

See How Service Anywhere Continues to Evolve in the March 2016
Release!
Questions and Answers
March 31, 2016

Q: Is there true data segregation - similar to Mandanten in SM9?

A: Data segregation (segmentation) in HPE Service Anywhere is controlled by adding and administering Data Domains.

Data segmentation affects the following record types within HPE Service Anywhere

- Requests
- Articles
- Changes
- Incidents
- Problems
- Service Level Targets
- Tasks
- Approvals

Q: What's missing compared to HPE Service Manager?

A: HPE Service Manager is our on-premise service desk and HPE Service Anywhere is our SaaS offering. Both products are continually growing and evolving therefore it's recommended to check with our Sales reps for up-to-the-minute information about the features in these products.

Q: Do you think there will be added functionality on HPE Service Manager in future releases? Or is HPE Service Manager Product is going to die?

A: HPE continues to invest heavily in both Service Manager and Service Anywhere. Both will continue to be developed in future releases.

Q: If a customer wants to use HPE Service Anywhere but they have been using HPE Service Manager, is it possible to transfer a license from Service Manager to Service Anywhere?

A: In recognition of their investment there is special pricing for customers who have been using Service Manager. In the SaaS pricing calculator select Transition pricing. Please note this licensing requires a 3 year commitment from the customer.

Q: I am seeing that the in-line translation tool requires licensing. Where do you get the license from?

A: In-line translation is driven by Google translate, licensing is available from Google
Refer Google website: <https://cloud.google.com/translate/v2/faq>

Q: Talking about Corporate IT / LOB and MSP. Do you have any news on capabilities to orchestrate (SaaS, built in?)

A: Not sure I have interpreted the question correctly but:

HPE Service Anywhere has an Out of the Box (packaged) integration to HPE Operations Orchestration (OO). Service Anywhere business rules can call OO flows

There is also an Out of the Box (packaged) integration to HPE Service Manager for case exchange. This particularly suits the Corporate IT/LOB scenario where Central IT is using Service Manager and the LOB is using Service Anywhere.

Q: For Knowledge Management, what features are being developed to provide full content editing? Currently the best way is to edit enhanced content in MS Word and paste into the knowledge base. This means the source for the knowledge base is outside the tool.

A: In the case you have described MS Word is simply used as the editor. The Knowledge is stored in Service Anywhere itself. Additionally, in the March release we have added the concept of knowledge templates. Templates allow you to store standard format(s) for your knowledge documents so that you can maintain a consistent look and feel.

Refer the online Service Anywhere documentation:

[https://saw.saas.hpe.com/v5/help/en/full/Content/1500_KnowledgeManagement/kmAddArticle.htm?Highlight=news models](https://saw.saas.hpe.com/v5/help/en/full/Content/1500_KnowledgeManagement/kmAddArticle.htm?Highlight=news%20models)

Q: Is the shared service provider function separating knowledge documents per tenant as well?

A: Yes. In the shared service provider scenario there are separate tenants and the Multi-tenant Named user license allows that user to access the separate tenants from a single console.

The Domain segmentation capability discussed in question 1 works in a single tenant instance and allows the administrator to limit access to records based on Domain membership.