

ManageEngine

ManageEngine is awarded with the seal of quality

„SERVIEW CERTIFIED TOOL“

for its Service Management Software

ManageEngine ServiceDesk Plus.

We hereby confirm that the software solution

ManageEngine ServiceDesk Plus

complies to the ITIL® 4 Framework in the following 13 practices:

Monitoring & Event Management
Incident Management
Service Request Management
Problem Management
Service Catalogue Management
Service Level Management
Deployment Management
Change Enablement
Release Management
Knowledge Management
Service Financial Management
Measurement and Reporting
Service Configuration Management

and has a consistent use of the ITIL® 4 terminology.



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SERVIEW CERTIFIED TOOL

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