

## PRESS RELEASE

### ICCM joins the ITIL® Software Scheme

**21 January 2010, High Wycombe, Buckinghamshire, UK....** The APM Group, official accreditor of the OGC ITIL Software Scheme, has announced that ICCM Solutions has been endorsed to its Gold Level standard.

ICCM's e-Service Desk solution was assessed by SMCG, one of APM Group's Licensed Software Assessors, and successfully met the compliance Standard for ITIL V3 Incident and Problem Management processes.

OGC's official ITIL Software Scheme enables vendor tools to carry official ITIL Product Compliance endorsements. Vendors can apply through a Licensed Software Assessor to have their products evaluated for compliance under the scheme which assesses compliance of the tool's individual ITIL processes, user documentation and process model.

The scheme provides confidence to ITIL technology consumers that a product meets the compliance Standard and helps further the ITIL portfolio of services including its world-wide leading best practice framework, professional industry qualifications and product compliance Standard.

Software tools are assessed on three levels. These are:

**Bronze:** Product has passed the assessment, but has not been purchased by a customer.

**Silver:** Product has at least three "in production" customers. Proof of product deployment comes from the consumer (letters on letter headed paper) stating the tool (including correct version) is in production.

**Gold:** Product has a least three "in production" customers that have implemented and are using the product and are happy to reference that they are using the tool to automate the assessed process in accordance with ITIL. Proof of customer implementation of the audited product from the customer (letters on letter headed paper) endorsing their use of it is required with at least one piece of user evidence. Proof should state that they have the tool (including correct version) deployed in production and they are using the tool to automate the assessed process in accordance with ITIL.

Speaking about the latest vendor to become endorsed, Richard Pharro, CEO, The APM Group said, "We extend our congratulations to ICCM for being endorsed to OGC's Gold Level Standard. This means that their software has been assessed to comply with the processes within ITIL. Although ITIL itself is a framework covering more than just processes and as such cannot be "wholly complied with", the processes within the framework are prescriptive enough to comply with on a process by process basis, and ICCM now joins a select group of vendors who meet the requirements of the scheme."

Other vendors who have software tools that have been accredited to date include: BMC Software Inc, CA Inc, Intasoft and IBM.

For more information on the ITIL Software Scheme please contact The APM Group on + 44 (0) 1494 452450 or contact Amrita Ghattaora: [Amrita.Ghattaora@apmgroup.co.uk](mailto:Amrita.Ghattaora@apmgroup.co.uk)

**ENDS**

About The APM Group

The APM Group (APMG) is a global business providing accreditation and certification services. Through its international network of Accredited Consultancy and Training Organizations APMG helps end users

develop their professional skills and organizations improve their processes through the adoption of worldwide best practice.

APMG works closely with the UK Office of Government Commerce (OGC) and TSO, their official publisher, in running global accreditation schemes in ITIL®, PRINCE2®, MSP® (Managing Successful Programmes), and M\_o\_R®.

The APM Group will grant the successful tool vendor a Trade Mark License with the right to use the relevant Process Compliant ITIL Swirl logo as shown below.



For further details about APMG's qualification and accreditation schemes visit: [www.apmgroup.co.uk](http://www.apmgroup.co.uk)

For further information contact

Kate Winter

PR Manager

The APM Group

T + 44 (0) 20 8549 5110

E [kate.winter@apmgroup.co.uk](mailto:kate.winter@apmgroup.co.uk)

About SMCG

SMCG was the first officially Licensed Software Assessor for the OGC ITIL Product Compliance Scheme. It is an independent IT Service Management consultancy specializing in service management expertise for IT and Business. SMCG is a joint venture incorporating the ITIL v3 Chief architect and Chief examiner and is a customer service focused organization serving its global customer base.

[www.smcgltd.com](http://www.smcgltd.com)

For more information email: [enquiries@smcgltd.com](mailto:enquiries@smcgltd.com)

## About ICCM

ICCM's core objective is to provide revolutionary software and superior services to organisations aspiring to Best Practice Service Management. Rather than the legacy “application development” driven approach that many vendors in the market have adopted, ICCM's forward-thinking approach blends their first-class ITIL® aligned Service Desk tool with the functionality of business technology in the form of Metastorm BPM®. This collaboration delivers unparalleled Service Management capabilities across all industries and business functions in almost every geographical region.

[www.iccm.co.uk](http://www.iccm.co.uk)

### **For more information:**

Kate Colclough

Marketing Manager

ICCM Solutions

Tel: + 44 (0) 1666 828600

Email: [kate.colclough@iccm.co.uk](mailto:kate.colclough@iccm.co.uk)

ITIL® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries

PRINCE2® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries

MSP® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries

M\_o\_R®. is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries