

ICCM: MODULE LIST

Module	e-Service Desk Module Description
Incident Management	A defined process for logging, recording and resolving incidents with the aim of restoring the service to the customer as quickly as possible, often through a workaround or temporary fixes, rather than through trying to find a permanent solution.
Problem Management	Prevention of problems & resulting incidents within your IT infrastructure. This component aids in the elimination of recurring incidents and minimises the impact of incidents that cannot be prevented.
Knowledge Management	Provides a tool for building your organisations knowledge repositories. The creation and management of knowledge is a key part in ensuring that centralised knowledge silos are both pertinent and current.
Request & Service Fulfillment	Allows users to request information, advice or access to systems. It ensures that users are responded to in a timely manner.
Change Management	Helps you effectively manage Change across your organisation and prevent Service Outages through poorly planned maintenance or unauthorised changes.
Release & Deployment Management	Assemble and positions all aspects of services into production and establish effective use of changes to services.
Configuration Management	Provides a logical model of the IT infrastructure by identifying, controlling, maintaining and verifying the versions of all Configuration items in existence. Allows you to implement a database (Configuration Management Database – CMDB) that contains details of the organisation’s elements that are used in the provision and management of its IT services.
Task Management	Task management is the common ‘glue’ between all core e-Service Desk modules to assign, monitor and manage work orders and tasks within the service team. Tasks can be formulated as a template both in parallel and sequential as well as reoccurring and times actions.
Enquiry Management	Is the Service Desk Agents (or any other front line member of staff) Single Point of Contact (SPoC) interface into the Service Desk. This launch pad technology allows searching for customer and configuration item details and call history, searching and referencing Knowledge Base articles, viewing Projected Service Outages, and launching tickets from ANY e-Service Desk module all from the one single interface.
Survey Management	Provides the ability to survey your user community through a variety of web-based interfaces depending on your requirements. Allows you to analyse your survey data to assist you in improving your levels of service.
Reporting Suite	A suite of reports based upon Microsoft SQL Server Reporting Services. This includes module and tools to allow end users the ability to perform ad-hoc reporting.
Workdesk	Provides a dashboard view of Incidents, Problems & Changes and is designed to be displayed on large wallboards/displays.
Loan & Pool Booking	Handles loan requests for items such as projectors, laptops, phones or even rooms and cars.
Service Catalogue (includes SLM & SPM)	A list of services that an organisation provides. It groups services by category and allows for searching (especially when hundreds/thousands of services are available).
Major Incident Management	A process for logging, recording and resolving major incidents by collating a team to restore the service to the customer as quickly as possible, often through a workaround or temporary fixes, rather than through trying to find a permanent solution.
WebParts Interface	A unique web parts interface that allows complete user personalisation of their interface to the Service Desk.
Resource Management	Allows you to schedule tasks or activities into individual Service Desk agents calendars. By setting a minimum work effort per activity you can ensure that individuals are not assigned more work than they are capable of carrying out in any given day. A high level overview of individuals and teams work activities also allows for efficiencies to be made with work allocation.
Mail Server	An inbound mail monitor that can monitor multiple mailboxes using standard or secure IMAP or POP3. Allows for custom routing and processing of mail items based on content, this module also handles file attachments and embedded images.

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Module	e-Service Desk Enhanced Module Description
Access Management	Provides the rights for users to be able to access services or groups of services, while preventing access to non-authorised users, helping to manage confidentiality & integrity of data.
Availability Management	Optimises the capability of the IT infrastructure and supporting organisation to deliver a cost effective and sustained level of availability that enables the business to satisfy its objectives.
Capacity Management	Ensures that IT capacity meets current and future business requirements in a cost-effective manner. It analyses what is happening e.g. spikes in memory, and make changes to maximise the existing infrastructure.
Event Management	Monitors activities and event notifications on networks and systems to give you the ability to detect, monitor and determine appropriate e-service desk actions.
Financial Management	Ensuring that the IT infrastructure is obtained at the most effective price (not necessarily the cheapest) and calculating the cost of providing IT services so that an organisation can understand the costs of its IT services.
Information Security Management	Aligns IT security with business security and ensures that information security is effectively managed in all service & service management activities.
IT Service Continuity Management	Maintains the appropriate on-going recovery capability with IT services to match the agreed needs, requirements and time scales of the business.
Continual Service Improvement	Aligns and realign IT Services to changing business needs by identifying and implementing improvements to the IT services that support the Business Processes.
Visual Service Desk (Can be an addition to standard e-SD)	A modelling tool that provides the ability to show the graphical representations of services and configuration items. This module allows the mapping of both physical and logical relationships as well as being a front end to the information contained within the CMDB.
Supplier Management	Ensures that suppliers and the services they provide are managed to support IT service targets and business expectations. Helps obtain value for money from suppliers ensuring they perform to contractual targets.

Module	Separate Modules Available - Description
e-Mobile	Management on a BlackBerry, the ability to resolve, update and re-assign Incidents assigned to you or your team. also handles file attachments and embedded images.
Customer Portal (Includes Engineer Portal)	Incident Management assignment and control through a ultra-thin client to allow engineers the ability to manage assignments remotely.
e-Asset	e-Asset allows server based discovery of all networked IP devices, providing a repository of assets that can form the basis of the CMDB. The e-Asset repository directly links to Incident Management, Problem Management, Request Management and Change Management.
e-Knowledge Enhanced	e-Knowledge Enhanced is for customers needing enhanced Knowledge Management capabilities or a KCS certified Knowledge solution. It enables employees, particularly those working in customer facing environments to access knowledge on demand. This means you get accurate knowledge precisely when you want it so you don't need to raise a call to a Service Desk or an expert elsewhere in the business.