

# ManageEngine

ManageEngine is awarded with the seal of quality  
„SERVIEW CERTIFIED TOOL“  
for its Service Management Software  
ManageEngine ServiceDesk Plus.

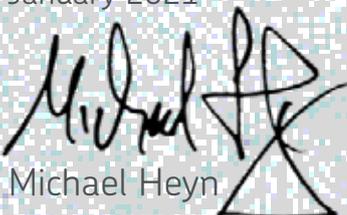
We hereby confirm that the software solution  
ManageEngine ServiceDesk Plus  
complies to the ITIL® 4 Framework in the following 8 practices:

Incident Management  
Service Request Management  
Problem Management  
Service Catalogue Management  
Service Level Management  
Change Enablement  
Release Management  
Measurement and Reporting

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



Bad Homburg,  
January 2021

  
Michael Heyn  
SERVIEW CERTIFIED TOOL

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