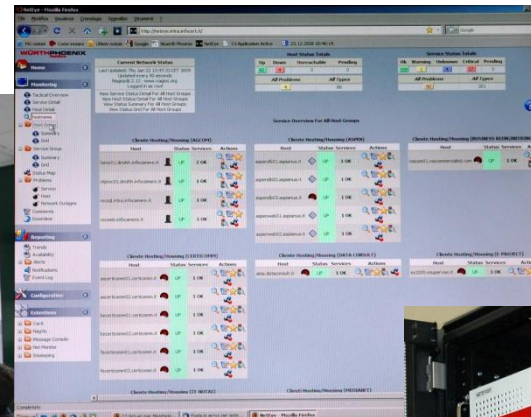
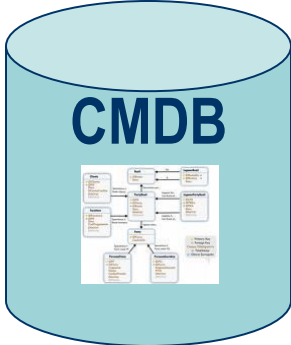
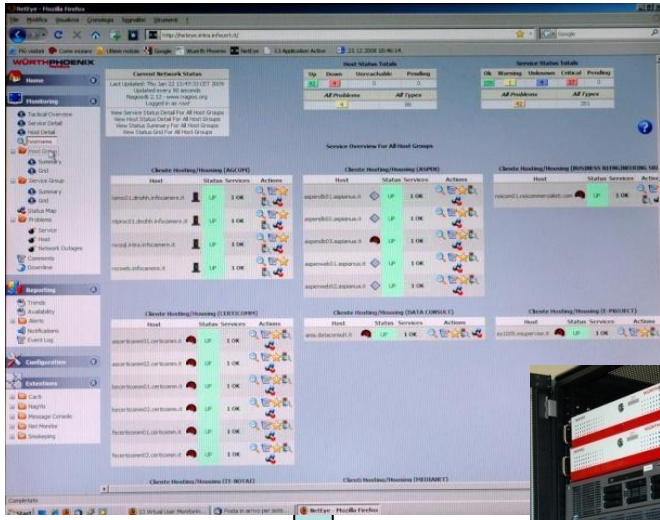
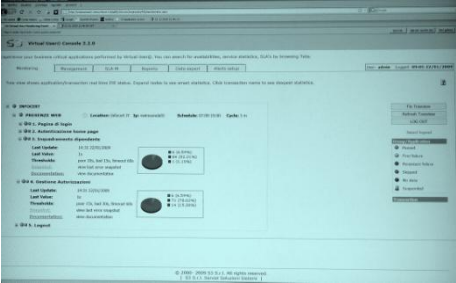


II Service Desk

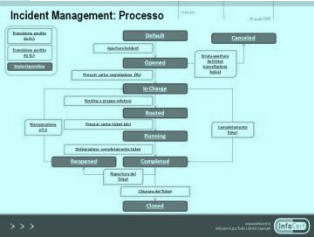


Incident Management: Strumenti

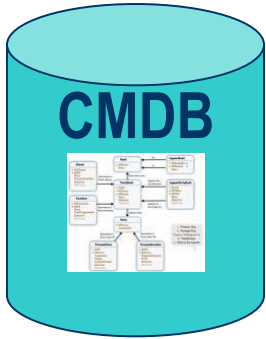
Sonda Web



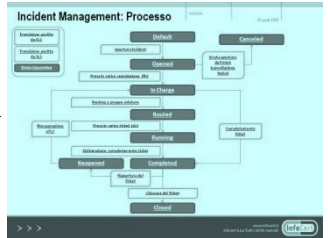
WorkFlow



Next...Incident Management



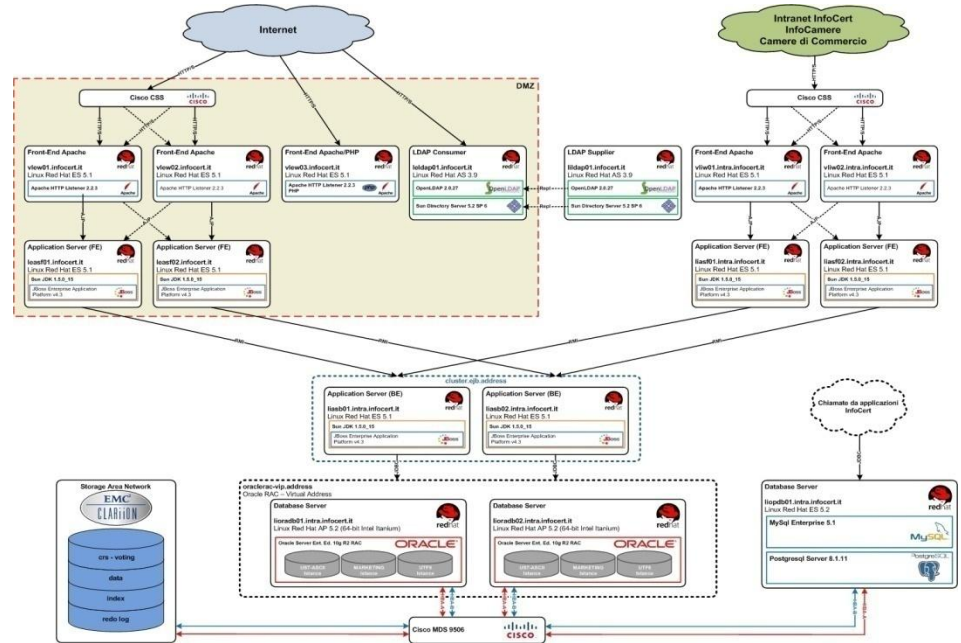
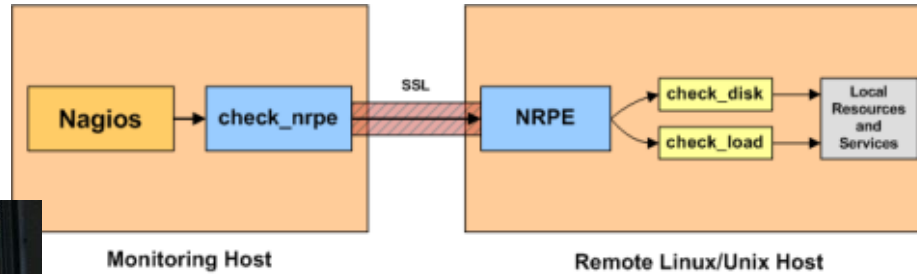
A screenshot of an ITSM dashboard showing various service desks and incident management tools. The interface includes a navigation menu on the left, a central area with multiple service desk views, and a server rack image at the bottom right.



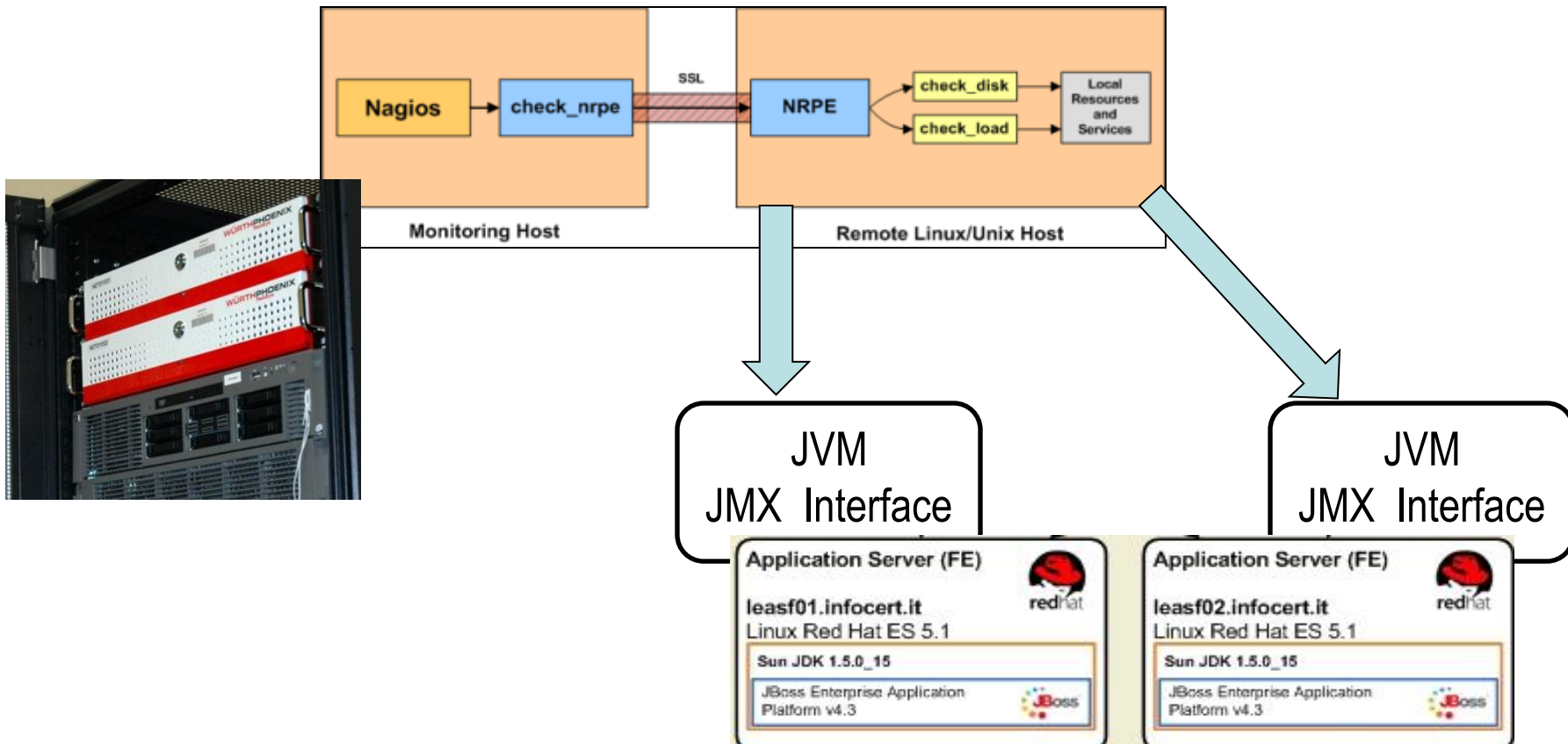
A screenshot of the OTRS website homepage. The page features a header with the OTRS logo, a main banner with the text "GET OTRS NOW" and a globe icon, and a section titled "Focussing Service Quality". Below this, there are several download links for OTRS software versions: OTRS 2.3.4 (stable) - Helpdesk, OTRS-ITSM 1.2.3 (stable) IT Service Management, SRMS 2.2.1 (CERT-solution), and OTRS 2.4.0 beta1. The page also includes contact information and a footer with the date 26/04/2009.



NetEye – Architettura Generale



NetEye – Implementazione JMX

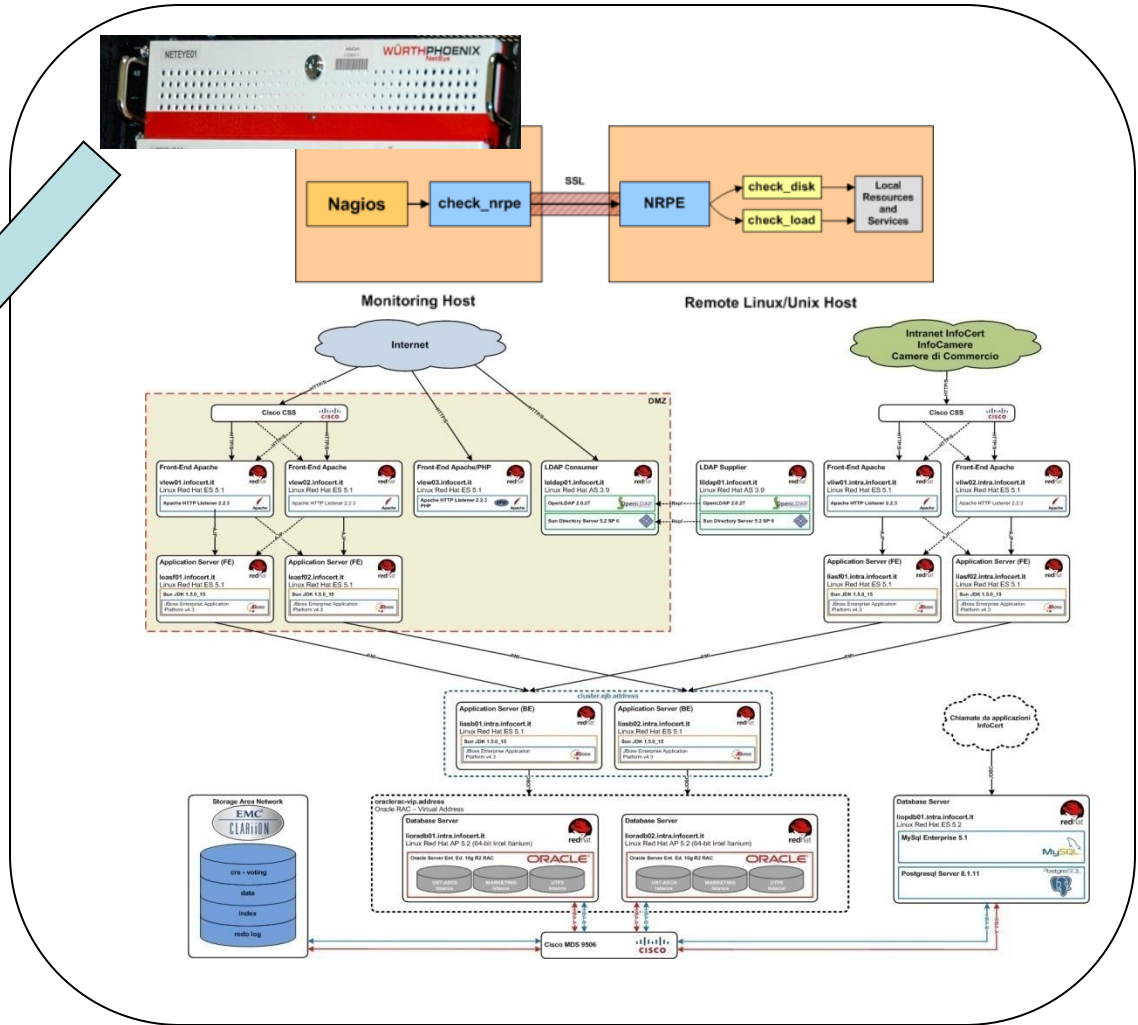


NetEye – Implementazione Certification Authority

Relay Active Checks Result



Accept Passive Checks



Neteye...Mobile

