



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

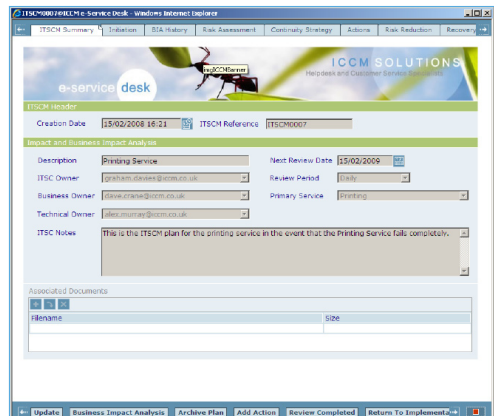
FEATURES INCLUDE:
Service Catalog Integration
Risk Assessment
Continuity Strategy
Business Impact Analysis
Testing Plans
Invocation Plans
Operational Reviews
Recovery Strategies
Task Integration
Setting Testing Tasks
Setting Invocation Tasks
Risk Reduction Measures
Damage/Loss Assessment
Full Audit Trail

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

IT SERVICE CONTINUITY

Technology and IT Services have now become essential for businesses to provide excellent services to their customers and the dependency is such that loss of IT Services can have severe and far reaching consequences not just on reputation and profitability but on whether the business survives at all.

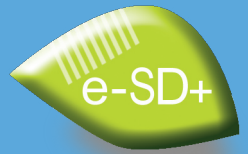
Implementing risk reduction measures and recovery options through IT Service Continuity Management in ICCM e-Service Desk allows ITSCM objectives to be achieved and puts in place measures and procedures in the event of a disaster scenario.



Assessment and Analysis

As part of the ITSCM process you will be required to enter Risk Assessments, Business Impact Analysis, Recovery Strategy, Invocation Plan and Testing Plans during the Initiation, Requirements and Strategy stages of the process.

Conducting ITSCM will support the Business Continuity Planning process and help align your IT organisation to business needs. Operation Reviews ensure that alignment is kept up to date.



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.

Testing and Invocation

ICCM e-Service Desk allows for your ITSCM plan to be tested before it is deployed. In the event of the test failing or requiring further elements the ITSCM plan can be routed back to previous stages for amendment and improvement before re-testing.

Task Integration

Integration with e-Service Desk Task Management and Task Templates provides unlimited flexibility in deploying testing and invocation tasks within ITSCM.

With the ability to configure dependent sequential and parallel tasks you can ensure that your ITSCM plan is followed exactly.



Task	Action	User	Details
10/07/2008 16:21	Initiate ITSCM Management	admin	Initiate ITSCM Management
11/02/2008 16:22	Approve For Requirements	admin	Approve For Requirements
11/02/2008 16:23	Business Impact Analysis	admin	Business Impact Analysis
11/02/2008 16:24	Risk Assessment	admin	Risk Assessment
01/04/2008 15:43	Update	admin	Update
01/04/2008 15:34	Approve and Implement	admin	Approve and Implement
01/04/2008 15:36	Deploy Without Further Tests	admin	Details
01/04/2008 15:37	Timed Review	admin	Update
01/04/2008 15:38	Update	admin	Update

Full Audit Trail

Because of the critical nature of ITSCM it is essential that every part of the process is fully recorded and audited so that ongoing operation can occur and reviews be carried out.

In the event of invocation a full audit trail will provide information on success and where in the recovery plan the business is.

Want to know more?

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