



**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

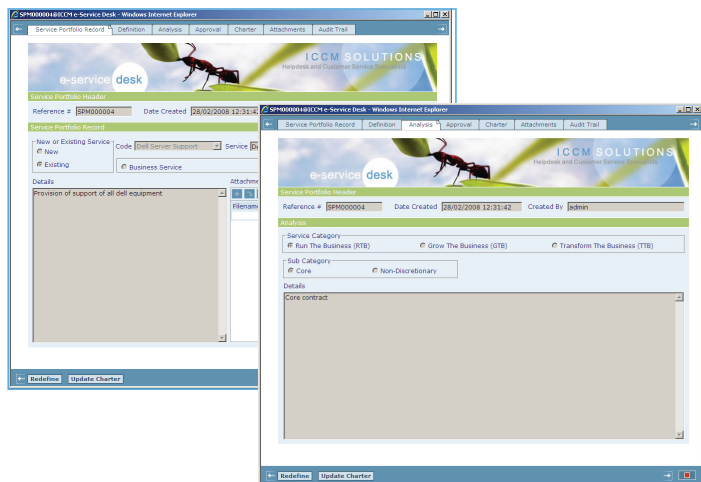
**FEATURES INCLUDE:**  
Service Catalog Integration  
Create Record Definition  
Perform Record Analysis  
Perform Record Approval  
Create Record Charter  
Defined Approval States  
Operational Reviews  
Full Audit Trail

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

## SERVICE PORTFOLIO MANAGEMENT

Creating and giving the business visibility of a Service Catalog is one of the steps towards aligning IT with the business. However describing those Services in terms of business value, comparing Service competitiveness across alternative suppliers and answering strategic questions in relation to value for money often does not occur.

Utilising Service Portfolio Management within ICCM e-Service Desk a decision framework can be created which can clarify these key points, anticipate Change, while at the same time allowing alignment and traceability with Strategy and Planning.



Once a Service Portfolio has been created you are then required to take it through the analysis, approval and charter processes ensuring that investments in Service Management are governed for value.

**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)

