ICCM Solutions

ICCM eService Desk Frequently Asked Questions
For Customers

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Date: Thursday, March 12, 2009

Executive Summary

In this very difficult economy, organizations like yours should be investigating and acquiring new and innovative ways to optimize and streamline processes while delivering services to your customers at expected, agreed to and measured levels. This obviously includes IT operational and development processes, regardless of whether or not you believe ITIL® is the "best" answer. A Growth cycle will invariably return and we all should be prepared for it.

The new problems and economic challenges of today mean that it is no longer wise to invest in legacy vertical "IT Only" solutions. IT organizations must demonstrate alignment to their business customers, and this means focusing on technology that is not IT-specific, but can be leveraged to support other business goals. IT organizations are less and less afforded the ability to create their own "ERP" or vertical solution.

ICCM e-Service Desk provides a different approach enabling you to drive efficiency and cost effectiveness into your operations for the next business cycle.

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ICCM Solutions is pleased to provide this Frequently Asked Question (FAQ) white paper to help customers and colleagues in the industry understand what sets e-Service Desk apart, and why it should be on the short list for any IT Service Management process improvement programs. e-Service Desk is truly a next-generation, game-changing solution for IT Service Management. But beyond that, provides a launch pad for further business process execution, alignment and maturity in general.

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General Questions

What is ICCM e-Service Desk?

ICCM e-Service Desk is a next generation IT Service Management solution providing more functionality and scalability than any solution on the market. Not only does the functionality, scope and number of process areas included go well beyond that of competitors in the ITSM market, e-Service Desk provides the customer with a platform that goes well beyond a single-purpose IT Service Management system.

Traditionally, when customers define processes, they create workflow documents on paper using Visio, or PowerPoint, or even spreadsheets. These documents are then used by "developers" to configure/develop/program the supporting technology to meet their needs.   Often, many of the process requirements go unmet as most of today's IT Service Management solutions are single purpose, hard-walled applications developed with older technologies that weren't process oriented.

What sets e-Service Desk apart is that it is configured and modified through the use of models or 'process maps'. From there, forms, fields, rules, integrations and flows are all defined - from that one single interface. And because of this, the many fundamental "business process management" requirements such as auditing, roles, rules, cycle time measurements and other capabilities are provided "out of the box" with e-Service Desk.
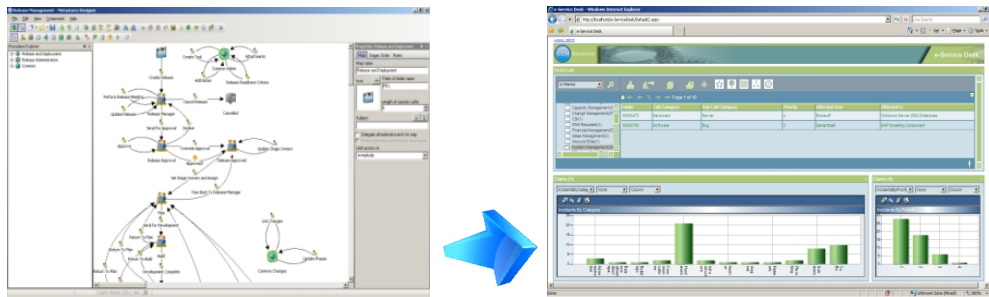
What this means is that the entire solution is modeled, documented and executed (or orchestrated) in a consistent manner and delivers one of the benefits of Business Process Management (BPM); the merging of Business Analyst and Developer.

With other solutions, this is functionality that is often times an additional charge, bolt on, or require development work to create.

What is BPM Technology and why is it applicable to IT Service Management?

Business Process Management (BPM) is a methodology and set of tools that support explicit business processes, right from analysis and definition to execution, monitoring and optimization of business processes. The BPM market has been 'formed' from the opinion that businesses need to be managed from a process point of view.

ITIL® is about formalizing and optimizing the way in which we (in IT) behave and work. The rest of the business world drove the creation and demand for BPM. Now that these technologies are becoming industry standards, why would the IT organization, trying to align Information Technology to the business, endorse the use of a single purpose, IT vertical solution when the rest of the business is looking for a unified, integrated, and seamless technology?

Pure Play BPM vendors, such as Metastorm™ provide technology that delivers "Model driven process execution" as opposed to code-based execution. Gartner Group advises that this is the best way to enable business and IT professionals to manage and change processes collaboratively, especially in a volatile business environment[1].

Process execution and improvement requirements are often very unique to each organization, even when adopting ITIL® best practices. This obviously favors a "Build" vs. "Buy" approach when considering supporting technology. Unfortunately, time frames and costs are often not compatible with this level process improvement. BPM is considered a "Third Way", an optimal solution that delivers the flexibility and uniqueness of "Build", while providing the time value and reduced cost of "Buy".

What are the benefits of BPM over other technologies?

The basic value proposition of BPM is the ability to process more with less effort and higher quality. In fact, BPM is responding to a new set of business values:

- Agility: The ability to bring new products and services to market more quickly and adapt processes more effectively to changing market demands
- Efficiencies: Most processes are inefficient due to manual effort, poor hand-offs between departments and a general inability to monitor overall progress. The deployment of BPM solutions helps eliminate these problems. The efficiency benefits are typically expressed in the reduced number of Full Time Employee's (FTE's) required to perform particular tasks
- Visibility: Providing management insight into process-based performance indicators. This enables an organization to make better business decisions and handle exceptions better.

Gartner research indicates that even without process redesign, a basic investment in a BPM suite can yield significant returns. Gartner states that by simply "making the current-state handoffs, timing and responsibilities explicit, productivity improvements of more than 12 percent are normally realized[2]". In another report, Gartner indicates that 78% of projects see an internal rate of return (IRR) of greater than 15%. The same report indicates that these projects were deployed quickly (67% in less than six months, 50% in less than four months). The conclusion is that BPM can provide significant value with rapid returns.

Many ITIL® practitioners typically haven't heard of BPM. Typical BPM customers are business focused development teams needing to quickly automate and manage business processes among legacy systems and databases.

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[1] Source: Gartner Research: Magic Quadrant for Business Process Management Suites, ID:G00164485 Date:18 Feb 2009
[2] Source: Justifying BPM Projects, Gartner 2004

BPM has been around a number of years now in various forms. BPM growth in the market has been increasing and with the current economic climate, is expected to increase due to the business and process value it provides. Its current level of utilization, as well as its future, is very bright;

- Gartner - *"states that BPMS will be among the fastest growing software markets over the next five years: from $1B this year to $2.6B in 2011."* (2007)
- Forrester - *"Business process management (BPM) license, services, and maintenance revenue from software vendors will grow from approximately $1.6 billion in 2006 to $6.3 billion by 2011."* (2007)
- IDC - *"IDC predicts that rapid growth will continue throughout the five-year forecast period to reach $5.5 billion in 2011, a 44% five-year compound annual growth rate (CAGR)."* (2007)
- WinterGreen Research - *"Business process management (BPM) and services oriented architecture engine markets at $1.3 billion for licenses, maintenance, and services in 2007 are expected to reach $4.6 billion by 2014."*
- Datamonitor - *"While BPM adoption rates lag behind that of other enterprise technologies tracked by Datamonitor, we estimate that in 2007 the market for BPM systems software was worth US$1.4 bn in license revenues. The market is set to reach an annual growth rate of 14.5% over the forthcoming five years, offering bright prospects for BPM vendors and service providers."*

It's important to note that despite the market maturity, saturation and competitiveness, Gartner Group estimates that the Service Desk market was only $1 billion in 2007 and grew at a 14% rate annually3.

BPM has proven in almost every case to increase efficiency, effectiveness and agility. And this where processes were developed from requirements – not provided "out of the box" as with e-Service Desk. This means considerable gains are possible by leveraging e-Service Desk as a launch pad for BPM.

What if I already have a Legacy IT Service Management solution such as Remedy or ServiceManager?

Thanks to Metastorm™ BPM, e-Service Desk's core technology, integration with ANY open database or application is easily accomplished without the need for costly consulting, integration projects or Extract-Transfer-Load (ETL) technology;

- e-Service Desk can be leveraged to provide process execution of ITIL® processes not included with legacy ITSM solutions.
- Integration to a legacy solution can be part of a migration plan, or data can remain in existing systems.
- ICCM e-Service Desk can integrate to any of the current Service Desk, Helpdesk, Call Center, Network/Systems monitoring, and IT Process tools available on the market.

With regard to your existing legacy ITSM environment, the question you might want to ask yourself is how do you plan to continue evolving the business IT environment without being able to intimately integrate, react to or gather information from your business systems?

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[3] Source: Gartner Research: Magic Quadrant for the IT Service Desk, ID: G00160687 Date: 4 Nov 2008

Can e-Service Desk be provided via Software as a Service (SaaS)?

YES… There are several firms available today that host Metastorm™ BPM processes.   And we are currently developing a more packaged approach to SaaS at the moment. Should a customer prefer to leverage e-Service Desk as a service, please contact your ICCM sales representative.

Once you understand BPM technology, its power to integrate processes end-to-end, and what it enables for your organization, you may ask yourself; "Why would I want to move that capability away from all my data, systems, people, etc.?".

According to Gartner Group[4];

> *The advent of the SaaS licensing model has been the largest innovation in the service desk market in recent years. SaaS has opened up pricing flexibility that did not exist a few years ago. Now, IT service desk tools can be bought on a month-to-month subscription basis, which creates opportunities for IT organizations with constrained capital budgets, limited staff to administer the tool, evolving service desk strategy or a preference for the SaaS license model. Gartner has seen a sharp increase in the number of IT organizations requesting service desk tools that are sold as SaaS, and we expect this trend to increase sharply during the next several years. Service-now.com has benefited significantly from the trend, because it was the only SaaS service desk provider for a period of time. HP recently began offering SaaS for IT service desks, and we predict that most vendors will offer this pricing model during the next two years.*

e-Service Desk's value proposition is actually in its ease of deployment, simplicity of implementation, administration and modification, as well as the ability to leverage skill sets across other, non-ITSM business processes.

Perhaps "Software as a Service (SaaS) is a symptom of current ITSM solutions lacking simplicity, ease of implementation, process execution and measurement and simple licensing - what the industry has desired for years.

Remember - SaaS is simply a delivery mechanism. It doesn't enhance the functionality offered by an embedded, fixed, single purpose ITSM tool. It actually has a limiting affect on customer specific process enhancements and integrations, as well as opportunities to leverage the solution across other business processes.

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[4] Source: Gartner Research: Magic Quadrant for the IT Service Desk, ID: G00160687Date: 4 Nov 2008

Do I have to adopt ITIL® to implement e-Service Desk?

No. ITIL is a collection of best practices, and e-Service Desk inherently provides an ITIL® v2 and/or v3 design basis. e-Service Desk also incorporates the collective experience of ICCM Solutions but most importantly customer feedback and suggestions. There is no hard and fast rule that any IT process must follow ITIL®. Customers have implemented e-Service Desk to execute non-ITIL® specific processes such as Asset Management, e-Government, Off-shore development, HR Request/Incident Management and Customer Relationship Management (CRM) processes with only minor changes to the base solution.

Your focus should be on the successful deployment and adoption of processes that make sense and enable your organization. ITIL® is the starting point, not the end, and as such, you should be leveraging "enough" process, tools and cultural change to allow your organization to practice common sense on a day to day basis, and make it a basic part of your organization. The execution of process is typically very different for every organization.

The current ITSM industry doesn't provide a solution to orchestrate all ITSM processes. Is this the case with e-Service Desk?

All ITIL®v3 processes, including Continual Service Improvement, are included in e-Service Desk. This unprecedented capability is enabled by Metastorm™ BPM - the process technology that automates any process, versus a technology that tells you what to do and how to behave. You will not have to purchase any other add-ons or plug-ins for process execution.

We prefer "Best of Breed" solutions for each process area. Why would we want to consider an all encompassing process solution like e-Service Desk?

With a "Best of Breed" approach you own the integrations, process design, creation of dashboard, executive reporting, consolidating and correlating Incident, changes, etc from multiple vendors. You are investing in technologies that dictate how you should behave rather than enabling the organization the way it operates?

As your various implemented solutions move to the next release, you have to keep and maintain all integrations themselves. Unfortunately, tools on each side of the integration have different levels of process maturity. The other problem with this approach is that tool integrations often times provide "artifact" integration but sorely misses "process" integration.   Things such as audit, cycle times, performance measures, are lost with too many process tools in the mix. Process management reporting is almost always lost with a multi-vendor or multi-function point solution.

Business Case

Q

From a Business perspective, why is ICCM e-Service Desk different from all other IT Service Management solutions?

e-Service Desk is a BPM Enabled solution out of the box. Competitors offer "embedded workflow" – but this is not BPM. Embedded workflow allows control of the specific process module it is contained in, but typically does not provide the level of integration, audit, management and control BPM provides.

On the other hand, the level of functionality and capabilities included "out of the box" in e-Service Desk provide a very strong value proposition and quick return on investment. Customers often consider adopting and starting out with the solution "as-is" making improvements where necessary to meet their business needs.

Other significant differentiators include;

- e-Service Desk is a completely web based solution.
- Integration to Microsoft technologies such as SharePoint™, Office™, Exchange™ and Reporting Services.
- Enterprise level integration capabilities allowing it to integrate seamlessly with SAP™, PeopleSoft™, and Oracle™ Financials (to name a few).
- Completely user based licensing allowing for easy and understandable pricing.
- Minimal resource requirements for administration, support and ongoing improvements.
- Delegated administration tasks through the administration forms, allowing process owners to make fundamental changes to their respective processes.
- The BPM technology e-Service Desk is based on, when properly licensed, can be extended and leveraged to support any business process and application. This results in significant savings in human resources to administer and modify the solution, and the ability to leverage those human resources for other process areas.

Q

How does e-Service Desk allow me to engage my business partners and customers?

BPM Technology is more prevalent around Business Systems so most of these integrations already exist "Out of the box" with Metastorm™ technology solutions. A process enabled tool allows you to extend the software beyond IT without breaking rules, capabilities, forms or functions, all the while leveraging the end-to-end work flow.

For example; what other system allows an end-to-end asset life cycle without integrating multiple financial, configuration, and inventory systems; allow you to give access to the IT, asset, procurement, and asset disposal environments without incredibly complex integrations. Now take this picture and apply it to all of the other processes.

Integrations can take place anywhere within a given process and execution occurs within Metastorm™ Orchestration engine, or application. Compliance and performance monitoring and management is maintained throughout any processes integrated to the solution.

Q **According to Gartner, customers replace their Service Desk every five years. Why is this and why will e-Service Desk help me to avoid this situation?**

From an ITIL® best practices perspective, many organizations do not adopt continual improvement activities, which results in an evolved organization executing 5 year old processes. This is probably also captured from analysts at Gartner Group[5];

This replacement cycle has endured for more than a decade due to various factors, such as elongated and incomplete implementation, customization (which, over time, prevents migration to new versions) and ITIL®-based process refinement initiatives. Regrettably, at least one-third of tool implementations suffer from poor project and key performance indicator management.

However, process maturity has become a powerful force toward influencing the degree of success regarding implementations. Market growth is also fueled by growth of modules and seats (named and concurrent). All these market dynamics continue to spur vendor investments in meeting evolving customer requirements. However, larger ITSM suite deals have significantly increased the dollar amount of new deals for vendors and have lengthened the sales cycle.

e-Service Desk is different in that a BPM solution separates "Definition" of the process from the "Data" of the process from the "Engine". Therefore, when the engine is upgraded, process definitions and data are maintained and "survive" the upgrade.

Q **e-Service-Desk isn't listed in the Gartner Magic Quadrant or Forrester Waves. Should I be concerned?**

Not at all. The market is just now realizing that internal IT organizations have invented or invested in tools and capabilities that business invested in years ago; it is our estimation that we will see other BPM based IT Service Management solutions entering the market over the next 18 to 24 months.

One would think a next generation solution such as e-Service Desk would appear in the quadrant or wave. And we are in fact working with the various analysis groups, such as Gartner Group, as we achieve the benchmarks required to be evaluated in their research.

Based on the marketing by the competition, maybe the real question should be; "Why do no ITSM Service Desk solutions, which are supposed to 'Automate IT processes', appear in the BPM Magic Quadrants or Forrester Waves?" They all claim to be process engines for IT Service Management and many even include "BPM" and "Process Management" in their sales material.

Metastorm™ BPM, which is at the heart of e-Service Desk, has continuously been ranked in the "Leaders" quadrant of the Gartner Magic Quadrant and Forester Waves. As you can see on the following, there are a number of BPM vendors on the market and a number of different angles by which it is measured.

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[5] Source: Gartner Research: Magic Quadrant for the IT Service Desk, ID: G00160687 Date: 4 Nov 2008

Source: Forrester Research, 2008

Source: Gartner Group, 2009
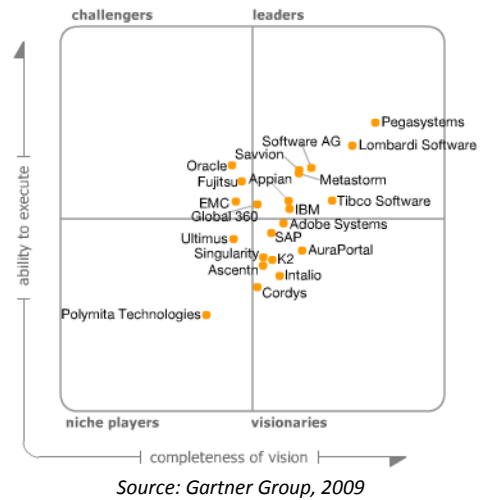
When you can conceptualize the fact that with e-Service Desk, all you are doing is implementing a set of pre-defined business processes, in an Enterprise class, globally recognized, industry leading BPM Technology – the analysis of existing IT Service Desk tools becomes somewhat irrelevant.

e-Service Desk is essentially an accelerator of an industry recognized and accepted technology that delivers speed, value and maturity to business processes, focused on the area of IT Service Management.

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Value Proposition

Q How does e-Service Desk compare in price to Service Desk solutions on the market today?

While e-Service Desk licensing is very flexible, competitive and frankly easier to understand than our competitors, it is important to note that licensing alone is only a portion of the total cost of ownership of a Service Management solution. Obviously ongoing support and maintenance, administration, modification and management are part of that cost of ownership.

e-Service Desk demonstrates its initial value by almost always pricing out well under most competitors in the ITSM market place. Typically, competitor pricing is discounted to match our pricing, but then services required to configure their solution, after the sale, make up for losses on license revenue.

If e-Service Desk was ever more expensive than a competitor, we would obviously price match any "comparable" solution on the market. But there are none that we are aware of that include the number of processes, integration capabilities, and reduced cost of ownership offered.

The real differences between e-Service Desk and other vendors, is the savings realized after the solution is implemented and in use.

Q How does e-Service Desk save my company money on FTE's?

As staff is trained on e-Service Desk, they gain the necessary skills to implement any business process using Metastorm™ BPM, assuming the appropriate licensing has been purchased from Metastorm™. Resources can then be shared to not only support e-Service Desk but other processes that are orchestrated through Metastorm™ BPM.

The duration of process design and adoption is reduced as e-Service Desk introduces a user interface that enforces changes made to the process. Instead of taking years and months to implement processes manually, it now can take weeks and days. Process version control allows you to experiment with process changes without configuring yourself into a corner. And IT aware Process Managers will be able to take ownership of simple process enhancement activities.

If you are already a Metastorm™ BPM customer, then you already have the technical competency to manage and administer e-Service Desk.
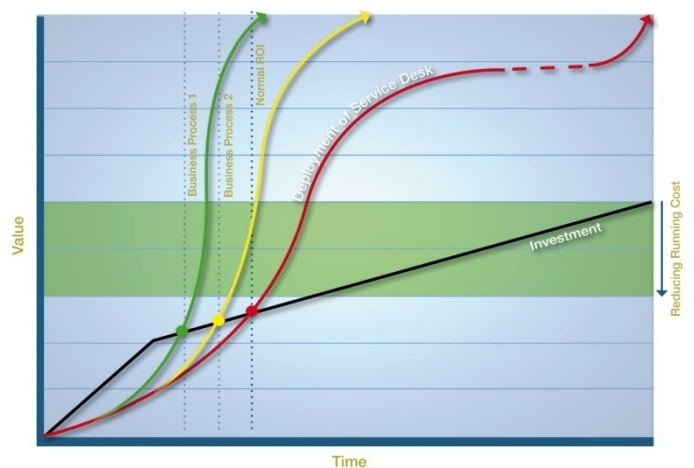
Compared to most IT Service Management solutions on the market, e-Service Desk implements in a relatively short amount of time with a considerably smaller footprint of services and consulting.

How can e-Service Desk be leveraged beyond IT Service Management?

As the point has been made throughout this document, e-Service Desk resides on the Metastorm™ BPM platform which allows you to extend the Metastorm™ BPM as well as e-Service Desk to any part of your organization.

ITIL® is a set of best practice recommendations and as such would apply to any function where there is a transfer of "service" for some type of value. Current ICCM customers leverage e-Service Desk for Call Center, Customer Relationship Management, and "Order Desk" type functionality. In some cases, it has been used for "case management" purposes.

Scalability

What is the largest implementation of e-Service Desk in terms of concurrent process users?

The largest current implementation of e-Service Desk has well over 800 concurrent users with tens of thousands of customers. But this is far from our upper limit.

Vertical IT Service Management solutions are just targeted at the IT support organization, while BPM technologies have been developed to scale to support entire business organizations, including IT. So really the question is; "What is the largest implementation of Metastorm™ BPM in terms of concurrent process users?" And the following case studies exist[6];

- A large financial institution in the United States has stated that the organization will "continue to grow, but are currently targeting at least 8,000 total users (5,000 concurrent), with 1,000,000+ active workflow objects requiring throughput of 40,000 workflow objects per day (1,000 exiting per peak hour).
- Consumer and Industrial Credit Provider uses Metastorm™ BPM for customer support and end of lease account management. Worldwide process lease processing requires 10,000 Metastorm™ BPM actions/day on a dual server environment.
- Automobile Manufacturer uses Metastorm™ BPM for invoice matching. The number of Metastorm™ BPM folders handled is over 4,000,000/year and the number of transactions executed is well over 26,400,000 / year. This equates to approximately 16,000 / transactions an hour.
- Insurance Company validated that the Metastorm™ BPM system easily achieved 200 actions/minute for 4,000 users, with sub second response time. The company was preparing to deploy this system in May and performed this independent analysis in preparation for deployment.
- One of the world's largest subway systems uses Metastorm™ BPM for all Incident reporting with over 3,000 active users.

And several of these customers have much more complex processes than that of an IT Service Desk or ITSM process – so it is safe to assume that these numbers apply for e-Service Desk as well[7].

At the other end of the scale, because of the simplicity of licensing, administration, and ease of configuration, our smallest customer is four (4) users which turned out to be a very economical solution for this customer.

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[6] Source: Metastorm™ BPM: Scalability - A Metastorm™ White Paper
[7] E-Service Desk should be tested in your environment. Variables other than actions/users can impact overall performance.

Q **Is e-Service Desk applicable for a multi-national customer where time zones, localization and network latency may have an impact?**

Yes. There are currently many referenceable, multi-national customers operating e-Service Desk across multiple time zones. The system has the intelligence to address the issues of multiple time zones.

Thanks to web technology, network latency issues are easily addressed by leveraging web caching servers or appliances, or by placing process engines closer to clients. We have customers using both techniques successfully.

Metastorm™ BPM has full localization capabilities should a customer wish to convert forms to another language. However, like any solution available today, the data is maintained in one language.

Q **My company is a Service Provider to external customers. How does e-Service Desk help me address this type of service offering?**

e-Service Desk maintains a separation of data by classifying callers/requesters as external or internal. Each customer can utilize their process engine, or can participate in a consolidated engine. The design of the tool allows for rapid cross utilization and implementation of processes. The tools maintenance allows for the effective use of FTEs that you leverage in providing services, helping you either keep costs down, or cost the solution very competitively.

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Integrations

Q What Integrations exist out of the box?

Any Metastorm™ integrations (i.e. SAP, Oracle, PeopleSoft, etc) are available. Of course directory integrations are also easily implemented whether leveraging Microsoft Active Directory or LDAP. Integration can be accomplished through a number of different facilities:

- Email - Utilizing tags within the email messages calls can be simply transferred, updated and resolved with other 3rd party solutions as well as integrating with the e-Service Desk solution.
- API's – API's can be used to integrate directly with other applications.
- Direct Database access - Due to the built in wizards inherent within Metastorm™ BPM and e-Service Desk it is possible to integrate directly with 3rd party databases writing into appropriate tables using pre-determined rules.
- Scripts may be associated (via the Designer) with BPM events. The Designer provides syntax-sensitive editors for JavaScript, VBScript, and jScript.NET. Scripts may be used to drive any .NET or COM-enabled solution. In particular, there are many solution integration products (interface engines or message brokers) that handle protocol conversion as well as message format conversion.
- e-Service Desk stores its own internal data in a Microsoft SQL Server™. However, data can also be read from and written to any ODBC or OLEDB compliant external database.
- User and role-related information can be extracted automatically from LDAP-compliant directories, or from ODBC compliant database. This saves administrators from having to maintain the same information in two or more different places.
- Universal Process Orchestration Kit - a BPM component that delivers a single application programming interface (API) for organizations to integrate, manage and control multiple processes across disparate Java, .NET, and Web Service environments.
- Facility for Microsoft Outlook® users to monitor their work queues and their email from one application. Email is posted to the Outlook inbox while the work queues are viewed through a dedicated window. Users can also work on their queues while offline allowing users to work even when internet or network connections are not available.

- The Integration Manager[8] (IM) is an advanced integration tool for managing and controlling system-based processes, allowing you to oversee the entire business process and gaining critical visibility and performance data needed to fine-tune and optimize both human and system-based activities (i.e. the full roundtrip on both sides of the equation).

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[8] Metastorm™ Integration Manager (MIM) is a separately sold product available from Metastorm™
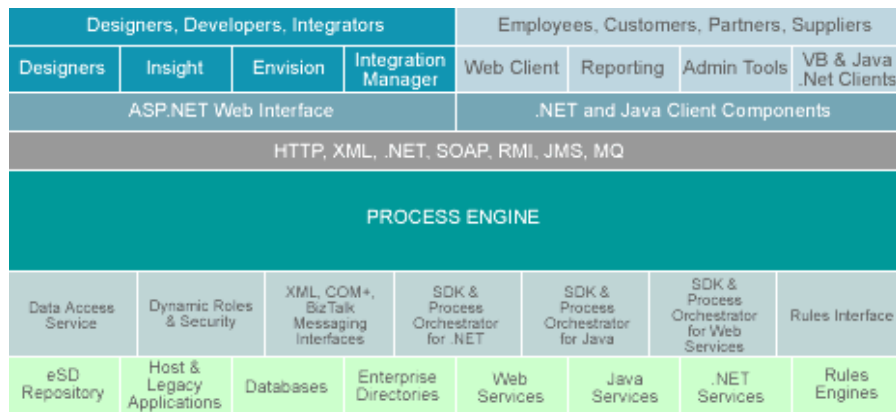
As an example, integrating e-Service Desk to HP OperationsCenter™ is estimated by several HP OpCtr subject matter experts to take about 1 day.

Does e-Service Desk integrate with Active Directory/LDAP sources?

Yes. Integration facilities exist for both Microsoft Active Directory® and Novell e-Directory®. It extracts mapped attributes from any selected directory object and stores them within ICCM e-Service Desk. The Directory attributes can then be mapped directly against the ICCM e-Service Desk user and role attributes. Some of the features include;

- Microsoft Active Directory® Property Page - A snap-in used in conjunction with Microsoft Management Console® (MMC) enabling administrators to manage the ICCM e-Service Desk information within Microsoft Active Directory®.
- Novell ConsoleOne® - A snap-in used in conjunction with ConsoleOne enabling administrators to manage the ICCM e-Service Desk information within Novell eDirectory.

Does e-Service Desk integrate with Telephony technologies for screen pops?

Yes. Customers have leveraged a number of different CTI solutions and easily integrated with e-Service Desk. If the CTI agent can provide a "screen pop", e-Service Desk can leverage it.

Does e-Service Desk contain a Knowledge Base and can it integrate to other Knowledge base technologies?

YES… Multiple options are available for Knowledge Management;

- Out of the box; e-Service Desk provides a knowledge base that provides a search facility for customers/staff and specific teams, knowledge authoring facility to review, publish and reject knowledge requests. Incorporated into the Knowledge process are periodic automated reviews to support knowledge article lifecycle objectives. The system provides a Google type search of articles with ratings. The e-Service Desk processes are embedded in articles to launch procedures. e-Service Desk users have the ability to create articles from tickets and knowledge search can be initiated from any screen including launch pad.
- Optionally, if you are looking for "KCS Certification", ICCM has partnered with Knowledge Powered Solutions, which provides a KCS certified solution that is fully integrated with e-Service Desk, and provides neural net pattern matching, advanced search and learning capabilities, stand-alone operation, to name a few.
- As most customers already have invested in an Enterprise Knowledge management system, e-Service Desk leverages its BPM integration capabilities to successfully and easily integrate into a number of various customer Knowledge bases so that knowledge can be leveraged from multiple sources.

What about mobile technologies such as Windows Mobile, Blackberry and iPhone?

YES… e-Service Desk has a full web / mobile interface (Windows mobile and other WAP interfaces are available out of the box) and also offer eMobile which is a Blackberry based "Push" technology.

Licensing and Maintenance

Q What processes are included in each SKU?

e-Service Desk is the core solution from ICCM and provides most of the ITIL® V3 Service Operations and Transition Processes along with some Service Design processes. e-Service Desk is comprised of the following processes and functions;

- Incident Mgmt
- Problem Mgmt
- Knowledge Mgmt
- Request & Service Fulfilment
- Change Mgmt
- Release & Deployment Mgmt

- Configuration Mgmt
- Major Incident Mgmt
- Resource Mgmt
- Task Mgmt
- Service Catalog (Incl. SLM, SPM)
- Survey Mgmt

- Enquiry Mgmt
- Reporting Suite
- Workdesk
- Loan Pool Booking
- WebParts Interface
- Mail Server

e-Service Desk Enhanced offers all the benefits of e-Service Desk with the following processes and functions that enable organizations to leverage the Service Strategy, Design and CSI processes. A mix of Enhanced and Standard licenses may be deployed.

- Access Mgmt
- Availability Mgmt
- Capacity Mgmt

- Event Mgmt
- Financial Mgmt
- IT Service Continuity Mgmt

- Service Portfolio Mgmt
- Supplier Mgmt
- Visual Service Desk

e-Portal is a highly adaptable, browser-based application that is effortlessly integrated into an organization's intranet or web site. This provides employees and customers the ability to quickly and effectively log and update Incidents as well as providing a window into the status of a Service Request at any time or place. e-Portal provides the ability to perform surveys, approve requests, and access the knowledge base. By utilizing the underlying BPM architecture it's also possible to develop and integrate specific portal processes such as new employee and new PC request.

e-Mobile allows full access for remote working service teams, including wireless PDA's and Blackberry® devices. e-Mobile is installed over the air from the central server onto the BlackBerry® devices and runs on a fixed data tariff significantly reducing ongoing costs when compared to similar SMS solutions.

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-Asset provides complete information on hardware, installed software, network details, disk drive details, environment settings, services and user profiles.

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.

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What organization is responsible for support maintenance of Metastorm™ and e-Service Desk technology?

Thanks to the unique relationship between Metastorm™ and ICCM Solutions, a customer has options to consider for support of e-Service Desk. It really depends on the long term intentions and process roadmap. Support is available through ICCM Solutions and this would be recommended if you are just implementing e-Service Desk and have no plans to leverage Metastorm™ BPM beyond the processes in e-Service Desk.

As you mature your implementation, understanding of the tools and maturity of process enablement, you may need less and less ICCM support and more Metastorm™ Support. As such, the ICCM / Metastorm™ support model is built to enable you in your maturity path, not be a frustration or constraint

Should you plan to leverage BPM for processes outside of e-Service Desk, then support must be acquired through Metastorm™.   There is no difference in cost. And regardless of primary support source, appropriate resources will be available to support the solution based on SLA of support contract.

Will I get multiple licenses?

YES… As a customer of ICCM or Metastorm™, you will receive a license for Metastorm™ BPM as well as an ICCM e-Service Desk. The licenses are bundled and provided together.

What happens with Metastorm™ BPM upgrades?

It is recommended that the BPM Foundation remains patched and up to date. Quite often, because everything is web based (meaning no client upgrades), and the BPM technology maintains your processes, upgrades to Metastorm™ BPM require a day or two of actual effort. ICCM will work with you to ensure you are running the latest versions of Metastorm™ compatible with your implementation.

What happens with ICCM e-Service Desk upgrades?

ICCM will keep you informed of upgrades and make recommendations for each upgrade. The typical recommendation path will always be for you to upgrade processes that you have not customized. We also provide a number of best practices that if followed; allow modified processes to be upgraded as well.

Due to the nature of what e-Service Desk is (a BPM accelerator), you may not ever need to upgrade your process with newer versions of e-Service Desk.