

What's New in Ivanti Service Desk 2017.3

ABSTRACT

This document highlights the new features and enhancements introduced in Ivanti® Service Desk 2017.3

Document Creation: September 27, 2017. Service Desk 2017.3 GA: October 10, 2017

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Summary

This document explores some of the key functionality introduced in Service Desk in 2017.3. For more detailed information, see the Service Desk 2017.3 New Features section of the Service Desk help (https://help.ivanti.com/docs/help/en_US/LDSD/11.0/Default.htm).

Unless otherwise stated, these new features are available for both on-premise and Service Desk as a Service (SDaaS) customers.

Copy Rules in Workspaces

An initial, simplified implementation of the copy rules functionality was included for Workspaces in the 2016.3 release. 2017.3 greatly extends that functionality in Workspaces. Full details are available in the New Features section of the help at https://help.ivanti.com/docs/help/en_US/LDSD/11.0/Default.htm, but examples include the ability to chain copy rules and to update related objects from a copy rule.

Multilingual enhancements

You can now add translations for Process titles and Business Object titles in a multilingual system.

Changing groups in Workspaces

In Workspaces, analysts can now change the user group that they are currently working in. This changes the shortcut groups that are available to the analyst and the contents of certain workload lists and other group-dependent queries as appropriate.

Exporting query results from Workspaces

You can now export your query results from Workspaces to a .CSV file.

History in Workspaces

By default, the History pane in Workspaces is now available to analysts only. You can, however, enable it for end-users if required.

Accessibility improvements in Workspaces

A number of changes to improve accessibility, especially regarding keyboard access, have been made in Workspaces. The first editable field on a form now has focus so that you can immediately start entering data as soon as the field appears, and then use TAB to move to subsequent fields. You can also navigate and select categories using only the keyboard, and the styling of mandatory fields has been improved to increase usability.

Defect fixes

In addition to the new features highlighted above, this release has also addressed over 60 defects that have been logged by customers.

New Ivanti help YouTube channel

We have launched a new YouTube channel to provide videos about popular features and to provide guidance on best practices. Visit <https://www.youtube.com/ivantihelp> where you can subscribe for free to keep up-to-date with the latest videos.

Current videos include:

An introduction to Test to Live – <https://www.youtube.com/watch?v=lcVa79BBkIk>

Test to Live migration strategies – <https://www.youtube.com/watch?v=2hw5ez7TvG0>

Preventing malicious uploads using whitelisting – https://www.youtube.com/watch?v=IZyxrhU_EWY

Using variation attributes to select a response level – <https://www.youtube.com/watch?v=l7obfoO8pzc>

For a complete list of enhancements added to Service Desk 2017.3, see the New Features section of the help; for a complete list of the Supported Platforms, see the Supported Platforms section of the help.
(https://help.ivanti.com/docs/help/en_US/LDSD/11.0/Default.htm).