



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:

- Business Capacity
- Service Capacity
- Component Capacity
- Change Integration
- CMDB Integration
- Service Catalog Integration
- Demand Management
- Capacity Forecasting
- Capacity Modelling
- Trend Analysis
- Capacity Baselineing
- Capacity Tuning
- Full Audit Trail

CREDENTIALS

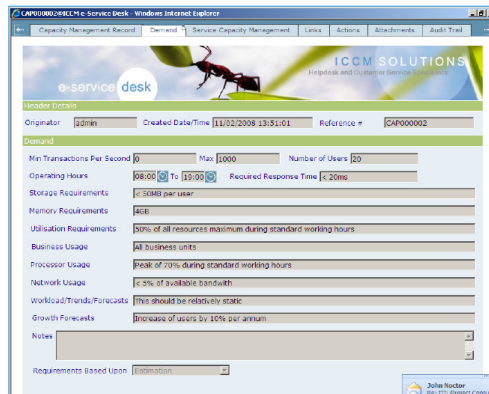
- PinkVerify™ Service Support Enhanced
- ITIL® and ISO 20000
- Industry qualified staff
- Industry Recognition
- Metastorm BPM® Partner

CAPACITY MANAGEMENT

Throughout the lifecycle of the Services you provide to your business, Capacity Management is crucial to ensure that capacity is aligned with business demand.

The Capacity Management component within ICCM e-Service Desk aids the production and maintenance of your Capacity Plan.

Inbuilt integration with other e-Service Desk components such as Incident Management ensures assistance with the diagnosis and resolution of Capacity related Incidents and Problems.



Change Management Integration

Out of the box integration with the Change Management component within e-Service Desk allows Requests for Change to be launched directly from a Capacity Plan and at the same time automatically linking the Change Request to it. This gives full visibility of the status of related Change Requests to the Capacity Manager ensuring that Capacity is balanced with demand, and is delivered exactly when required.

Integration with Change Management also ensures that thorough analysis is conducted from all business aspects and also in conjunction with Financial Management

