



# Remote Administration Services

*BMC Service Desk Express*

RightStar Systems offers extensive remote administration services for users of BMC Service Desk Express (SDE). As a leading provider of SDE-based service management solutions, as well as an authorized BMC Level 1 support partner, RightStar has the expertise and experience to manage SDE operations at maximum effectiveness.

## Standard Remote Administration Program

RightStar's Remote Administration Program is an annual subscription service that optimizes an organization's use of Service Desk Express. All levels of the IT department benefit from RightStar's oversight and customization of SDE. Management will be able to implement best practices, improve return on investment, and increase end-user satisfaction. Service desk analysts and administrators will enhance their knowledge of SDE and benefit from add-ons and upgrades to the system.

For all subscribers, RightStar's Remote Administration Program provides the following services:

- Applying patches
- Upgrading application and DB
- Testing business rules
- Updating test systems with the same patch
- Modifying existing business rules
- Making sure that metadata is not corrupt
- Making sure application does not generate/report errors in windows logs
- Updating staff and group module with new information
- Creating new Navigator, Forms and assignment of Nav Bars and Forms
- Assisting in rolling out new groups, like UK
- Creating new fields and views via Admin tool
- Creating FKs, VKs, and verifying they work from SDE application
- Creating new business process and implementing new business process via Business
- Creating new business rules
- Implementing new business rules with MATH statements
- Creating calculated fields via DBAdmin tool
- Creating new crystal reports
- Creating a new default.htm file for a redirector
- Updating logos



## Additional Remote Administration Services

RightStar may identify recommended Service Desk Express enhancements that fall outside of the scope of the standard Remote Administration Program. In this case, the client can opt for these services to be provided at additional cost. The following remote administration tasks can be performed under a separate Statement of Work:

- ASP code creation
- ASP code modification
- Updating PL/SQL scripts

## Consultant Availability and Response Times

Subscribers to RightStar's Remote Administration Program receive priority access to a senior SDE systems consultant. The consultant will be available for non-emergency SDE maintenance, including development of business rules, workflow, and other customizations, on a scheduled basis. For remote SDE support, RightStar operates under the following terms:

Offering	Hours of Operation	Services	Response Goal
Remote SDE Support	9-6 Eastern, M-F, or as scheduled in advance	<ul style="list-style-type: none"><li>• Web</li><li>• Email</li><li>• Phone</li></ul>	2 business hours

### RIGHTSTAR SYSTEMS

#### *Headquarters in Vienna, Virginia*

RightStar Systems is a leading provider of ITIL-based service management solutions for upper-middle market firms and government agencies. As an Elite BMC Software Solution Partner, RightStar develops its own add-on modules and provides consulting, design, and implementation services for BMC Service Support, Service Assurance, and Service Automation products. RightStar also conducts onsite ITIL assessments and provides strategic recommendations for delivering services to the business more efficiently.