

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

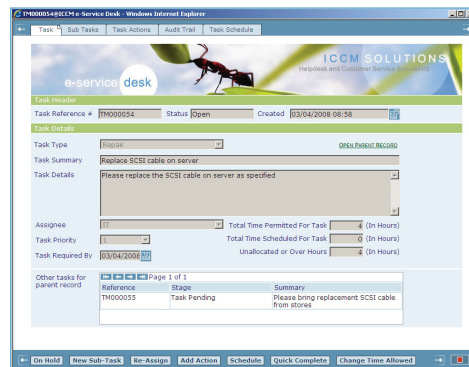
- FEATURES INCLUDE:**
- Incident Integration
 - Problem Integration
 - Change Integration
 - Release Integration
 - Team & Individual Tasks
 - Sequential Tasks
 - Parallel Tasks
 - Scheduled Tasks
 - Create Sub-Tasks
 - Create Task Template
 - Create Task Models
 - Resource Scheduling
 - Resource Calendar

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

TASK MANAGEMENT

The Task Management component integrates with other modules within e-Service Desk (e.g. Incident Management) allowing you to allocate specific pieces of work to teams or individuals whilst continuing to work on the original ticket in parallel.

Specifying the amount of time that each task should take also enables the ability to schedule resource appropriately making Task Management essential for project management. An administration resource calendar gives visibility on the amount of time being spent on specific tasks aiding resource assignment and planning.



"ICCM were accommodating and went out of their way to make the purchase process straightforward now fully deployed, the system is receiving great feedback."

Task Templates

e-Service Desk allows you the ability to set up specific task templates. For example you may wish to template task activities required for setting up a new user on your infrastructure or set up specific templates in order to satisfy quality assurance requirements within your organisation.

By creating these Task Templates you can be confident that work is carried out in a consistent quality controlled manner ensuring you provide quality of service to your business.



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.

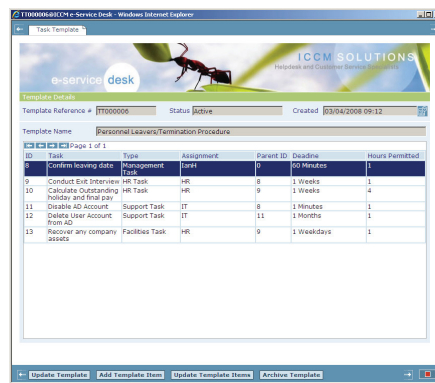
The suite is designed to provide a simple and easy to use interface that is intuitive for users whilst providing extensive functionality to deliver a technically advanced solution. e-Service Desk provides an off-the-shelf yet easily customisable solution that will meet the need of virtually any organisation.

Task Models

Task models allows you to create multiple tasks either running in sequence or in parallel to each other depending on the rules that you define.

This ensures that tasks have to be completed in the order and way that you specify. Combined with Task Templates this gives you unrivalled consistency of service and approach to process within your organisation.

With integration with Request Management a standard feature you will be confident that work is carried out in line with your quality standards every time.



Regular/Scheduled Tasks

Most Service teams have regular or scheduled work that needs to be carried out whether it be checking back up logs, performing system checks or performing audits. These tasks can easily be forgotten due to other daily pressures sometimes with devastating ongoing consequences (e.g. inability to restore due to failed backups not noticed)

The ability to automate daily tasks to your service teams or individuals prevents this work from being forgotten and ensures that you have control and visibility of your resource and their daily demands.

Want to know more?

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