



**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



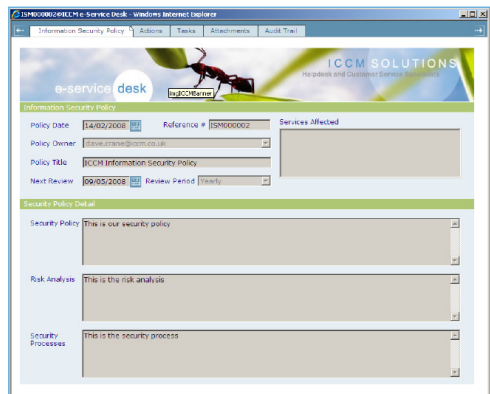
**FEATURES INCLUDE:**  
Service Catalog Integration  
Periodic Reviews  
Set Security Policies  
Risk Analysis  
Set Security Policies  
Security Breach Reporting  
Task Integration  
Record Legal obligations  
Document security controls  
Testing Schedules  
Supplier Access Integration

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

## INFORMATION SECURITY

Ensuring the confidentiality, integrity, and availability of corporate information in an age when mobile data storage is more prolific, has become an essential focus for any IT organisation. Corporate responsibility for the protection of data means that IT information security policies must be aligned with business need and legislative requirements.

Information Security Management in ICCM e-Service Desk allows these policies to be recorded and acted upon when appropriate.



In the event of a breach of the security policy this can be recorded and is only visible to authorised personnel ensuring that details of breaches cannot be shared or copied while investigation is under way. Access to this information is controlled through the inbuilt Users and Roles utility within ICCM e-Service Desk and access can even be controlled on a per field basis if required.

Want to know more?

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

