category of email, then a notification is sent to the email administrator or a problem record is automatically created. This gives you the ability to identify and manage major issues at an earlier process stage, resulting in a quicker solution and less downtime.

Using the Problem Scanner

The Trend Tracker feature adds the human intellect to the system rules created with Automatic Problem Identification, by providing an out-of-the-box QuickView, which is specifically monitoring the most recent incoming incidents. Users can make an educated decision about events in the environment and take actions based on those events. For example, there may be a steady flow of incidents relating to "Email"; not enough to trigger an Automatic Problem Identification rule but enough to suggest a potential issue. Trend Tracker allows users to spot these environmental trends early in the process and act accordingly, providing quicker solutions and less user downtime.

Surveyor now part of BMC Service Desk Suite

The Surveyor feature is now part of the BMC Service Desk Express Suite. Formerly an add-on to the product, Surveyor is now included as part of the Suite package, and is used to generate customer satisfaction surveys for users to complete, providing the service team with valuable statistical information. Surveys can be activated from the Client, Category, Urgency, Staff, and Group modules, or they can be generated on demand.

*The new Surveyor feature will not conflict with the existing Surveyor add-on that is installed with your application. To use the new Surveyor functionality, contact Professional Services to perform data and script migration.

Improved License Management

This feature improves the ability for an administrator to track how many BMC Service Desk Express licenses are in use at any one time as well as providing new capability for administrators to report on historical usage. In addition, a BMC Service Desk Express license is used for each login to the product. This includes multiple logins from the same client machine.

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Available Self Service File Attachments

Formerly an add-on to the product, files can now be attached when logging an incident using the Self-Service Desk or Client Services module.

New Import Wizard

A new import tool is available on the Start menu of the BMC Service Desk Express application that can be used to import basic information such as client, company, department, and category data into the Service Desk Express database.

Viewing New Reports

The following new reports have been added to the BMC Service Desk Express application:

- Service Level Management--Shows performance against service levels relating to Incidents, Problems, and Changes. The service level reports also show breached service levels relating to Incidents, Problems, and Changes. The new Service report provides information about the business services supported by IT and the service levels attached to it.
- Work Order--Provides details about the work orders created using the Preventive Maintenance module.
- License Management--Tracks the use of BMC Service Desk Express licenses.
- Surveyor--Provides information about Activated and Answered Surveys.
- Preventive Maintenance Schedule

Installation & Upgrades

Updated the installation procedure to provide an installation checklist. This feature checks the BMC Service Desk Express application server environment against the installation prerequisites and reports the results.

Added support for the following Magic Service Desk upgrades:

- Version 7.53
- Version 8.0

Added support for the following HelpDesk IQ upgrades:

- Version 1.0.0
- Version 1.0.01
- Version 1.0.02
- Updated the installation procedure to include the typical, custom, and evaluation options. The typical option installs the product with default options. The custom option allows you to specify individual installation settings. The evaluation option installs the product on a Microsoft Server Desktop Engine (MSDE) database.
- Updated the installation procedure so you can install the product on the default Information Internet Services (IIS) website or on a different website.
- Added support for installing the product using Microsoft Terminal Services.

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Security

Updated the SMSYSADMIN database account for MS SQL Server to reduce its privileges from system administrator level to database owner level.

Database support and administration

- Added support for Microsoft SQL Server 2005
- Added support for Oracle 10g
- Dropped support for Oracle 8i

Oracle specific updates

- Added support for NCLOBs and replaced existing LONG columns with NCLOB. This allows multiple variable-length text fields in each module and improves text searching ability.
- Removed foreign key packages and triggers and added support for Oracle native foreign keys of ON DELETE SET NULL type.
- Refactored all mutation error handling in database triggers.
- Modified the installation and upgrade utility to share metadata and data files for both SQL and Oracle. This ensures consistency and improves reliability of the product.
- Added an Oracle evaluation database.
- Improved infrastructure

Improved infrastructure

The following enhancements have been made to the BMC Service Desk Express application infrastructure:

- Support for VMWare environments is included in the application.
- The SIR engine is replaced with a new Knowledge Search system. This new technology allows knowledge search across multiple modules and also allows automatic index updates to be set up, based on administrator-defined schedules.
- The SMS Viewer technology is updated to support Microsoft SMS 2003.
- For more information, see the BMC Service Desk Express Administrator's Guide.

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New Features in BMC Service Desk Express 9.1

Integration Engine

The BMC Service Desk Integration Engine ships free as part of the SDE 9.1 suite or higher.

This tool allows for 2 way communication using out of the box connectors for:

- ODBC
- SNMP
- XML – 1 way
- LDAP/ADSI

Out of the box integration as part of ITSME provides:

- Improved Help Desk efficiency
- Improved Help Desk performance & service to end-users
- Ability to move from reactive to proactive Help Desk
- Return On Investment

KEY POINTS

- Provides framework for generic integration between SDE and external applications
- Out-of-the-Box integration with:
 - BMC Performance Manager Express
 - BMC Configuration Manager Express
- Out-of-the-Box connectors to 3rd party products
- Replaces existing functionality of current integration products (API Wizard, AD Synchronization, 9.0 Import Wizard)
- Provides for real-time integration
- Provides for UI-level integration
- Utilizes metadata.
 - Benefits of utilizing SDE metadata include
 - *All imports are basically the same as if the data were entered manually.*
 - *This means you do not have to assigned Sequence numbers or foreign keys (you are actually mapping through views).*
 - *Business Rules will recognize the incoming data as needed and fire accordingly*
 - *Sequence Count will automatically be adjusted. No downtime required.*

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New Features in BMC Service Desk Express 9.2

Two New Integration Options

The following optional integration packages were introduced to expand Integration Engine capabilities.

BMC Service Desk Express Integration for Microsoft SMS

- ODBC integration with Microsoft Systems Management Server 2003
- Transfers data from SMS to SDE, requiring minimal setup by the user
- Provides ability to launch SMS from within SDE
- Reports on license compliance

BMC Service Desk Express Integration for Microsoft MOM

- Integration with Microsoft Operations Manager 2005
- Uses MOM Connector Framework (MCF) to receive MOM alerts
- Creates and update incidents based on alerts from MOM
- Reports on the number of incidents created through MOM alerts

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New Features in BMC Service Desk Express 9.6

Self Service & Client Service Improvements

The BMC Service Desk Express Self Service and Client Services modules have been updated with several improvements.

- The user interface has been made easier to navigate and to perform tasks.
- The user interface has changed to be more consistent with the BMC Service Desk Express interface and to improve usability. Also, the navigator bar has been replaced by tabs, and the headers are now links beneath the tabs. Form buttons are located in the Actions bar. Customizable tips are available for each tab and form.
- A Home tab has been added to make access to common tasks and resources easy. The Actions buttons and Common Requests can be customized, and the Home tab can be removed.
- Change assessments and approvals are available in Client Services.
- Attachments can be added to modules available in Self Service and Client Services.
- For Service Requests and Incidents, the behavior for selecting a category, or subject has changed to improve usability.
 - You can double-click a category to select it instead of selecting it and clicking OK.
 - To expand a parent category, click the plus sign. Double-clicking does not expand the parent but selects it.
- Closed Service Requests and Incidents can be reopened.
- You can change the image that appears on the Login page by customizing the Sign In form. You can select an existing image from the Images directory or add an image to the Images directory and use it.
- If there is no activity for a specified amount of time, the following message scrolls across the top of the window: "Your session timed out due to lack of activity. You will have to login again." The message scrolls after 20 minutes of inactivity, which is the default setting. You can change this value as per your requirements.

Visual Tab Indicators

Each tab has an icon to identify if the tab has any records. You can move your mouse over the icon to display a tooltip that shows how many records are in that tab. This feature allows you to quickly see if a tab has records without clicking the tab.

Virtual Directory Timeout

The default value for the "Request execution > timeout (seconds)" setting is 900. This is applicable to all BMC Service Desk Express virtual directories, including SDE, HelpDesk, SDEAdmin, SDEBR, and ReportConfig.

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Configuration Items & Service Links

Configuration items and services (as part of service level agreements) can be more easily associated.

- In the Services window, a Configuration Items tab has been added. You can link, unlink, and edit configuration items that are associated with the opened service record.
- In the Configuration Items window, a Services tab has been added. You can link, unlink, and edit services that are associated with the opened configuration item record.

Search Enhancements

The search feature has been enhanced with the following functionality.

- Remember My Search Settings—When you use the Find or Search window, select the Remember My Search Settings option to return to the same location or record that you opened or to return to the results by using the same search criteria.
 - Find example: If you open incident 1088 on page 6 in the Select from Incidents window, incident 1088 is selected when you return to the window.
 - Search example: If you click Search in the Incident form and select a priority of 2 as search criteria, the Select from Incidents window displays all the matching records. If you click Remember My Search Settings, you can open an incident from the search results, and, when you click Find, those search results appear.

This feature uses data stored in browser cookies. If you have cookies disabled, this feature does not work.

- Staff and Group Selection—When you use the Search form in a module that has the Assign To menu item, you can select a specific Group or Staff in the search criteria. This feature is available in the following modules:
 - Incidents
 - Work Order
 - Whiteboard
 - Purchase Request
 - Change
 - Problem
 - Quick Ticket Template

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New Default Administrator Login

The previous default administrator has been replaced with a new one named administrator.

As a result, predefined business rules and Integration Engine packages have been modified to use this new default login account. The following business rules have been changed:

- Notify on Change Request Creation
- Notify After 1 Week to Review MEDIUM Change
- Notify After 1 Day to Review URGENT Change
- Notify After 1 Day to Review MINOR Change
- Notify After 1 Month to Review MAJOR Change
- Notify on Change Closed When Change Has Associated Problem Mgmt. record
- Notify on New Client Services Registration
- Notify when Service Desk Express Licenses Exceeded
- Notify on Problem Closed When Problem Has Associated Change record

Terminology Changes for ITIL Compatibility

Certain terminology changes have been made to make BMC Service Desk Express 9.6 ITIL-compatible. This table lists the terminology changes.

Terminology changes	
BMC Service Desk Express 9.2	BMC Service Desk Express 9.6
Asset Management	Configuration Management
Inventory Item	Configuration Item
Inventory Catalog	Configuration Item (CI) Type
Inventory Actions	Configuration Item Actions
Standard Configuration	Standard CI Assembly
Part #	Configuration Type
Inventory Item Relationships	CI Relationships
Inventory Characteristics	CI Characteristics
Configurations	CI Assembly
Subassembly	Component

The out-of-the-box navigation bars, forms, reports, and QuickViews have been updated to reflect these terminology changes.

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Urgency, Priority, and Due Date Changes

The following urgency and priority changes have been made for BMC Service Desk Express to be more compatible with ITIL®:

- On all default forms, QuickViews, and reports, Priority and Impact have been added.
- The Priority field is automatically determined when the Impact and Urgency fields are defined.
- The calculation for the Due Date field can be changed to be based on priority and updates automatically when the Impact and Urgency fields are defined. This change affects the following modules:
 - Problems
 - Incidents
 - Work Orders
 - Changes

For more information, see “Defining due date calculations (for upgrades only)” in the *BMC Service Desk Express 9.6 Administrator’s Guide*.

- The Priority table has been modified to allow you to define how Priority levels are calculated from a combination of Urgency and Impact values.
- To calculate due dates using Priority, the following new fields have been added to the Priority table:
 - Duration
 - Time Zone
 - Schedule Name
 - Enable Assign To

If you are upgrading to BMC Service Desk Express 9.6, by default the due date is calculated using Urgency. However, you can choose to change from using Urgency to using Priority to calculate due dates from the Due Date Calculations tab of the Application Administration window. This option is not available for new installations because BMC Service Desk Express 9.6 is ITIL-compatible, and due dates are calculated using the configured priorities to ensure ITIL-compatibility. For more information about the changes to Priority, due date calculations, and their impact on upgrades, see “Defining due date calculations (for upgrades only)” in the *BMC Service Desk Express 9.6 Administrator’s Guide*.

Business Rules Impacts

Because of the changes, the following predefined business rules have changed to use a Priority ID of 3 instead of an Urgency of MEDIUM.

- TB End Escalation Process
- TB Start Escalation Process
- TB Notify After 8.5 Hours Repeating Hourly
- TB Notify After 8 Hours

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- TB Notify After 7 Hours
- TB Notify After 4 Hours
- TB Notify After 1 Hour

If you are using any of these rules (assuming they simply enabled to run), you must copy each rule used and replace the Priority ID of 3 with Urgency of MEDIUM, if you continue to use urgency to calculate due dates.

Integration Engine Impacts

The predefined packages for BMC Performance Manager, BMC Identity Management for .NET, and Microsoft Operations Manager (MOM) 2005 are modified. Now, the packages set the impact in addition to the urgency.

Configurable Serial Numbers

Serial numbers can be configured to be unique, unique for the configuration item type, or not unique. From the Action menu in the Configuration Items form, you can select Setting Rules for Serial #.

Quickview Enhancements

QuickViews in BMC Service Desk Express 9.6 have the following enhancements:

- For Incidents, Work Orders, Changes, and Problems, you can easily change the state of records to display by selecting the Open, Closed, or Both button.
 - These buttons have been added to the default QuickViews: My Work Orders (Predefined Queries), My Incidents (Predefined Queries), My Changes (Predefined Queries), and Problems assigned to a specified employee (Predefined Queries).

Open is the default state.
 - You can display the buttons on any quick view from the Conditions tab in the QuickViews wizard. You must include State as a condition and enable Prompt at Runtime. The conditional operator is automatically set to equal (=).
- You can remove a filter from any QuickView, allowing you to see all records for the specified module. For example, in the default My Incidents QuickView, you can enable or disable the Enter Employee field as a filter. If this field is disabled, then all incidents of the specified state are listed.

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System Checker

The System Checker is used to verify system integrity and to help troubleshoot problems. Use it also to check for issues prior to upgrades. The System Checker can verify the BMC Service Desk Express application and its settings as well as the server environment and database. The System Checker has two categories of checks:

- Application—Verify BMC Service Desk Express settings, files, permissions, and system environment,
- Database—Verify the BMC Service Desk Express database for connectivity, column setup, tables and views, metadata, business rules, and logins.

The System Checker is a Windows application that is installed on the server on which the BMC Service Desk Express application resides. Based on the checks you have selected, the verification results are saved to an XML file. The checks compare your BMC Service Desk Express installation with a check file for that version.

Error Logging

Logging functionality has been added to select DLLs to provide assistance to administrators who might find that they need help in troubleshooting issues.

This utility logs features for BMC Service Desk Express only and does not include logging for Database Administration, Integration Engine, Active Directory Synchronization, Configuration Wizard, Reports Configuration, or Import Wizard.

Conversion Of MAPI Addresses To SMTP

With BMC Service Desk Express 9.0, MAPI was no longer supported in new installations, but upgrades continued to support existing MAPI addresses. As of BMC Service Desk Express 9.6, only SMTP and IMAP are supported, and MAPI is not supported in upgrades.

BMC Service Desk Express 9.6 automatically converts all existing MAPI addresses to the SMTP format. The upgrade also allows you to select whether to use IMAP or SMTP to access the converted MAPI mailbox that is configured for business rules and email conversations.

You can only convert MAPI addresses to SMTP using the BMC Service Desk Express Installer. The installer searches the BMC Service Desk Express database for MAPI addresses, connects to the mail server, and retrieves the valid addresses for conversion.

The installer must be able to connect to the mail server to convert the MAPI addresses.

A log file containing a summary of the results and details of the changes is saved in `$SDE\database\logs\SDEMapiToSmtP<date>.log`. If there are resolution errors or ambiguous addresses, you can review the details in the log file, fix the problems, and run the installer again to convert the MAPI addresses.

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After the conversion, the BMC Service Desk Express administrator must complete the following tasks to complete the MAPI conversion:

Step 1 Choose one of the following options for the business rules mail processing:

- Configure a new mail account for business rules processing or manually enter the information for the existing account.
- Ignore the current MAPI configuration and disable mail processing. The user must manually configure it later.

Step 2 You might need to change the network settings to allow IMAP (143) or POP3 (110) connectivity from the business rules server to the mail server.

Security Updates

BMC Service Desk Express 9.6 has the following security enhancements:

- Passwords are now stored in the BMC Service Desk Express database in an encrypted format.
- Password management—From the Application Administration window, you can set password expiration and strong password rules. This allows you to automate password changes and to improve security for BMC Service Desk Express.

Installation Updates

- The BMC Service Desk Express Integration Engine is included in the BMC Service Desk Express installation. By default, it is selected to install on the same server as BMC Service Desk Express. You also have the option of installing it on a different server.
- Replaced Microsoft Server Desktop Edition (MSDE) with Microsoft SQL Server 2005 Express Edition (SQL Server Express).
- Modified the typical, custom, and evaluation options. SQL Server Express is available only for the evaluation option. You cannot upgrade MSDE if it is used in a production environment.

Report Configuration Utility

The Report Configuration utility has been updated with a new web-based, easy-to-use interface, although the functionality remains the same. Also, you can also access the Report Configuration utility remotely. For more information, see the *BMC Service Desk Express Administrator's Guide*.

Program Launcher

The BMC Service Desk Express Program Launcher has now been integrated into BMC Service Desk Express. This allows you to launch applications from within BMC Service Desk Express. For more information, see the *BMC Service Desk Express Administrator's Guide*.

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Automatic Reconnection Between Database And Web Application Server

If the network connectivity between the BMC Service Desk Express web application server and database is disconnected, the web application server automatically attempts to reconnect to the database. The web application server attempts to reconnect to the database each time a user attempts to access the system but no more frequently than once every 10 seconds.

If the web application server cannot reconnect to the database, it displays the following message to the user: "The database system is currently not accessible. Please contact your administrator or Technical Support."

LDAP Authentication

BMC Service Desk Express supports using an LDAP for login authentication for the staff and the Self Service interfaces. After BMC Service Desk Express is installed, use the Integration Engine to import LDAP users and groups into the BMC Service Desk Express database. You should also customize client or staff forms to include the LDAP User ID field. For more information, see the *BMC Service Desk Express Installation Guide*.

Updated Password Utility

The Modify BMC Service Desk Express `_SMSYSADMIN_` Password tool has been replaced with an improved version that automatically clears the processes in the `SMSYSPROCESS` table. You must still stop all BMC Service Desk Express services. For more information, see the *BMC Service Desk Express Administrator's Guide*.

Execute Permission For Attachments Directory

1. The execution permission has been removed from the Attachments directory to prevent accidental arbitrary code execution. Modifications may be made to the Attachments directory in Internet Information Services (IIS) Manager to allow users to execute script-based attachments. Additional information is available in the SDE 9.6 documentation.

Action Buttons

Each tab has two new buttons that provide quick access to the right-click menu options available for the tab:

- Add (H)—allows you to add a new item depending on the tab. For example, if you click the Add (H) button in the Work Order tab of an Incident form, a new Work Order form appears.
- More Actions—allows you to access the other right-click menu options available for the tab. For example, if you click the More Actions button in the Work Order tab of an Incident form, the Edit Details option appears.

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Selecting Records Using The Keyboard

You can use SHIFT and click to select multiple adjacent records, or use CONTROL and click to select records that are not adjacent in the forms listed in this table.

Forms that allow multiple selection of records			
Form Name	Operation on Module(s)	Type of action	Description
Problem Form	Incident, Configuration Items, and Changes	Link or unlink	Link or unlink multiple records to a problem from the respective tab
Change Request Form	Incidents, Configuration Items, and Problems	Link or unlink	Link or unlink multiple records to a change from the respective tab
Whiteboard form, Whiteboard Monitor form	Incident	Link or unlink	Link or unlink multiple incidents to a whiteboard
Department form, Company form	Client	Link or unlink	Link or unlink multiple clients to a company or department from the respective tab
Any form supporting attachments	Attachments	Delete	Delete multiple attachments from the attachment tab
Staff form, Groups form	Staff, Groups	Assign or unassign	Assign or unassign multiple staff to a group. Assign or unassign multiple groups to staff.
CI Assembly form	Client, Configuration Items	Link or unlink or add Configuration Items from Stock	Link or unlink multiple records to a CI Assembly from the respective tab

Note Field

You can prevent the logged in user ID and time from being appended in the note fields whenever information is entered in the note field. You can do this by clearing the Add logged in user Id and current time to Note fields check box in the Display tab of the Application Administration window.

Survey Reports

A new category of reports, Survey Reports, has been added to the default categories. Survey Reports contain the following standard reports:

- All Campus Scores Survey
- All Category Scores Survey

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- All Group Scores Survey
- All Staff Scores Survey
- Select Campus Scores Survey
- Select Category Scores Survey
- Select Group Scores Survey
- Select Staff Scores Survey
- Unanswered Surveys

Configuration Items And CI Assembly Links

Configuration items and CI assemblies can be more easily associated.

- You can select multiple configuration items and assign them to a CI assembly.
- You can also define the configuration item's quantity that is assigned to the CI assembly.

Daylight Savings Support

Due Date calculations now take into account Daylight Savings Time. (DST). On the Application Administration form, there is Time Zone tab that allows you to configure the Daylight Savings start date, end date, and the change in hours for the different time zones that are included with BMC Service Desk Express.

SCCM Support

SCCM(SMS) 2007 is now certified with optional SMS integration package.

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New Features in BMC Service Desk Express 9.7

SCOM 2007 Initiator

A new initiator is available in the Initiator Type options that can be used to create records in BMC SDE based on Microsoft System Center Operations Manager (SCOM) 2007 alerts. The SCOM 2007 initiator allows you to specify the alert filtering criteria for creating a subscription on the SCOM 2007 server. Any alerts that match the subscription are forwarded to BMC Service Desk Express.

SCOM 2007 Packages

The following Packages have been added to the SDE Integration Engine:

- SCOM Agent Status to SDE Incident
- SCOM SQL Server Status to SDE Incident
- SCOM Low Disk Space to SDE Incident
- SCOM Low Physical Memory to SDE Incident
- SCOM High CPU Utilization to SDE Incident
- SCOM Exchange Queue Length to SDE Incident

Microsoft Project Server 2007 Adapter

A new adapter is available in the Adapter Type options that can be used to retrieve, insert, and update project and timesheet entities from Microsoft Project Server 2007.

Incidents Created from SCOM Alerts Report

A new report is available in the ITSME report category that displays all closed incidents that were generated from SCOM alerts.

Documenter Tool

Documenter is a reference tool that collects your BMC Service Desk Express metadata information. You can provide this information to a consultant or Customer Support to document metadata information such as groups, users, permissions, modules, fields, navigators, forms, business rules, and client side business rules.

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New Features in BMC Service Desk Express 9.8

Web Services

The Web Services tab has been added to the BMC Service Desk Express Integration Engine Console that allows you to publish Web Services that will be consumed by external applications (such as a web page). The following includes examples of what can be accomplished with the SDE Integration Engine and Web Services.

- **Outbound:**
 - SDE sends Whiteboard information to an existing web portal.
 - SDE sends Change Schedule information to an existing web portal.
 - Scenario: SDE has been customized to include Training Registration capabilities. Training group posts Training information to an existing Web portal.
- **Inbound:**
 - Information sent from an existing portal - such as SharePoint – results in the creation of an Incident.
- **2 Way:**
 - Integration with a Network Management System: A request is sent to SDE regarding open tickets for a specific device. SDE sends the results back.
 - Existing web portal can include the ability for Support Staff to see all records assigned to them. In addition, links to the related tickets may be included for one click access.
 - SDE query results may be published to an existing web portal. NOTE: This would not be done with QuickViews in any way but would simply be a backend query.
 - SDE-Remedy Integration. Data may be transmitted between the 2 systems in real time. Though SDE-Remedy integrations have been done in the past via ODBC, this would not be done in considerably less time with a lesser level of complexity.

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New Features in BMC Service Desk Express 10.0

Web Services

The Web Services functionality has been added to the BMC Service Desk Express Integration Engine Console that allows you to consume external services published by other products and systems. Consumed Web Services can be both source (providing data to BMC Service Desk Express) and target (receiving data from BMC Service Desk Express).

The Web Services adapter, which is similar to the XML adapter, prompts you during the configuration stages for endpoint and security options and retrieves the WSDL for the service.

- **SDE Business Rules initiator**
 - A new initiator is available in the Initiator Type options that can be used to define the BMC Service Desk Express module that is used as source data for an integration package. For more information, see the *BMC Service Desk Express Integration Engine Administrator's Guide*.
- **Web Service adapter**
 - A new adapter is available in the Adapter Type options that can be used to connect to the WSDL URL of a Web Service with the specified user and group credentials and use the Web Service's return data as a data source for a package step or substep if the adapter is used as a source adapter. For more information, see the *BMC Service Desk Express Integration Engine Administrator's Guide*.
- **Web Services Manager**
 - BMC Service Desk Express has provided the Web Services Manager, which guides you through the Web Service template creation process. In the Web Service template, you can define which public Web Method should be executed, the values for input parameters, and the return fields that are generated when the public Web Method is executed with the supplied values for input parameters. You can use the return fields to fill data in a form's field using a CSBR's Web Service Lookup (WS Lookup) or fill the Web Service adapter stages in the Integration Engine. For more information, see the *BMC Service Desk Express Business Rules Administrator's Guide*.
- **CSBR Web Service Lookup**
 - A new lookup option has been added, Web Service lookups. Web Service lookups allow you to fill in a form's field with values of a Web Service's return fields. You must configure the Web Service lookup to consume a Web Service defined in a Web Service template, select the public Web Method to be used, specify a value for each input parameter of the public Web Method, and retrieve the Web Service's return fields. After creating the Web Service lookup, you can select the required return fields that are required to fill in the form's field.

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Auto-Close windows

Now, you can configure windows for forms, such as incident forms and work orders, to close themselves automatically when you close the incidents or work orders.

Bomgar Integration

Bomgar™ is a secure platform for virtualized support that enables support staff members to virtually be in more places and on more systems than they could be physically. Bomgar works transparently through firewalls, giving support staff members virtual access to remote Windows, Linux, and Macintosh computers, whether these computers are attended or unattended. It enables support staff members to take virtual trips to customer sites and work as if they were physically present. Bomgar logs and records every session, ensuring that virtual support is more accountable and secure than on-site dispatches. And most Bomgar sessions are clientless, lasting only for the duration of the support call and leaving no footprint on the remote computer. BMC Service Desk Express resources can capture these sessions and link them to the associated incidents for auditing.

NOTE

- The Bomgar product is delivered as an appliance that must be purchased independently of BMC Service Desk Express. If you are interested in purchasing Bomgar, please contact your BMC sales representative for additional information and pricing.

IMPORTANT

- If you configured BMC Service Desk Express 9.6, 9.7, or 9.8 with Bomgar using the *BMC Service Desk Express Integration with Bomgar* whitepaper, please note that the Bomgar integration configuration has changed. After you upgrade to BMC Service Desk Express 10.0, you must reconfigure your system to work with Bomgar. For more information, see the *BMC Service Desk Express 10.0 Integration Engine Administrator's Guide*.

Change Management Improvements

The Change Management module has been updated with several improvements.

- Now, the change form displays the change sequence number, initiator, and open or closed status in the title bar. If multiple change forms are open, you can view the change details when you move your mouse over the change form in the taskbar.
- You can simultaneously add multiple approvals to a change request. This is a quicker option when you need to create many approval records for a single change request. For example, if your change request needs to be approved by all members of a Change Approval committee, you can create a change request and add multiple approvals to it by selecting all the committee members.
- The change schedule's user interface has been made easier to navigate and to perform tasks. You can customize the Change Schedule form's Default View, color for each Change Type, and the fields that are displayed in the tooltip. When you close a change request, the Close Change Request window has been provided to record details, such as the name of the currently logged-on user ID, the close date and time, the category ID, the category description, the status ID, and the actual end date.

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- The Quick Close command has been added to the Actions menu on the Change window. This command automatically designates the change record as closed without opening the Close Change Request window.
- When you close a change request, the Close Change Request window appears with options to close all open incidents, work orders, or problems associated with this change request.
- The Configuration Item (CI) Assembly form can be customized to include the Changes tab and the Change form can be customized to include the CI Assemblies tab. Adding these tabs allows you to track the change requests that are linked to a CI Assembly.
- You can no longer add assessments, approvals, custom details, system generated actions, attachments, and work orders to a closed change request.
- Now, you can copy only those change approvals that are assigned to open change requests.
- You can modify only those change approvals that are assigned to open change requests.
- The users who can modify a change approval have been restricted to only the user who created the change approval and the assigned approver.
- You can copy only those change assessments that are assigned to open change requests.
- The users who can modify a change assessment have been restricted to only the user who created the change assessment and the assigned assessor.
- You can modify only those change assessments that are assigned to open change requests.
- BMC Service Desk Express has provided the option of creating blackout periods to prevent unwanted and unplanned change requests during certain date and time ranges, which minimizes downtime in your organization.
- You can simultaneously add multiple assessments or approvals to a change request. This is a quicker option when you need to create many assessment or approval records for a single change request.
- Now, you can select the staff member you want to assign as the assessor or the approver for the change record.
- The License Information tab has been updated to display the total number of Change Management (CM) licenses available for your system, the number of licenses in use, and the number of available licenses. When the user closes all the open change, change approval, and change assessment forms, the Change Management license is released and the number of licenses in use and available licenses is updated in the License Information tab.
- The Changes tab has been added to the Configuration Items form. You can associate and edit a change associated with a configuration item.

CI Explorer

The CI (Configuration Item) Explorer has been added to the Configuration Items module. This is a configuration item data visualization tool that enables you to view configuration items and their relationships in an easy to understand, graphical manner. In the CI Explorer, each configuration item is represented by an image that indicates its sequence and CI Type. When a configuration item is related to other configuration items, arrows connect its image to theirs. You can select the images that appear for CI Types and services.

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Work Order Status Progression

You can use the Work Order Status Progression feature to automate a workflow for various work orders that are assigned to an incident or a change request. Work Order Status Progression helps you to update the status and arrange the assigned work orders in a chronological sequence of events for an incident or change request.

Templates

BMC Service Desk Express has provided the option of creating templates. Templates help you to increase productivity and efficiency by providing filled in forms that can be used to avoid the task of entering data in each field of the form and to improve data accuracy. Additionally, templates can be used if you require that data in your records is entered in a standard format.

The following tasks are possible, using the templates:

- You can control whether all users can see and use templates, or whether certain user groups have exclusive access to them.
- You can control the order in which templates are listed, to make it easier to locate the one that you want to use.
- You can create templates for incidents, work orders, change requests, change assessments, and change approvals, and link them.
- Work order status progression has been integrated into the templates feature, so that you can link work order templates together as predecessors and successors of each other. You can also set a unique hierarchy of predecessor and successor work order templates for each incident template, for example, that a work order template is linked to.

Self Service Improvements

The following improvements have been made to Self Service:

- You can add links to templates on the Self Service home page, and even specify the number of links you want to display.
- You can configure the links that are sent out via E-mail to users that allows them to automatically launch Self Service, and see either a list of records or a specific record.
- Administrators can customize the Attachments form in Self Service to enable or disable the Add and Remove buttons.
- The Alerts panel is now hidden when there are no alerts to display.

Customizing a Close Form

You can customize the Close form that appears when you close an incident, change request, or problem. You can create a new Close form, customize it depending on your requirements, associate it with available incident, change request, work order, or problem forms, or assign it to a group. For each user-created form, you can create and customize a Close form to include fields present on the incident, change request, work order or problem form. When you enter the required details in the Close form, these details are stored in the associated record.

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Configuration Manager Express product name changed

The Configuration Manager Express (CME) product name has been changed to BMC Bladelogic Client Automation (BBCA), effective from version 8 onwards.

NOTE

- Some documents may still contain references to CME. In such cases, users should understand BBCA as being the actual product being referred to.

Microsoft Exchange integration

- You can configure BMC Service Desk Express to integrate with your Microsoft Exchange Server 2007 mailbox accounts to perform several tasks.
- You can assign tasks to the SDE staff whose mailbox is configured in Microsoft Exchange 2007 when you create a work order.
- You can update the assigned task or send updated meeting requests to the SDE staff's mailbox, each time you modify a change request or work order. The previously created meeting request or task request will be moved to the Deleted Items folder automatically.
- You can delete a task from Assign To Staff's mailbox on work order deletion. When a work order gets deleted, its task in Outlook is moved to the deleted folder. When a change record gets deleted, a meeting cancellation request is sent to the staff's mailbox.
- You can record the meeting request responses in the Detail tab of the change request. Whenever a response (Accept/Decline/Tentative) is received for a Meeting Request from Exchange user, the corresponding Change Request will be updated with a Change details record. This Change details record will contain information about the response for the Meeting Request along with Change #, Message Body and Assigned to Staff.
- You can define your unavailability by enabling the Out Of Office (OOO) feature
- in user's mailbox.
- You can subscribe to the Exchange Server to receive user responses (Accept/Decline/Tentative) for a Meeting Request from a user's mailbox.

E-mail Conversation improvements

The E-mail Conversation module has been updated with several improvements.

- The Ignore e-mails from field has been added to the System tab of the Application Administration form. If an email comes from any of the email addresses specified in the Ignore e-mails from field, BMC Service Desk Express ignores it. This option allows you restrict emails coming from known invalid email addresses or the Mail Administrator.
- The "Do not embed the SMTP Reply-To parameter in an outbound email's header" check box has been added to the Mail Service Configuration form. When you select this check box, BMC Service Desk Express removes the Reply-To parameter from the outbound email's header.
- The detail type, staff ID, E-mail subject, start date and time, duration, the To and Cc E-mail addresses, and the E-mail body information has been added to the EMAILOUT record.
- The detail type, staff ID, E-mail subject, start date and time, duration, the From E-mail address, and the E-mail body information has been added to the EMAILIN record.

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- If you double-click an EMAILOUT or EMAILIN record, the E-mail record opens in the E-mail Conversation form. You can view the E-mail's attachments or send a reply.
- The Email Conversation form has been updated to allow you to add attachments to an email if you have the INSERT permission for the Attachment module.
- When you send or receive an attachment from an Incident, Work Order, Problem, or Change form, the attachment is stored in the Attachments tab of the form. You can open the attachment from the Attachments tab.
- If you open a record in the Incident, Problem, Work Order, Purchase Request, Whiteboard, or Change form and send an email for the record, you can use the "Copy text from" list to add data from a current record's field.
- The BMC Service Desk Express email address book has been added to the Email Conversation form. While sending an email, you can select staff and client email addresses from this email address book.
- Now, you can send emails to non-BMC Service Desk Express users.
- When you send an email, the recipient's email address is recorded and displayed in the Email (To/ From) column of the Details tab. When you receive an email, the sender's email address is recorded and displayed in this column. This column is available in the default Incident and Work Order forms. You need to add this column through customization to the Change, Purchase Request, Whiteboard, and Problem forms.
- Now, you can modify the text that appears in the E-mail conversation message footer depending on your requirements. For example, you can add your company disclaimer notice to the footer of all emails being sent from BMC Service Desk Express. This option is available only for emails that are sent for records in the Incidents, Problems, Work Orders, Purchases, Whiteboards, Configuration Items, or Changes modules.

Email Service Configuration Changes

Now, you can configure multiple E-mail accounts in E-mail Service Configuration. You can use SDE Mail Processor, and configure Business Rules to monitor these mailboxes and automatically create incidents based on the conditions you set.

Minimize, maximize, and restore tabs

BMC Service Desk Express has provided the option of minimizing or maximizing the tabs at the bottom of windows using the Minimize and Maximize buttons in the upper-right corner of the tabs. When you click the Minimize button, the records in the tab are hidden and only the tab name is visible above the status bar. You can make the records visible by clicking the Restore button. When you click the Maximize button, the tabs size is increased to the size of the form and more records are displayed to fill up the tabs. You can restore the tabs to their previous size by clicking the Restore button.

Quickview Improvements

QuickViews in BMC Service Desk Express 10.0 have the following improvements:

- Now, you can export the results of your QuickView query to a Comma Separated Values (.CSV) file or a Portable Document Format (.PDF) file. After creating the .CSV file or .PDF file, you can save the file on a computer or send it by E-mail.

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- You can also set group and staff permissions to display or hide the Export QuickView results button.
- For multi-table QuickViews, you can easily change the state of records to display by selecting the Open, Closed, or Both button. You must select the State field for all cells in a column, include State as a condition, and select Prompt at Runtime.

These buttons have been added to the following default QuickViews:

- My work (Incident & WO) (Predefined Queries)
- My work sorted by Due Date (Predefined Queries)
- Work assigned to members of my group (Predefined Queries)
- Work for a specified group (Predefined Queries)
- By default, the My work (Incident & WO) (Predefined Queries) query has been assigned to the My Queries folder.
- Now, the Select Query field on the QuickView lists queries present in the My Queries folder. It does not list custom queries that have been shared with your group, unless you include the query in your My Queries folder or the System Administrator has configured this QuickView to be displayed to Everyone or your group.
- The Record Type field has been added to display the module name of a record. If you select the Record Type field in a column, BMC Service Desk Express assigns the Record Type field to all other cells in the column because all cells in a column must be of the Record Type field. If you remove the Record Type field from a cell, BMC Service Desk Express assigns <no field> to the other cells with the Record Type field because you cannot use the Record Type field with other fields in the same column.
- Now, you can toggle the new Tab View while using QuickViews to switch between multiple QuickView queries.
- Now, the QuickView query results are refreshed, automatically, when you change the status or assignment of a record that you accessed via a QuickView query.
- You can customize QuickView to show or hide various columns in query results, to control how much information is displayed about a record.
- You can customize the menu commands that appear in the Actions menu for each QuickView module.

Copying Configuration Items

- Now, you can make a copy of an existing configuration item.

Multiple Configuration Items

- Now, you can link more than one configuration item to a change request.

Change PM Links module

BMC Service Desk Express has added the Change PM Links module to allow you to create a business rule that allows a change request to be created when a problem record is created or updated, and link the change request record to that problem record.

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Start Ticker for All Users

You can start the ticker of the whiteboard notice for all users who will log in to BMC Service Desk Express after the current time. This ticker is not displayed for all currently logged on users. After the ticker is started, only System Administrators can stop the ticker.

Group Permissions

A new tab, Additional Permissions, has been added to manage permissions assigned to a group. In this tab, you can configure the following permissions:

- Allow members of the group to close incidents, work orders, or changes.
- Allow members of the group to close incidents with assigned open work orders.
- Allow members of the group to close changes with assigned open incidents, work orders, or problems.
- Allow the System Administrator to show or hide the Export QuickView Results button from QuickView toolbar.

Staff Permissions

A new tab, Additional Permissions, has been added to manage permissions assigned to a staff. In this tab, you can configure the following permissions:

- Designate a staff member as a System Administrator or a Group Administrator.
- Allow a staff to close incidents, work orders, or changes.
- Restrict the current staff member from automatically saving an incident when the Assign To menu is used.

Problem Closed Details

If you want to view the details of the user who closed the problem, you can customize the problem form to include the following fields:

- Login ID Closed By
- First Name Closed By
- Last Name Closed By

When you close the problem, these fields are filled with the logged in user's details. If you re-open the closed problem form, the values in these fields are cleared.

Changes tab in the Service Form

The Changes tab has been added to the Service form. You can create and edit a change request associated with a service (as part of a service level agreement). You can also link to change requests that are not assigned to a service record.

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ProactiveNet Integration

Now, you can configure BMC Service Desk Express to integrate with BMC ProactiveNet. This lets you automatically create and close incidents based on the alerts generated by BMC ProactiveNet

On Button Click events for CSBRs

A new event is available in the Event list that can be used to perform an action, such as consuming a Web Service, when you click a customized toolbar button on a form. You can add the customized toolbar button the form using customization and link the CSBR to the customized toolbar button.

Error Message on CSBR execution failure

If a Client Side Business Rules (CSBR) fails to execute, BMC Service Desk Express displays an error message with the name of the CSBR and the expressions that failed.

Standard information appended to the Resolution text box

- If an incident is closed because the associated change was closed, the following information is appended to the Resolution text box: [The incident is closed because the associated change # *<sequence>* has been closed.]
- If an incident is closed because the associated problem was closed, the following information is appended to the Resolution text box: [The incident is closed because the associated problem # *<sequence>* has been closed.]
- If a work order is closed because the associated incident was closed, the following information is appended to the Resolution text box: [The work order is closed because the associated incident # *<sequence>* has been closed.]
- If a work order is closed because the associated problem was closed, the following information is appended to the Resolution text box: [The work order is closed because the associated problem # *<sequence>* has been closed.]
- If a work order is closed because the associated change was closed, the following information is appended to the Resolution text box: [The work order is closed because the associated change # *<sequence>* has been closed.]
- If a problem is closed because the associated change was closed, the following information is appended to this text box: [The problem is closed because the associated change # *<sequence>* has been closed.]

Date and Time in Reports

BMC Service Desk Express 10.0 has configured the out-of-the-box print preview reports to take the difference between the user computer's time zone and the server's time zone into consideration to display the date and time. Additionally, all other reports accessible via the report interface have been modified to display the date and time in the d MMM yyyy hh:mm:ss 12 Hour format.

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Word wrapping in the Details tabs

You can enable word wrapping in the Detail tabs to make one record occupy the area allotted to the Detail tab when you have records in the Detail tabs that contain a large amount of text. For example, the Incident Details tab of an incident record displays a single notes record if the Description column contains a large amount of text.

Other Enhancements

- Now, you can configure the BMC Service Desk Express dashboard to display or hide the My Profile link using the Application Administration form.
- You can place the cursor over the Description field of a tab in the Details section of any form to view the complete description.
- You can drag the border of BMC Service Desk Express windows to suit your needs. The tabs in the details section of forms are automatically adjusted to fit the width of resized windows.
- You can link multiple CIs to a service and vice versa, in a single step.
- You can link a multiple CIs to a work order, and vice versa.
- You can link multiple services to each other. This is not an out-of-the-box function. You can customize the Services form to begin linking services.