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adapting your organization's IT service management best practices, such as those found in Microsoft Operations Framework (MOF) and Information Technology Infrastructure Library (ITIL). It provides built-in processes for incident and problem resolution, change control, and asset lifecycle

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management.

*Service Manager documentation |
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The HP Service Manager is one of the applications acquired by HP when it purchased Peregrine Systems in 2005. The application was originally known

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as PNMS. After releasing the first version of PNMS, Peregrine Systems eventually added functionality such as Request Management, Call Management, and Change Management and rebranded the application as Peregrine ServiceCenter. After the acquisition by

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HP, the application was rebranded as HP Service Manager and was included in the HP OpenView product su

HP Service Manager software - Wikipedia

HP Service Manager Complete Self-Assessment Guide eBook: Gerardus

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system using smart analytics

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