

**PRODUCT:**  
e-Service Desk

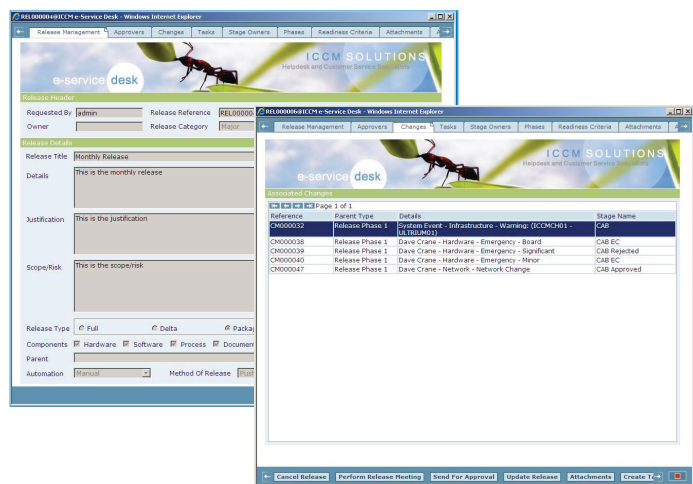
- COMPONENTS:**
- Incident Management
  - Request Fulfilment
  - Problem Management
  - Change Management
  - Release Management
  - Configuration Management
  - Knowledge Management
  - Task Management
  - SLA Management
  - Survey Management
  - Engineer Portal
  - Reporting Suite
  - WorkDesk

- FEATURES INCLUDE:**
- Full Releases
  - Package Releases
  - Delta Releases
  - Release Phases (UK, US, etc)
  - Change Integration
  - Specify Release Approvers
  - Release Stages (e.g Test, QA)
  - Stage Owners
  - Task Management
  - Rollback functions
  - Service Catalog Integration
  - Audit Trail
  - Release Calendar
  - Dynamic Reporting

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

## RELEASE MANAGEMENT

The Release Management component of e-Service Desk helps you focus the dependencies and accountability within your IT organisation through its integration with Change Management and the CMDB and the inclusion of thorough infrastructure testing of Release Packages before being introduced into the production environment.



### Release Types

Releases can be clearly defined into their relevant type (Full, Package, Delta) and can also be phased to allow you to deploy releases in a controlled manner. With its integration into the Service Catalog the Release Management component also allows Releases to be recorded against specific Service Catalog items giving visibility of their dependencies and vital business functions

### Release Stages and Stage Owners

Once authorized each release has to go through a defined set of stages (e.g. Plan, Build, Test, QA) with a specific owner for each of these stages. Releases can then be rolled back to previous stages or even back to plan if required.

## 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.

## Release Rollbacks

Sometimes a release does not go according to plan and there is a requirement to roll back either to plan or to one of the testing/development stages. The Release Management component allows you to do this at any stage of the Release Process and even after deployment during review should it be decided that the Release has been unsuccessful. The Release can then go back through due process until satisfactory.

### The Admiral Group plc



"e-Service Desk adhered to ITIL® Best Practice whilst being robust enough to deal with a significant volume of transactions" [ADMIRAL INSURANCE](#)

## Release Integration

The Change Management component links seamlessly with Release Management to allow you build up package or delta releases consisting of Change Requests. Within each Change Record the details of the associated release can be seen also allowing the Service Desk to keep informed of when Incidents or Problems are going to be fixed by a Release.

## 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)