



PRODUCT:
e-Service Desk Enhanced

COMPONENTS:

- Access Management
- Availability Management
- Capacity Management
- Event Management
- Financial Management
- Information Security
- ITSCM
- Service Portfolio
- Supplier Management
- Reporting Suite

FEATURES INCLUDE:

- Active Directory Integration
- Email Integration
- Self Service Integration
- Service Catalog Integration
- Security Questions
- Security Integration
- Access Verification
- Task Management
- Component Authorisation
- Full Audit Trail
- Dynamic Reporting

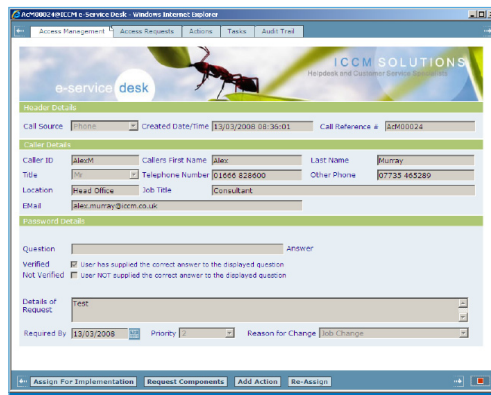
CREDENTIALS

- PinkVerify™ Service Support Enhanced
- ITIL® and ISO 20000
- Industry qualified staff
- Industry Recognition
- Metastorm BPM® Partner

ACCESS MANAGEMENT

Access Management in ICCM e-Service Desk assists you in the execution of the policies and actions that you have defined in Security and Availability Management.

Access Management ensures that controlled access to Services you provide to your Organisation takes place and that your members of staff have the correct levels of access to execute their jobs effectively.



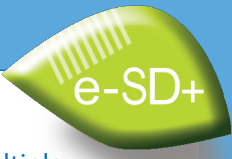
AD and Email Integration

End Users can raise access requests directly with Service Desk agents or through the e-Service Desk self help customer portal. Utilising Single Sign On ensures seamless integration with other business systems.

Access requests can only be raised if users have security clearance to do so. Once raised the access request is verified and then assigned to the appropriate staff to provide access rights.

Service Catalog Integration

Integration with the Service Catalog ensures that users level of access to each service is fully documented whether access rights have been granted or removed. Combined with Task Management this ensures that every department involved with providing access can take any necessary action.



About ICCM

ICCM is a Service Management specialist delivering technology solutions, consultancy and training to a diverse range of UK, European and Global SME organisations. ICCM was established in the late 1990's with a core objective of providing innovative, high quality software and services to organisations aspiring to Best Practice Service Management.

Unrivalled Service Management Technology

The ICCM e-Service Desk technology platform is recognised as one of the market leaders due to the combination of its consistent levels of functionality and flexibility and an ethical implementation ethos that recognises the significance of aligning people and processes with technology. Underpinned with industry leading Business Process Management (BPM) software from Metastorm, e-Service Desk is a certified toolset by Pink Elephant through its PinkVerify™ program.

The suite is designed to provide a simple and easy to use interface that is intuitive for users whilst providing extensive functionality to deliver a technically advanced solution. e-Service Desk provides an off-the-shelf yet easily customisable solution that will meet the need of virtually any organisation.

Component Authorisation

Access Requests frequently relate to multiple services which are administered by several teams or individuals. The Access Management component of e-Service Desk allows multiple service access requests to be administered from within one ticket reducing the amount of time to log the request for the user and overheads on the Service Desk team

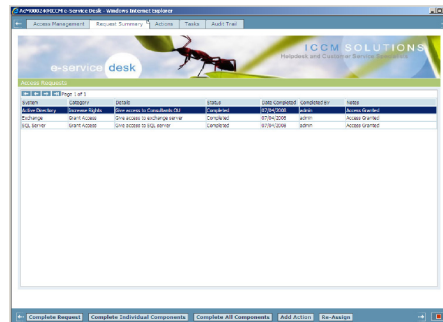
"A reference visit to Stirling council was a positive experience, confirming that e-Service Desk is a powerful and cost effective service management system."



Full Access Audit Trail

Access Management, by its very nature, must be included in monitoring activities but at the same time the visibility of such actions should be restricted to maintain security and confidentiality.

The inherent users and roles utility within ICCM e-Service Desk ensures that access to individual process audit trails can be maintained.



Want to know more?

For more information on ICCM call +44 (0) 1666 828600 or e-mail info@iccm.co.uk