



PRODUCT:

e-Service Desk

COMPONENTS:

- Incident Management
- Request Fulfilment
- Problem Management
- Change Management
- Release Management
- Configuration Management
- Knowledge Management
- Task Management
- SLA Management
- Survey Management
- Engineer Portal
- Reporting Suite
- WorkDesk

FEATURES INCLUDE:

- ITIL CI Types
- Unique ID's
- Versions/Baseline control
- Vital Business Functions
- Identify CI Owners
- Specify Relationships
- Specify Failure Events
- Incident Integration
- Problem Integration
- Change Integration
- Purchasing Integration
- CMDB Viewer
- Visibility of dependencies
- Audit Trail
- Configuration Plan

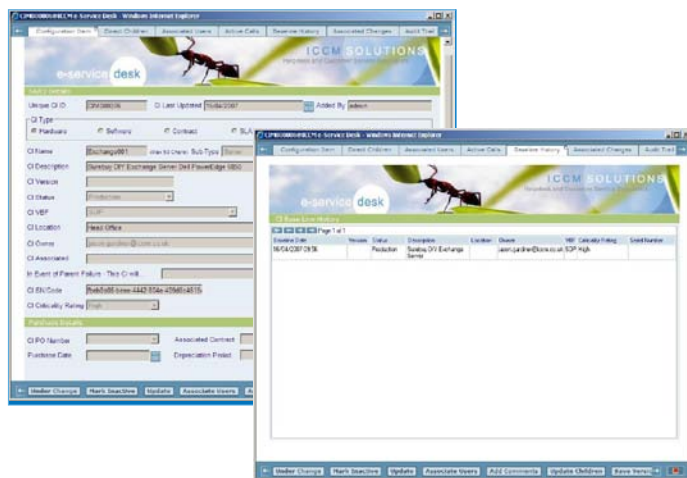
CREDENTIALS

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

CONFIGURATION MANAGEMENT

The Configuration Management component of e-Service Desk helps you build the content of your CMDB while at the same time underpinning processes such as Incident, Problem and Change Management.

Configuration Items also feature within the Service Catalog allowing you to highlight the CI components of a Service Catalog Item and its dependencies on them.



“DEPLOYMENT WAS QUICK AND EASY, LARGELY THANK TO THE EXCELLENT HELP AND GUIDANCE THAT ICCM PROVIDE” UNIVERSITY OF WORCESTER

Version/Baseline Control

Configuration Items can be saved against baseline versions allowing full version control within your environment and giving you an opportunity to roll back to previous baselines if required. Seamless integration with Change and Release Management ensures that any changes to a Configuration Item can be recorded immediately.

Specify Relationships and Failure Events

Relationships and the dependencies between CI's can be specified producing a hierarchecal view within the CMDB if required. The level of dependency in the event of a CI failure can also be specified aiding Service Availability planning.



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.

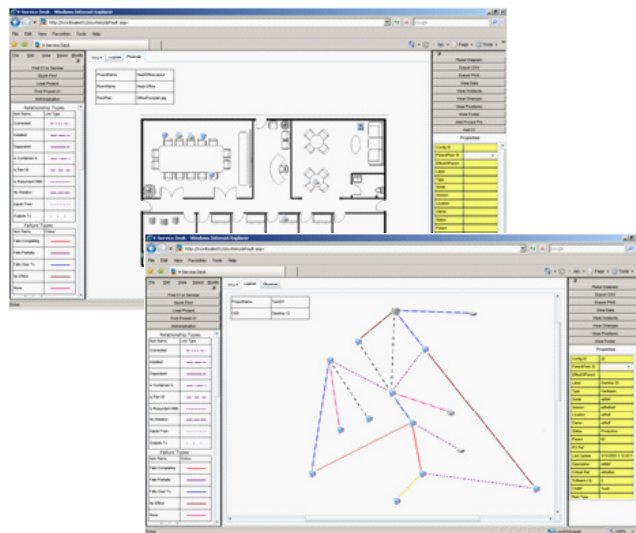
Unrivalled Service Management Technology

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.

CMDB Viewer

ICCM's e-Service Desk offers various ways of viewing the data held within the CMDB. The ICCM graphical CMDB allows ultimate flexibility with the ability to view hardware CI's in a floorplan view and also in a logical view via service if required.



Configuration Management Plan

e-Service Desk offers you the ability to record your configuration management plan within the system enabling a single point of work for all your service management requirements



Want to know more?

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