



Reach a New Level of Client Manageability

SOLUTION BRIEF

More responsive service desks, reduced desk-side visits

Intel® Core™ vPro™ Processor Management Pack for Microsoft® System Center Service Manager 2010 and Intel® Core™ vPro™ Processors

Today's IT organizations are increasingly challenged to provide more efficient, effective service to their users with fewer resources than ever. There is pressure to cut costs – and increase uptime, as the pace of business accelerates and downtime poses a serious risk to competitiveness.

Did you know that of all support incidents, only 13 percent require desk-side visits? But did you also know those 13 percent account for 46 percent of support costs?¹ So solutions that help your IT professionals respond to more calls remotely can improve your bottom line, while getting your users up and running faster.

Intel® Core™ vPro™ Processor Management Pack for System Center Service Manager 2010 and the 2010 Intel® Core™ vPro™ processor-based PCs deliver a powerful new manageability solution. Using Microsoft Service Manager 2010 with PCs running Intel Core vPro processors enables new remote control capabilities that can significantly reduce desk-side visits – and support costs. The software and hardware work together to help enable faster, more efficient incident response not available with older processors, while cutting expenses and improving overall IT service quality.

Help for the Service Desk

Service Manager is one of the newest components of the Microsoft System Center software suite. It is an integrated platform for IT service management and provides an enterprise-wide, single source of knowledge based on industry best practices for problem resolution, change control, and asset management.

The Intel Core vPro Processor Management Pack for Service Manager with the 2010 Intel® Core™ i5 vPro™ and Intel® Core™ i7 vPro™ processors with Intel integrated graphics and Intel AMT 6.0 introduce remote manageability that enables your analysts to handle many more service requests without leaving their desks. Keyboard, Video, Mouse (KVM) Remote Control² gives the Analyst control of the users' keyboard, video monitor,



and mouse of a client PC without physical access to the machine, regardless of Operating System (OS) state.

This hardware-based remote control capability, together with Microsoft Service Manager, helps to enable analysts to troubleshoot, diagnose, and repair clients remotely in ways not possible before. With desk-side visits down and user productivity up, everyone benefits.

Intelligent Performance and Cost-saving Manageability Built-in

With the hardware-based remote manageability capabilities of the 2010 Intel Core vPro processor family with Intel® Active Management Technology (Intel® AMT) and Microsoft Service Manager, your analysts can more easily solve problems remotely even if the client is powered off or unresponsive due to a hard drive crash, operating system failure, or attack by a virus or hacker.³ Remote manageability also helps make PC upkeep easier and more cost-effective. Routine diagnostics can be centrally scheduled to run locally, even if clients are powered down or disconnected.³

KVM: A New Era of Remote Control

The 2010 Intel Core vPro processors bring the functionality of costly datacenter KVM switches to PCs. Now you can affordably capture and transmit KVM signals to and from clients on your network. So your IT Analysts can “get behind” the user’s keyboard, video monitor, and mouse to see what the user sees exactly as it appears on the screen – and interact directly with the PC.

This can mean faster response, often avoiding the time and expense of traveling to the user’s location. And many users who work off-site will not have to ship their machines for repair, losing productivity while waiting for a loaner. Most tasks can be performed directly on the user’s computer without having to relay instructions over the telephone. With Service Manager, analysts also have access to client system information and a searchable repository of knowledge base articles. All of this helps streamline the incident response process, making diagnosis and repair easier for analyst and user.

Because KVM Remote Control capability is built into the chipset, it is not dependent on OS state. So, unlike typical software-

dependent technologies, the PCs can be accessed even during

Rethink Incident Response

- Here’s how a day in the life of a help desk analyst could change with Intel® Core™ vPro™ Processor Management Pack for System Center Service Manager 2010 and Intel® vPro™ processor-based technology with KVM Remote Control:
- After deploying patches to clients on the network, one of the machines blue screens. Even with the OS down, the analyst can access the PC via Intel® Active Management Technology (Intel® AMT). The Microsoft Diagnostics and Recovery Toolset (DaRT) can be deployed to reboot the PC, troubleshoot and identify a hot fix as the problem, uninstall the hot fix, and restart the machine.
- A user has inadvertently disabled her network adaptor, isolating the client’s OS from the network. Because Intel Core vPro processor-based technology is built into the PC’s chipset, the analyst can troubleshoot network driver issues remotely.
- A user is going through a series of tasks that causes the hard drive to crash. The analyst can access and reboot the machine and have the user recreate the steps. The session will stay connected through the crash, allowing the analyst to see the failure message being generated.
- A user forgets his password. The analyst can access the machine, see the authentication module, and enter the password or enter a recovery token so the user can change his password.

blue screens, start-up, and shutdown. And the session stays connected, giving the analyst control throughout the reboot process.

To help preserve privacy and protect confidential data, before the analyst can take control of the client PC, the user is notified and prompted to give permission by requesting and relaying a randomly generated consent code. Throughout the session, a flashing remote control icon and red frame around the screen remind the user that the machine is being remotely accessed. Additionally, PCs that do not need this level of consent – for example, public kiosks or training rooms where PCs are accessed when not in use – can be configured for KVM Remote Control for a non-user consent mode.

Media Redirection for Reboot and Diagnostics

Another common reason for desk-side visits is to boot an alternative operating system or load diagnostic tools from a CD or via USB. Intel AMT³, a feature of the Intel Core vPro processor family, enables the analyst to boot to a remote drive over the network or send tools “down the wire” to the client. No need to create copies and transfer in person. Instead, images are “pushed” over the network.

For example, an IT Analyst can use the Microsoft Diagnostics and Recovery Toolset (DaRT), part of the Microsoft Desktop Optimization Pack, over the network to better troubleshoot and resolve the service incident. The 14 tools in the toolset help IT Analysts easily recover PCs that have become unusable, rapidly diagnose probable causes of issues, and quickly repair unbootable or locked-out systems.

Integrated, Automated IT Management Solutions

The Microsoft System Center application suite connects people, processes, and tools, helping your organization to optimize IT structures. System Center application components, including Configuration Manager and Operations Manager, capture and aggregate knowledge about your infrastructure, policies, and best practices to help reduce costs, improve application availability, and enhance service.

Microsoft System Center Service Manager 2010 connects these components into a single, central database. Together, the System Center applications give you powerful capabilities to manage across your client computers and devices. And when used with Intel Core vPro processors, much more of this management can now be done remotely.

Integration, efficiency, and business alignment for IT services

Microsoft Service Manager connects your company’s specific organizational knowledge to core IT processes, helping your analysts investigate and resolve issues faster. Because it is an integrated platform, Service Manager facilitates centralized incident, problem, and change management. Leveraging this information allows your IT professionals to restore service fast

and improve the reliability of the IT services in your data center.

Using a configuration management database generated from Configuration Manager and Operations Manager, Service Manager automatically pulls together information to help speed diagnosis and problem resolution. Easy-to-use templates guide analysts through incident management, facilitate compliance and repeatable processes.

Automated Workflows with Power Control and Restarts

Intel Core vPro processors add another dimension to the automated work processes that can be created in Service Manager. Intel AMT³ allows powering on and off or restarting of clients to be inserted directly into Service Manager automated workflows. The service can be performed more efficiently and usually without the need for service desk analyst interaction.

Better Together

Intel Core vPro Processor Management Pack for System Center Service Manager 2010 and Intel vPro processor-based technology deliver remote management capabilities that help reduce desk-side visits, cut IT costs, and improve user productivity. Take advantage of these powerful capabilities to improve responsiveness and service quality, align IT to your organizational goals, and adapt to new business requirements faster and more efficiently.

Learn More

- To learn more about the 2010 Intel Core vPro processor family, visit http://www.intel.com/itcenter/products/core/core_vpro/.
- For more information about Microsoft System Center Service Manager, visit <http://www.microsoft.com/systemcenter/en/us/service-manager.aspx>.
- Intel Core vPro Processor Management Pack for System Center Service Manager 2010 information can be found at <http://pinpoint.microsoft.com/en-us/applications/intel-core-vpro-processor-management-pack-for-system-center-service-12884905663>.
- Learn more about Intel and Microsoft technology at <http://www.intelalliance.com/microsoft>.

1 Zenith Infotech

2 The KVM Remote Control feature is only available on the Intel Core i5 and i7 vPro processor models with Intel integrated graphics and Intel AMT 6.0. Look for systems with the i5-650, i5-660, i5-670 processors for desktops and i7-620M, i7-640LM, i7-620LM, i7-640UM, i7- 620UM, i5-540M, i5-520M, or i5-520UM processors for laptops.

3 Intel® Core vPro™ technology includes powerful Intel® Active Management Technology. Intel® Active Management Technology (Intel® AMT) requires the computer system to have an Intel® AMT-enabled chipset, network hardware and software, as well as connection with a power source and a corporate network connection. Setup requires configuration by the purchaser and may require scripting with the management console or further integration into existing security frameworks to enable certain functionality. It may also require modifications of implementation of new business processes. With regard to notebooks, Intel AMT may not be available or certain capabilities may be limited over a host OS-based VPN or when connecting wirelessly, on battery power, sleeping, hibernating or powered off. For more information, see www.intel.com/technology/platform-technology/intel-amt/.

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