

Service Manager 2012

A road map

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Service Manager-Current State & Road Ahead

Srikanth Ranganathan
Principal PM

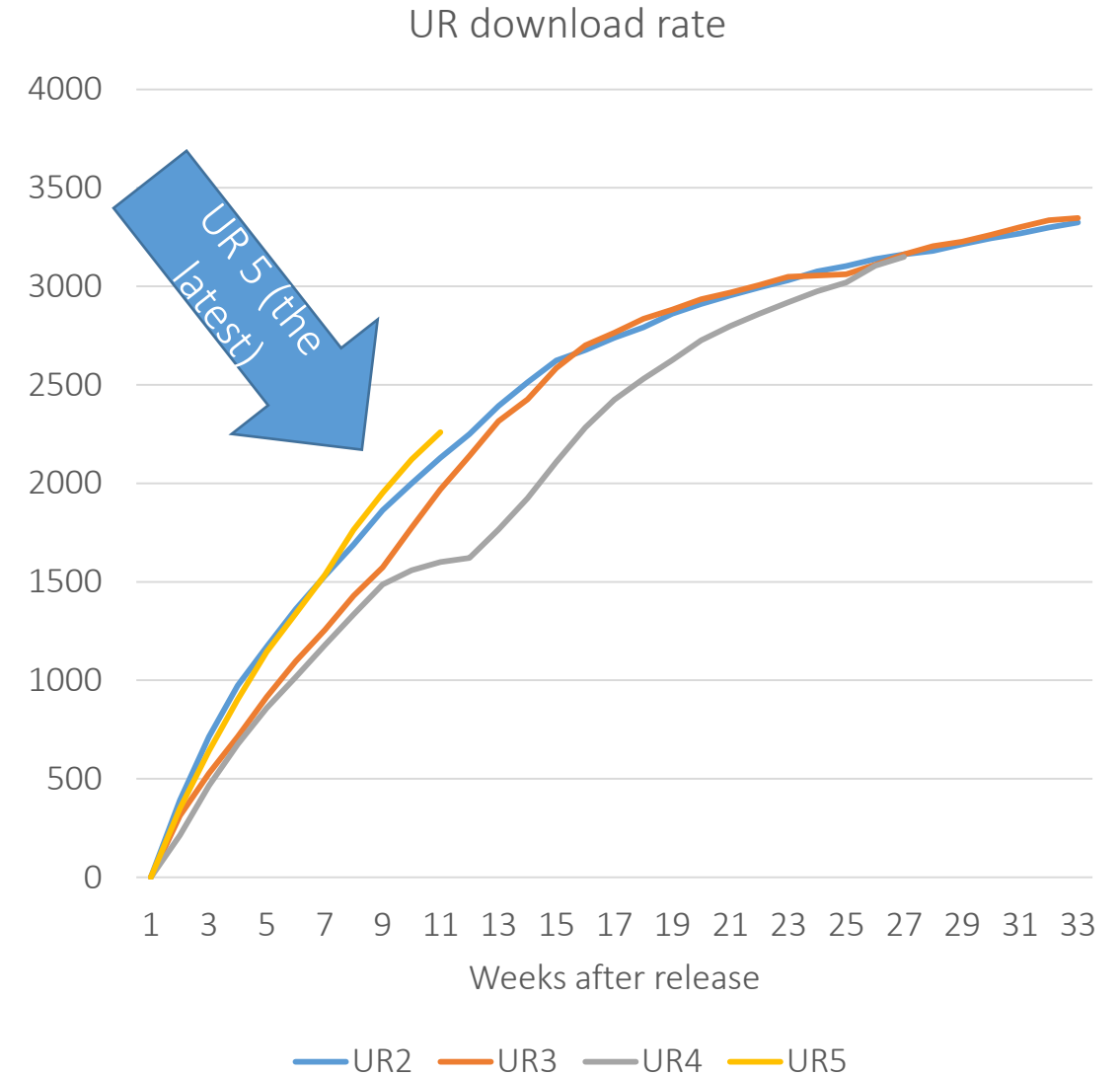
Rahul Gupta
Senior PM

Agenda

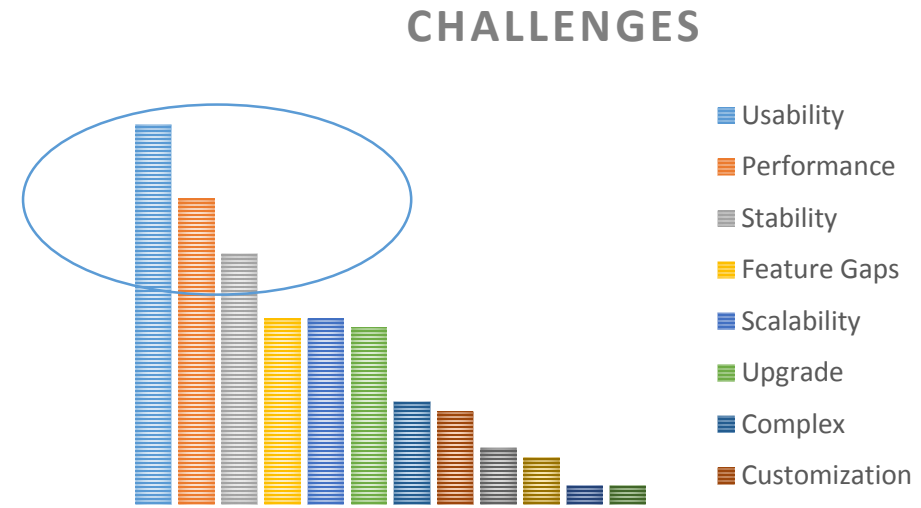
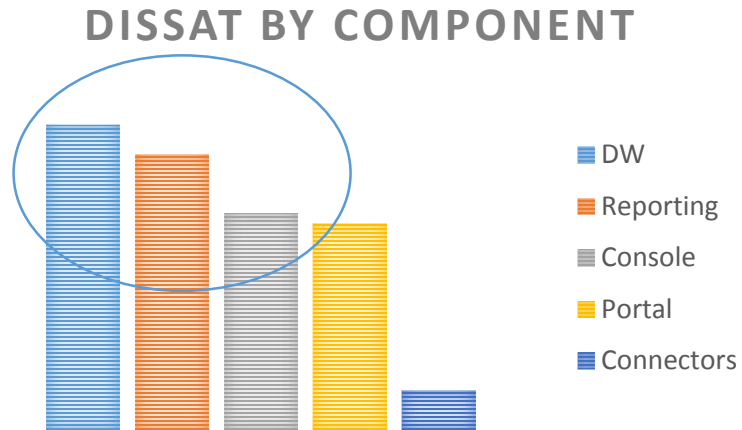
- Current State of SM
- Customer Challenges
- Delivery commitments to in-market offerings
 - The Road travelled
 - What's Next
- Important Links
- Q&A

Current State

- SM was Released in 2010 and later versions are 2012, SP1 and R2. Most of the SM customers are now on R2.
- Install Base:
 - SM 2012 R2 UR download number are hovering around ~3500.
- Interaction with SM Community:
 - Twitter – 2000+ followers (2x since Jan 2014)
 - 3500 members in LinkedIn
 - 150 customers/partners on monthly #Lync-up call (up 5X since Jan)
 - 55,000 blog views per quarter (4 posts per month)
 - Agile TAP program (bi-weekly Beta release) - ~100 customers, 18 drops till now
 - Ecosystem adopting bi-weekly SM agile TAP.
 - Customers are deeply connected with us now



Customer Challenges



- Usability, Performance & Stability are areas where customers have biggest pains.
- DW and Reporting is the component where customers are having biggest DSAT.

Update Rollup investments

Apr 2014



July 2014



Oct 2014



Feb 2015

UR2

- Improved Console Usability
- Window Maximization problems
- Memory leaks
- Rendering issues



UR3

- Improved Console Usability
- Improved trouble-shooting for MP Sync failures.



UR4

- Improved Console Usability
- Transform Job timeout made configurable.



UR5

- Improved Console Usability
- Improved supportability of DW Cubes & Jobs
- Release Exchange Connector 3.1 with performance improvements

Update Rollup investments

Apr 2015



July 2015



Oct 2015



Jan 2016

UR6

- Improved connector performance
- Support for SQL 2012 SP2 & SQL 2014



UR7

- Usability and performance improvements across Console & DW



UR8

- Payload not planned

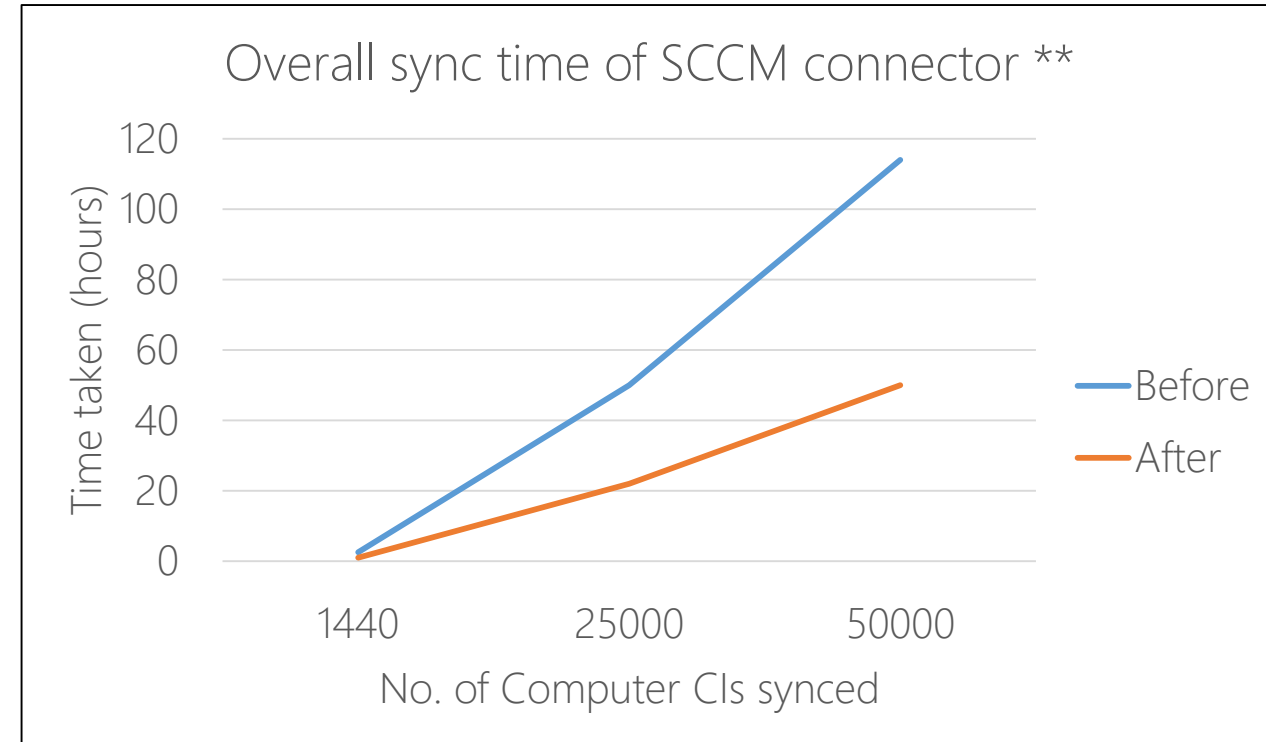


UR9

- Payload not planned

UR6

- Performance fixes for SCCM and AD connectors
- Observed ~ **50%** improvements for SCCM connector & ~**35%** improvement for AD connector in internal test environment.
- Making the sync schedule configurable for AD connector
- Preventing AD connector complete sync on DC failover
- Improving the reliability of MPSync
- Keeping up with the Market trend and Product Lifecycle
 - Support for SQL Server 2012 SP2 on SM 2012 SP1
 - Adding the support for SQL 2014 on SM 2012 R2



****More than 50% improvement shown in our testing environment.**

Planned Workitems for Future

- Console Performance Improvements
- Write Collision Avoidance (Major Usability Improvements)
- DW Improvements

Aspirational Plans

- Self Service Portal Technology & Strategy
- Workflow Server Scale out.

The Road Ahead: Hybrid Cloud & Service Manager

	On-prem assets	Cloud assets
On-Prem Software	SM today	Partner (GridPro, Provance, Cireson...) Incident, Change, Service Request, Asset Management of workloads in Azure Azure Automation, SMA connectors
SaaS	Evaluating	Evaluating

SM Important Links

SM Agile TAP

SM 2012 R2 Agile TAP registration URL – Microsoft Account Required

<https://connect.microsoft.com/WindowsServer/Survey/NominationSurvey.aspx?SurveyID=16586&ProgramID=8599>

Monthly Lync call on SM.

#LyncUP <https://twitter.com/LyncUp_MSFT>

Customer Feedback on Connect

<https://connect.microsoft.com/WindowsServer/Feedback>

Register here prior to be able to provide feedback

<https://connect.microsoft.com/WindowsServer/InvitationUse.aspx?ProgramID=8509&InvitationID=0924-8BX2-Y6W4>

Engineering Blog

<http://blogs.technet.com/b/servicemanager/>

Twitter account

@servicemanager

Q&A