

Komputer Kraft Consulting ITSM Requirements Assessment List

FEATURE	NEED - yes or no
BUSINESS PROCESS AUTOMATION	
CHANGE	
CHATTER	
CMDB	
CONTRACT MANAGEMENT	
CONFIGURABLE WITHIN	
CRM BRIDGE	
DASHBOARD	
DEPLOY	
DESKTOP MIGRATION	
DISCOVERY	
INCIDENT	
ITAM- Asset Management	
ITIL- 14 PROCESSES	
INVENTORY	
KNOWLEDGE BASE	
LDAP	
MOBILITY	
MyIT -PERSONAL CUSTOMISATION APP	
ON-PREMISE	
PATCH	
PROBLEM MANAGEMENT	
RELEASE MANAGEMENT	
REMOTE CONTROL	
REPORTS	
REQUEST	
SAAS	
SELF - SERVICE	
SERVICE CATALOG	
SLA & KPI MANAGEMENT	
SINGLE-SIGN-ON	
SOFTWARE AUDIT	
SOFTWARE COMPLIANCE	
SQL CONNECTORS	
WORKSPACE CONTAINERS	
Please send back to marie@kkc.net.au for your assessment and product suggestions.	