Case Study

Are the IT processes aligned to ITIL® V3?

See the webinar video at http://www.encore-c.com/6-8-Webinars&Seminars.html

Approach

Experts in ITIL® Framework V3 will apply industry ‘best practices’ to recommend an IT Service Management (ITSM) Roadmap Practice at your organization covering relevant processes to ensure that IT is responding directly to needs or your customer.

Encore can recommend several approaches:
- ITIL® V3 Framework
- Best practices in configuration management.
- Best process-tracking software to implement.
- ITIL® certification program training
- Etc.

This service offering is headed by Keith Sutherland, Principal and Certified ITIL® Expert of our Alliance Partner, Service Management Dynamix.

Assessment

A typical Assessment is 80 to 120 hours over 3 to 4 weeks. A retainer could be setup for periodic visits to re-enforce the new techniques.

Discovery

Encore offers a 1-2 day Discovery Session to scope and propose an Assessment. Contact Encore at info@encore-c.com or call Pete Mauro at 312 304 0566 to request a Discovery.

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RELIABILITY OF IT INFRASTRUCTURE:

ITIL® Evaluation Assessment and Executive Dashboard

How does your IT organization stack up to the best?

What processes would enable your business drivers to respond to the needs of your customers?

What processes need to be overhauled?

Have management changes and business changes compromised the power of IT?

Expert-Certified individuals in ITIL® Framework V3 would map findings from your IT organization to the internationally-recognized set of IT Infrastructure Library ITIL® Framework V3, write a gap-analysis, and define steps to strengthen IT.

The final deliverable is a document showing how your IT processes stack up to the following points:
- Fit the requirements of the ITIL® Framework V3.
- Would have to be augmented to closely align with the ITIL® best practices that make most sense to your organization and your industry.
- Would appear on the ‘spider exhibit’ showing relative maturity of each process.

The project would be delivered in two ‘Passes’ as summarized below:

First Pass -- delineate and map to ITIL® V3
- Complete the process model for each of the identified processes
- Offer a level-of-completeness to any additional processes that are not ‘identified’ within the scope of this assignment.

Second Pass
- Identify integration and interface across the identified processes
- Prepare a report for the ‘Leadership Team’.

Process Maturity Model

10. Process Policies
9. Process Improvement
8. Process Trigger
7. Process Interfaces
6. Process Enablers (Tools)
5. Process Enablers (Functions)
4. Process Enforced
3. Process Measured
2. Process Documented
1. Process Owner

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