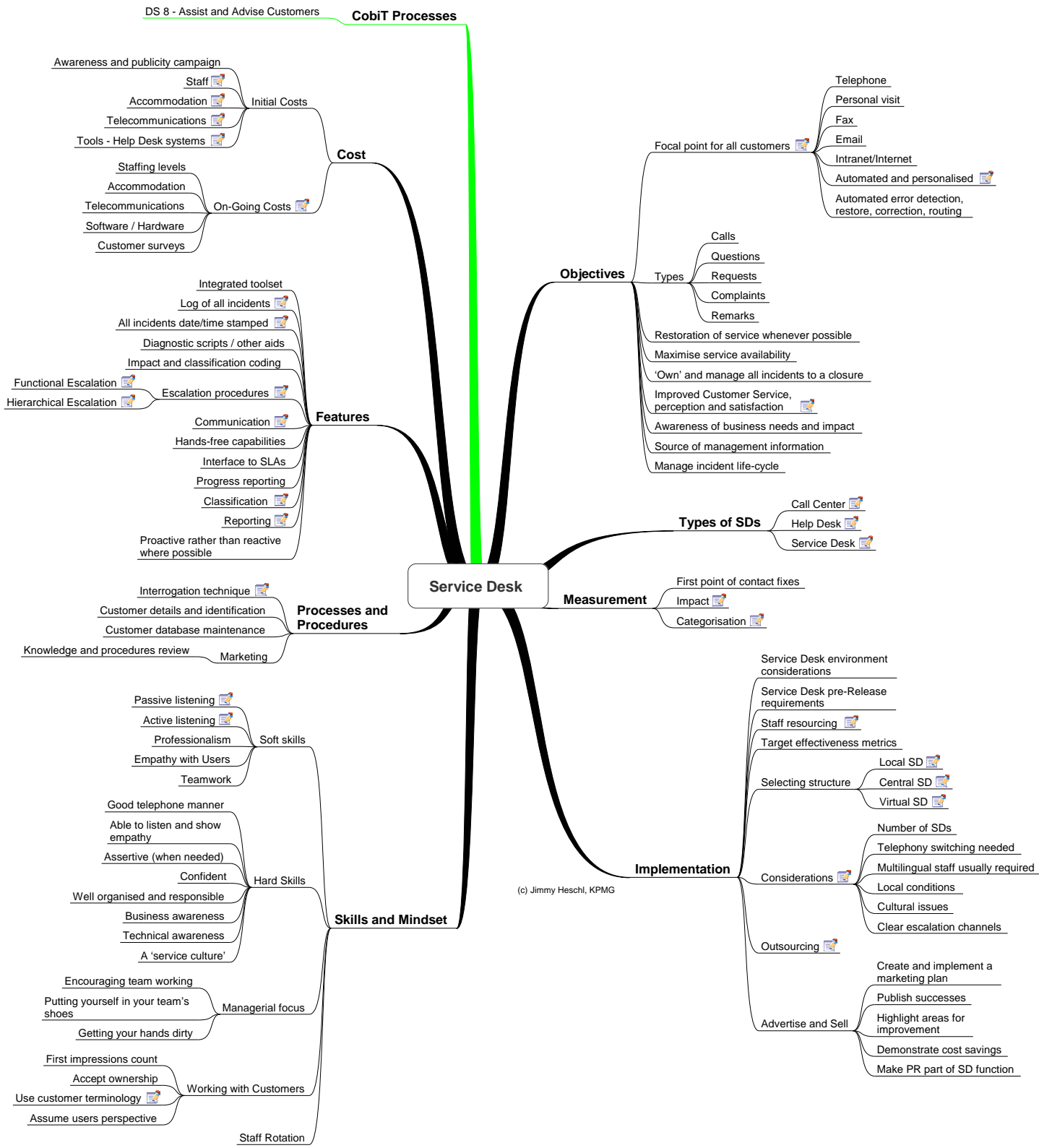


The Service Desk extends the range of services and offers a more global-focused approach, allowing business processes to be integrated into the Service Management infrastructure. It not only handles incidents, Problems and questions, but also provides an interface for other processes.



(c) Jimmy Heschl, KPMG