

# AbitMORE SCM Helpdesk

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The **AbitMORE SCM Helpdesk for ZMF** (ZMF Helpdesk) is a dynamic support service designed to assist the ChangeMan ZMF customer in a variety of ways. The ZMF Helpdesk features needs assessment, conducted by AbitMORE's SCM experts, as well as help with basic ChangeMan ZMF operation and maintenance, such as:

- Process standard requests that require special authorization.
- Define new ChangeMan ZMF applications.
- Move components between ChangeMan ZMF applications.
- Maintain existing applications
- Perform unplanned ChangeMan ZMF maintenance tasks (e.g.: upgrades of system software like DB2, file transfer products, security, compilers, etc.)
- Provide monthly reporting of all helpdesk calls
- ... and much (not just Abit ...) more.

The ZMF Helpdesk provides ChangeMan ZMF tuning to enhance performance, space management and resource consumption. Along with routine ChangeMan ZMF administration and application loading, the ZMF Helpdesk offers emergency customizations for many ChangeMan ZMF situations. AbitMORE's certified experts also offer assistance with implementation, training, and management of the helpdesk.

Another unique feature of the ZMF Helpdesk is its 24/7 on-call availability for any ChangeMan ZMF product issue. Typical calls originate from:

- Release managers (during release weekends)
- Production control (bug fix installations at night) ■
- People performing a mass update via ChangeMan ZMF (either during or outside regular business hours)

With AbitMORE's ZMF Helpdesk, reliable help from the SCM experts is easily accessible and always available. Check out any of the topics below for more details about the ZMF Helpdesk.

**Source URL (retrieved on 18/05/2024 - 07:23):** <http://www.abitmore-scm.com/o-services/helpdesk>