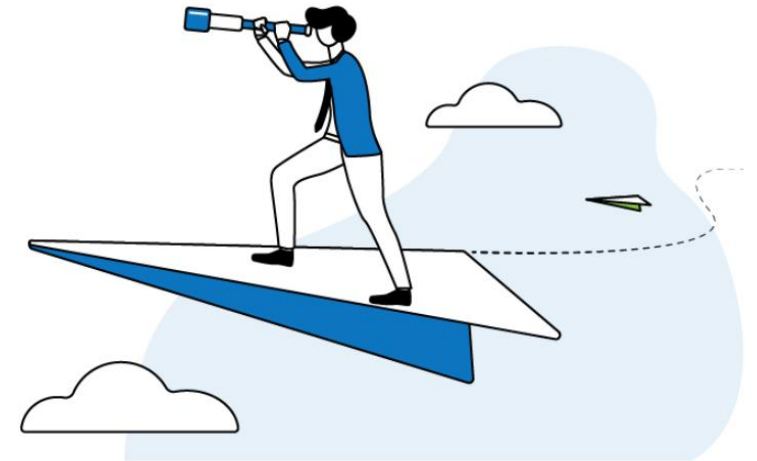


# Effective ITSM Implementation: A Step-by-Step Guide

Unlock the secrets to successful ITSM implementation with our comprehensive eBook, guiding you through proven strategies and best practices to establish a sustainable Service Management improvements more effectively.



*'This eBook is for people who have an interest in understanding how to implement or mature Service Management capabilities more effectively'*



### **You may .....**



Have knowledge of IT Service Management concepts and are contemplating further opportunities to utilise & leverage IT Service Management within your organisation.



Have implemented aspects of IT Service Management previously and are looking to extend or refine your efforts more effectively.



Have recently completed formal ITIL® training and want to get your implementation activities underway.



Have existing IT Service Management processes and capabilities that you would like to improve or further refine.













# **Bonus:** Your Exclusive Five-Week Guide to Overcoming ITSM Challenges

## **Real Case Study Success Example:**

In 2016, the National Technology Services Manager of a prominent real estate company led an initiative to modernise IT operations and improve employee satisfaction. Partnering with Service Management Specialists, they implemented a new ITSM tool and revamped ITSM processes, resulting in significant reductions in incidents and service desk calls, increased customer satisfaction, and the launch of Continual Service Improvement program to expand improvements company-wide.

## **Weekly Guidance to Overcome Common ITSM Improvement Challenges:**

Over the next five weeks, we'll unveil the tips and insights that helped us triumph over five key challenges endured during this case study. We'll share our proven approaches and techniques that we used to overcome common hurdles associated with ITSM improvements and implementations. Each week, you'll receive one challenge we conquered directly to your inbox. It's just another way we are helping you to get more from your ITSM improvement initiatives, projects and programs.

-   Week 1 Challenge: Management were onboard, the IT teams were sceptical of ITSM.
-   Week 2 Challenge: We needed our sponsors to understand what 'good' was going to look like?
-   Week 3 Challenge: How we identified & implemented a 'Quick Wins' approach.
-   Week 4 Challenge: Cracking the 'working in silos' challenge.
-   Week 5 Challenge: Developing the overall 'Business Case' for ITSM Improvement.

# About Service Management Specialists

Our goal is to help you get MORE from your Service Management improvement initiatives, projects and programs. Our specialist knowledge and expertise in the ITSM and Process Improvement domains combined with proven and practical experience enables our customers to significantly improve the way they plan, design and operate Information Technology with confidence. SMS is continuing to grow delivering 60+ successful outcomes for our global customers across the Utilities, Telecommunications, Banking & Finance, Government & Public Sectors, Healthcare and Transportation industries.



## KIRK PENN, PRINCIPAL ADVISOR & AUTHOR OF THIS E-BOOK

Kirk is a certified ITSM Expert with fifteen years of experience working within large scale transitions and transformations for large and small customers. Kirk has a focus on keeping things simple and being able to articulate complexities into easy-to-understand concepts.

### UNLOCK YOUR FULL ITSM POTENTIAL



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The current business and economic landscape is under constant change, more and more organisations are seeking for new ways to increase the level of service they provide to their customers as well as unlock opportunities to solve their day-to-day operational challenges and drive a competitive advantage in the market.

Progressive organisations understand the importance of strategic technology investments, and that's why adopting a 'tech savvy' posture is a critical component to enabling the business to scale, improve efficiency and reduce costs.

In the realm of elite athletes, where the pursuit of excellence is paramount, the difference between clinching the gold medal and settling for silver often hinges on a split second's precision, emphasising the unforgiving nature of competition at the highest levels.

While both the gold and silver athletes exhibit unwavering dedication and tireless training, it is the one with the extra edge—be it in terms of strategic innovation, mental resilience, or sheer physical prowess—that ultimately claims the victory, underscoring how the smallest advantage can make a monumental difference in the fiercely competitive world of elite sports.

Much like the fine line that separates elite athletes, the pursuit of an 'effective' service management approach in business demands meticulous strategies, continuous improvement, and an unwavering commitment to excellence, highlighting how even the slightest operational advantage can set industry leaders apart from their competition.



“Something is considered **effective** when it successfully accomplishes its purpose or goals”

# Included within this eBook

- 1 About this eBook & context
- 2 What is Effective Service Management?
- 3 High level approach for an effective Service Management implementation
- 4 The four key elements of Service Management
- 5 Assessing your current state elements
- 6 Assessing your organisations capacities
- 7 Determining key focus points
- 8 Additional Information

# 1 About this eBook

ITIL®'s best practice guidelines, developed and refined by highly experienced Service Management practitioners over 30 years, constitute a substantial 'body of knowledge.' The ITIL® guidelines provide a framework of practices and processes and it has become a widely adopted framework globally.

While academic guidance holds significance, this eBook offers a complimentary and practical approach that endorses formal guidelines. Drawing from our real-life practical experiences in implementing and advancing Service Management since 2009, it advocates a hands-on perspective.

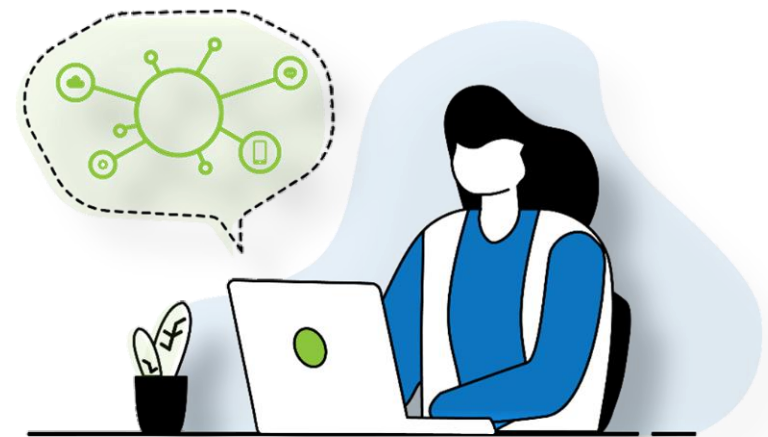
This eBook presents a straightforward, step-by-step approach at a high level, designed to assist you in initiating or enhancing an effective Service Management implementation.

This eBook is designed for those interested in effectively implementing or advancing Service Management capabilities. While it doesn't encompass all aspects of Service Management, it serves as a collection of 'key questions' strategically placed across various specific areas, guiding you on where to concentrate your efforts.



2

## What is Effective Service Management?





# What is Effective Service Management?:

Effective Service Management, is simply a 'Structure,' that refers to an organised and systematic approach to planning, delivering, managing, and improving services within an organisation. It involves designing and implementing a structured framework to ensure that the services provided, align with the organisation's objectives.

Effective Service Management encompasses various components, including 4 key elements, Foundational Capabilities, Maturity considerations and In scope Practices. It aims to optimise the efficiency and effectiveness of service delivery while maintaining a focus on customer satisfaction.

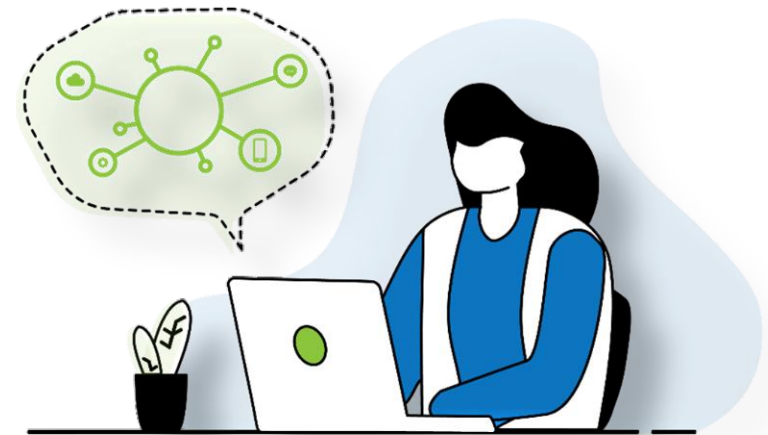
## Effective Service Management is not just for IT

Service Management is not just for IT – the more integrated Service Management becomes within the overall business the more effective the benefits and results. While the business doesn't need to understand all the detail of the Effective Service Management, the business (and IT's customers) need to remain at the core of the Service Management strategy to ensure formal alignment between business needs and the delivery of Services. The more collaborative effort and commitment of formal Service Management between Technology and the business (often referred to as 'Enterprise Service Management' or 'ESM') the more effective Service Management can become.

3

## High Level Approach

for an Effective Service Management Implementation



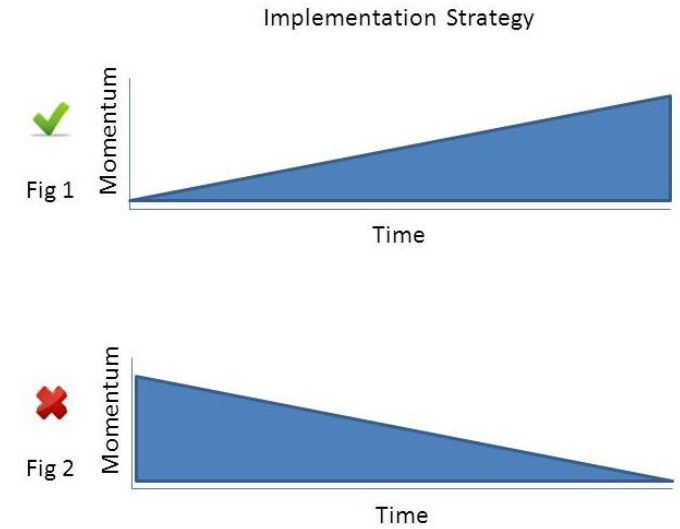
# How to Establish Your IT Service Management Implementation more effectively

There is no doubt implementing Service Management can be viewed as overwhelming and complex and unfortunately there is no magical approach. Effective Service Management is essentially the result of a long-term commitment to enabling and integrating formality within an organisation. It takes hard work and a backbone of robust sponsorship and a structured and solid plan.

While academic guidance is rich in content the ability to take a pragmatic approach is paramount. One of the most important considerations when implementing Service Management is to ensure the capabilities being implemented are 'fit for purpose'. This implies that your approach should be tailored to suit your organisation, utilizing formal academic guidelines to align with the unique needs and strategies of your specific context.

Your Implementation strategy should ideally include a documented approach in alignment with the short- and long-term goals of the organisation. Effective

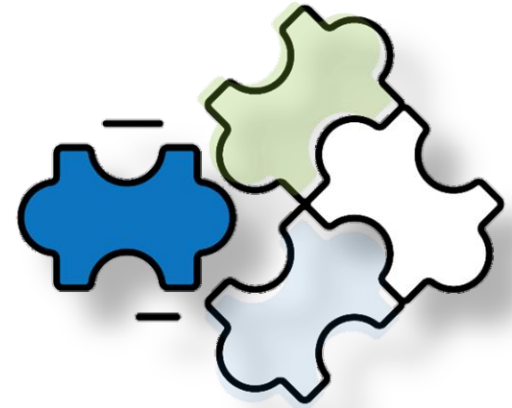
Service Management is about creating **momentum**, gradually enhancing your capabilities overtime, is the key (Fig 1). Often implementations start out with all the very best intentions, and clear objectives - however without enough consideration or thought given to the ongoing 'embedding of capabilities' across the four key elements of Service Management implementation initiatives can often run out of steam and become yet another IT program providing limited value to the business and its customers. (Fig 2)



**'Establish an Implementation Approach with a focus on gradually gaining Momentum over time'**

4

# The Four Key Elements of effective Service Management



# The Four Key Aspects of Effective Service Management:

Many initiatives and projects driven by technology typically emphasize a strong **technical aspect**. This may involve the introduction of new software, applications, hardware, IT infrastructure changes, or the integration of various technologies and components.

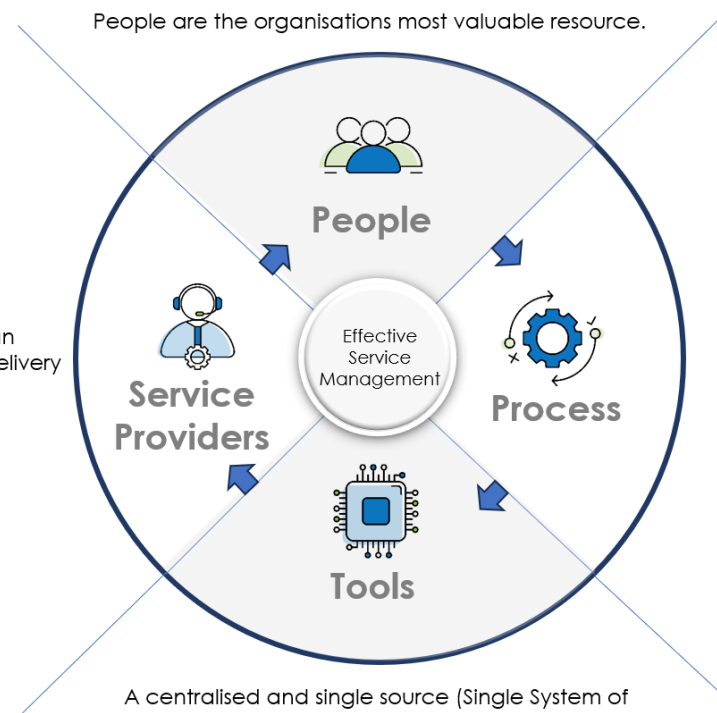
Implementing effective IT Service Management capabilities is different, **ITSM requires a more balanced and focused combination of People, Processes, Tools and Services Providers**.

Without a collaborative approach across all four elements, ITSM is just not effective and doesn't work.

Implementing and aligning all four elements effectively takes time, and you need to be realistic about what can be achieved.

The following section will provide guidance to help you to understand 'Where you are now' by breaking each of these four key elements down.

Service Providers and Partners play an important role within an IT Services delivery ecosystem.



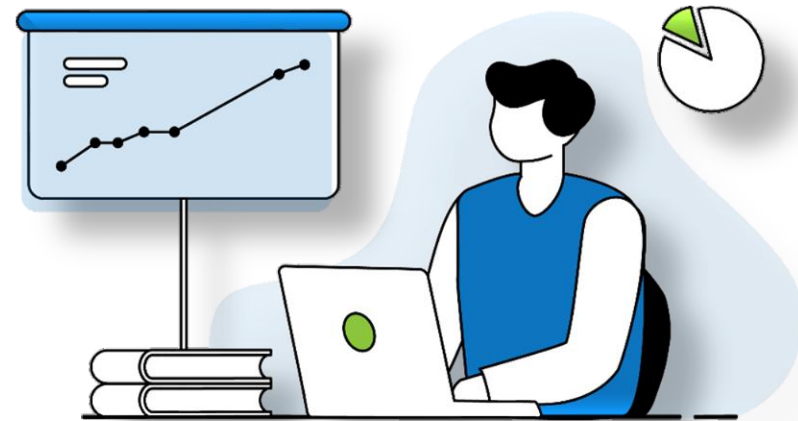
People are the organisations most valuable resource.

A process formalises the sequence of specific activities and or tasks that are undertaken to deliver a desired outcome.

A centralised and single source (Single System of Record) of authoritative data and underpins various Service Management control processes.

5

# Assessing your current state elements

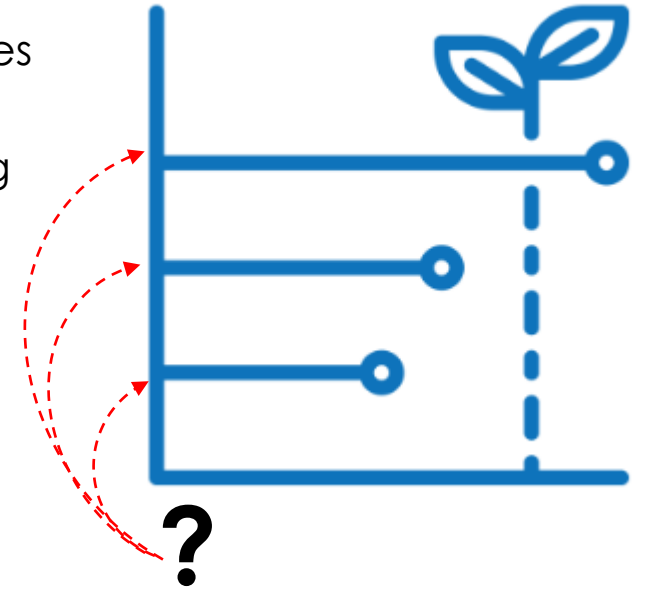


# Understanding Where You are Now

Grasping your current position is commonly known as setting a baseline, which serves as the minimum or initial point for comparisons. Organisations often perceive their capabilities as more advanced than they truly are. A practical approach to gaining an accurate understanding of the current situation involves a thorough review of each of the four elements of Effective Service Management: People, Processes, Tools, and Service Providers.

As you work through this section, use each of the questions (included within each element) below as a guide to help analyse and understand the current state of the four key elements.

Write a summary for each element, (based on your analysis) to provide an overall perspective – you may wish to do this in collaboration with a peer or trusted stakeholder and be sure to share, discuss and validate with your next level of management or your assigned sponsor.



## → Tips for Assessing Current State Elements

- 1 Think of this activity as preparing a case study on your organisation and summarise each element in context for someone who is completely new or outside of the organisation.
- 2 Including commentary is important, it needs to be accurate, clear, objective and overall concise and reflective of the current state.
- 3 Observe, be factual and try not to include any personal views.  
One further consideration is to keep in mind that you may not need to answer all of the questions for each element; the questions have been prepared as a guide and therefore only use the questions appropriate for your situation to devise a summary of your current state capabilities.
- 4





## People:

People are the organisations most valuable resource. Consideration to the ongoing development of people is essential to achieving successful objectives. An operating model is a (visual) delivery mechanism and acts as a blueprint for delivering value.

### Key People Questions:

Where are you now with the People in your IT organisation? What is the overall culture like? Is the culture vibrant and open to change or is it fatigued and therefore resistant to change? What is the current Organisational structure like? Is it hierarchical or flat? What do the IT teams consist of? What is the percentage of Contractors v's Permanent employees? How would you rate the knowledge and skills across the each department/area/group and the entire IT organisation? Are there pockets of heavily guarded expertise or is there a schedule of formal and informal knowledge sharing in place across the organisation? What is the approach to Training? Is training structured or ad-hoc? Is there a separate training department? Are there IT training capabilities and facilities in place? What is the overall 'People' Management approach across the organisation? Does Management take a hands-on and supportive approach? Are teams and individuals valued and recognized? Finally how aware are people of their roles and responsibilities? Are people well aligned to what they do? Are people held accountable to their roles? Is there a sense of common and individual responsibility across the organisation?



## Processes:

A process formalises the sequence of specific activities and or tasks that are undertaken to deliver a desired outcome. The goal of a Modern Process is to simplify the presentation of activities to meet the needs of the audience and ensure activities and outcomes are understood quickly and comprehensively. ITIL (IT Infrastructure Library) provides the global best practice standard for the management of IT Services.

### Key Process Questions:

What Processes do you currently have in place? List an inventory of all the processes that are currently used within your IT organisation, even if they are not formalised or completely implemented. You may call your Incident Management Process a 'faults process', it doesn't matter, document an exhaustive list is very important, and it is often where you will surface many surprises. What processes have been formally documented? Do the documented processes include a process goal to provide you with the context of the overall objective of the process? What activities are recorded and documented? Are the activity descriptions well defined and detailed? Are there supporting working instructions and Quick Reference guides? Does your documentation follow a consistent architecture? (Process, Work Instructions, Quick Reference Guides, Role Overviews, Systems Steps) What is the overall quality of the documentation like? Is it stored in a central repository? Is the documentation easily accessible? Is the content appropriate, targeted and easy to read for users? Do your processes have any performance measurement capabilities included? How well are the processes performing for you? Are there formal interfaces between processes? How is this working?



## Tools:

An IT Service Management technology platform provides a centralised and single source of authoritative data that can be used for multiple purposes, typically various IT Service Management control processes. An ITSM platform (Single System of Record) features vary depending on market offerings. A modern ITSM platform often forms the nucleus of a Modern Service Management Strategy

### Key Tools Questions

What tools do you currently have in place to support the processes and people? Build an inventory of all the support tools used within your IT organisation. Try not to just focus on Service Management tools, but all tools used to support the functions carried out by IT. Often support tools are implemented without supporting processes; which is fine; ensure to include them within your list. You may find the functionality of a tool aligns to an ITIL® process the capability however just hasn't been formalised with a supporting process as yet. For example, many organisations have invested a significant effort introducing monitoring tools but are not aware they have implemented aspects of 'Event Management'. How is your IT Infrastructure monitored and managed? Another reason for listing out all of your support tools is that many organisations invested in tools and software licenses that can potentially (often with minimal effort) be leveraged to deliver other IT Service Management capabilities.



## Service Providers:

Service Providers and Partners play an important role within an IT Services delivery ecosystem. To ensure a level of consistency and quality of IT Service delivery consideration needs to be given to the operating rules and boundaries that allow Service Providers and partners to operate and deliver value within.

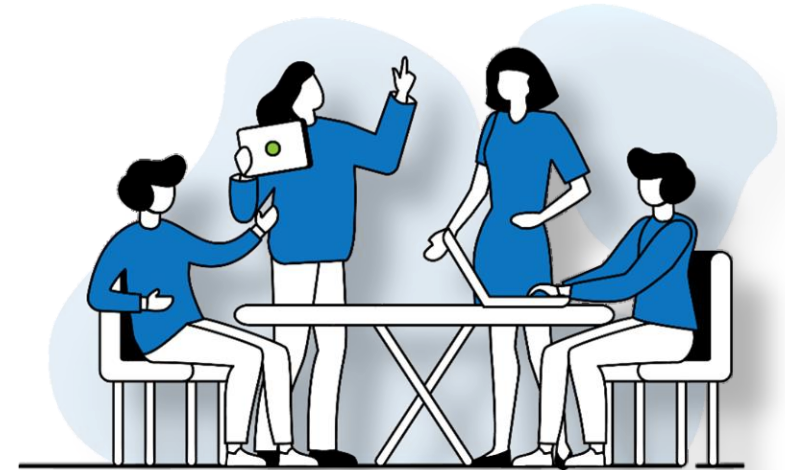
### Key Service Provider Questions

Who are your Partners and Vendors? Does your organisation have a formal Supplier Management Capability already in place? How do your Suppliers and vendors contribute to your overall Service Management Strategy? Do you have policies in place to ensure your suppliers support and integrate into your Service Management capabilities and strategies? Have you defined the integration points between yours and your partners and vendors processes? If so are there clear demarcations and responsibilities defined? Many organisations have procurement or contracts group, often with little effort introducing formal Service Management policies and guidelines can result in a number of additional benefits. Formal Supplier Management can assist with gathering formal RFP requirements, carrying out formal supplier reviews, introducing and monitoring formal Service Level Agreements and ensuring your partners and vendors can provide you with an even greater level of service in alignment to global best practices.

As you work through each of these questions above, you will start to build an overall picture of the 'People, Process, Tools and Service Provider' elements within the organisation. Take the time to answer the questions and remember there is no real right and wrong answer as each organisation is unique. As you progress you will start to highlight your strengths and weaknesses and areas of need and attention - don't try to build solutions or solve these areas at this stage. You need to remain focused on assessing your current state elements and establishing a picture of 'Where you are now'

6

# Assessing your organisations capacities



# Understanding what your organisation is capable of

Ensuring success for yourself and your implementation team is crucial. As mentioned earlier, the primary emphasis in your Effective Service Management Implementation needs to be on building momentum. Each organisation and Service Management Implementation is unique, so it's important that you have clear perspective (up front) on what is achievable before you set out on your journey. This section will help you to understand if the organisation is ready for change and help you to understand the level of change required to ensure your implementation efforts are focused on success. Keep in mind that all organisations have their own strengths, weaknesses, opportunities and threats.

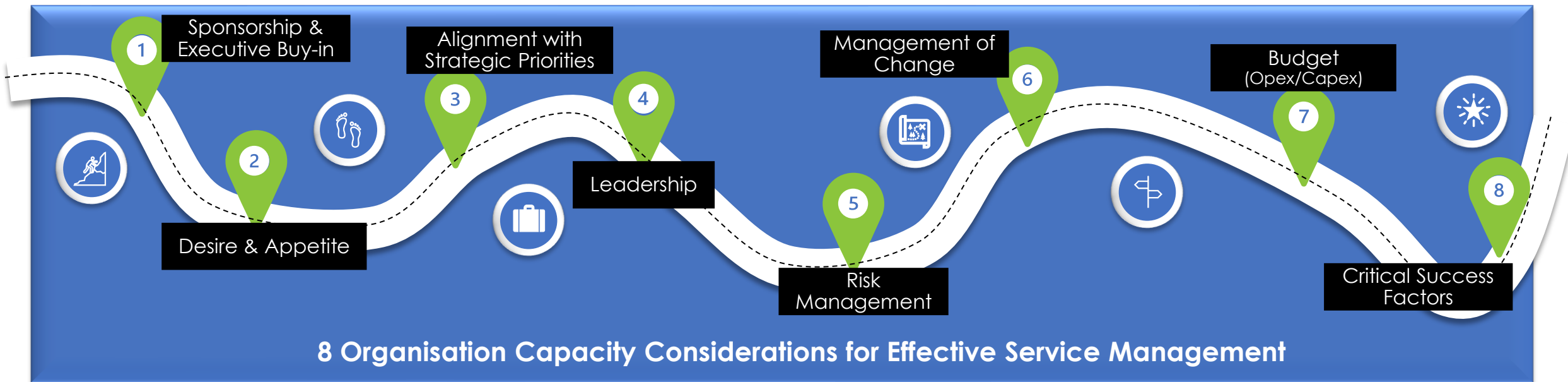


**‘Capacity’** is the maximum amount something can hold or do.

Assessing capacity is important because it helps in understanding the limitations or opportunities for improvement. Understanding capacity allows for effective planning, resource allocation, and decision-making to ensure that demands or expectations align with available capacity. It helps prevent overloading, optimises performance, and ensures that objectives can be realistically achieved within the existing constraints. Additionally, capacity assessments are essential for identifying potential bottlenecks, improving efficiency, and maintaining overall service delivery and productivity.

# Understanding what your organisation is capable of

Leverage the following eight organisational capacity considerations for Effective Service Management to comprehensively evaluate the significant impacts that your upcoming implementation will have on your organisation. It is crucial to approach this assessment with complete honesty, especially when communicating with senior leaders within your organisation. Presenting the facts clearly ensures a transparent and informed discussion about the potential effects of the implementation on your organisation's capacity. This evaluation will aid in making well-informed decisions, allowing you to address potential challenges proactively and optimise the overall success of the implementation process



# 1. Sponsorship & Executive Buy-In

Executive sponsorship is the most important consideration; this will significantly affect the amount of success associated with the implementation. The executive needs 'to get it' and understand the benefits the implementation will deliver, and it's your job to ensure you can articulate the value in simple to understand terms. Make your proposal snappy, factual, focused on solving existing issues and supporting the overall strategic vision and most importantly realistic in terms of outcomes. Ensure you can articulate the need for their commitment to ensure the success of the implementation. Be prepared with the specific activities you need them to help with.

→ *How well is your Implementation Endorsed?*

# 2. Desire / Appetite:

What is the overall appetite for a Service Management implementation? Is Service Management a word that is common across the organisation? Is Service Management seen to be of value? Do you have any existing Service Management capabilities already in place? What is the overall perspective on improving or maturing these capabilities? What is the general perspective to improving what is already in place? **What specific challenges will a Service Management Implementation address?**

→ *What is the overall appetite for Implementing or Maturing Service Management?*



### 3. Alignment with Strategic and Organisational Priorities:

Strategic and organisational priorities are often made available to most staff, in most cases executives ask staff to get on board and support strategic priorities as a way of sharing a vision.

→ *How will a Service Management Implementation align with and support the strategic and organisational priorities?*

### 4. Leadership:

What is the leadership style like within your organisation? Is it a flat structure or a hierarchical model? Understanding the leadership styles will help you to package and tailor your implementation strategy to meet the needs of your organisation. Most organisations are committed to continuous improvement at some level, who leads these areas within your organisation? Seek advice and share your planning and ideas.

→ *How will you position your Implementation plan to ensure it compliments and supports the leadership style within your organisation?*



## 5. Risk Management:

What is the overall perspective regarding Risk Management? What are the key threats and major Risk aspects within your organisation? How will you articulate the benefits? Is there any additional Risk or exposure to Risk with implementing Service Management?

→ *What aspects of your Service Management Implementation will help to reduce and manage risk across the organisation?*

## 6. Management of Change

How is Change introduced and embedded within the organisation? Is there an organisational Change area? Are there policies and processes already in place? Is the organisation under constant change and therefore has adopted a formal strategy that have people seeing a clear vision or is it change fatigued where people are seeking a level of certainty within their roles and teams? These considerations will have an impact on how well Service Management is positioned and adopted.

→ *How much change can the organisation cope with?*

## 7. Budget (Operational Expenditure/Capital Expenditure)

Do you have a budget for your implementation? Is your budget assigned from Capital expenditure or Operational Expenditure budget? How much is it? Is the budget realistic with regards to your vision and plans?

→ *Is their provision for an ongoing budget for implementing and maturing Service Management over the next one, three and five years?*

## 8. Critical Success Factors:

What must you achieve for the implementation to have been of real value to your organisation? Now you have a clear understanding of what your organisation is potentially capable of – discuss and refine with your sponsors.

→ *What are the Critical Success Factors that will ensure your Service Management Implementation is successful?*

Take the time to work through each of the above considerations; they will help you to establish an overall picture of how much change your organisation is ready for. Once you have a clear understanding of your organisational capacities are at; you can then use this information as an input and collaborate within your overall implementation plan.

7

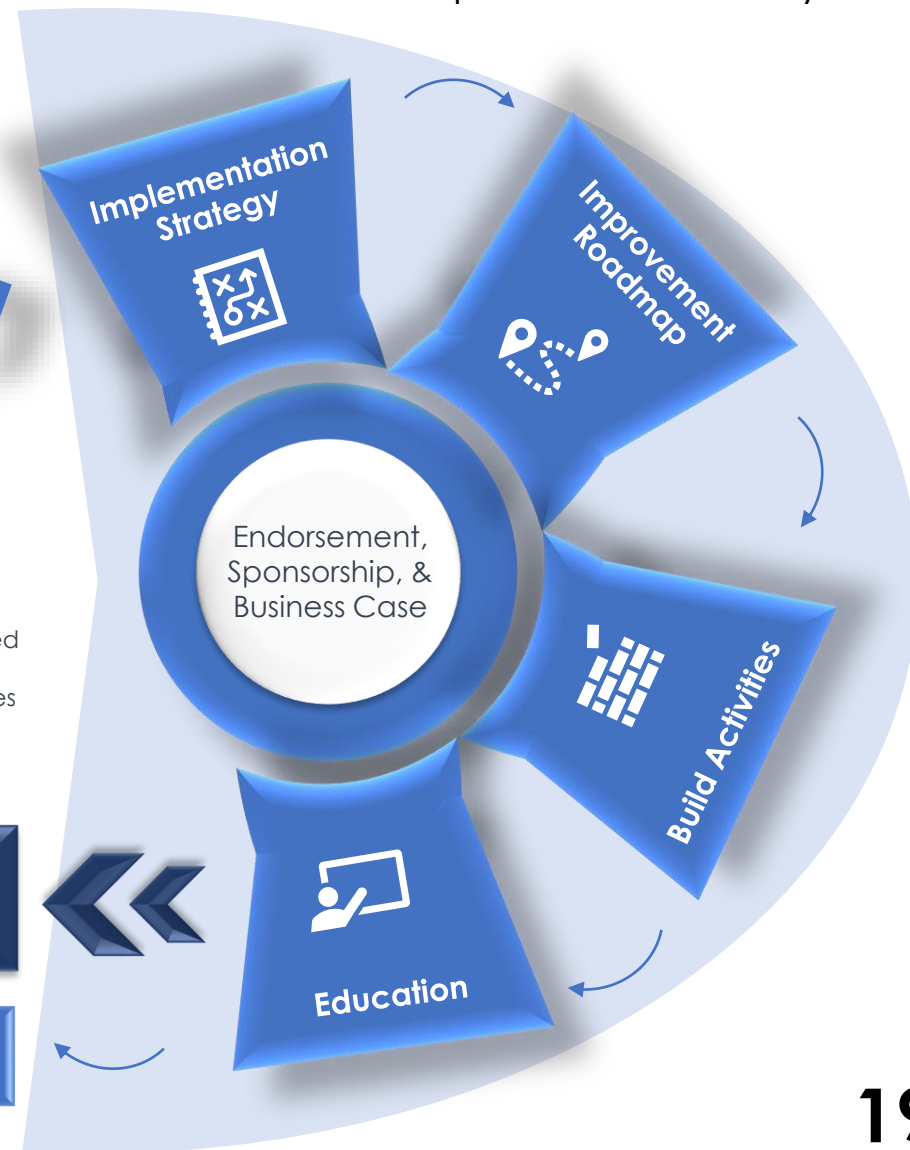
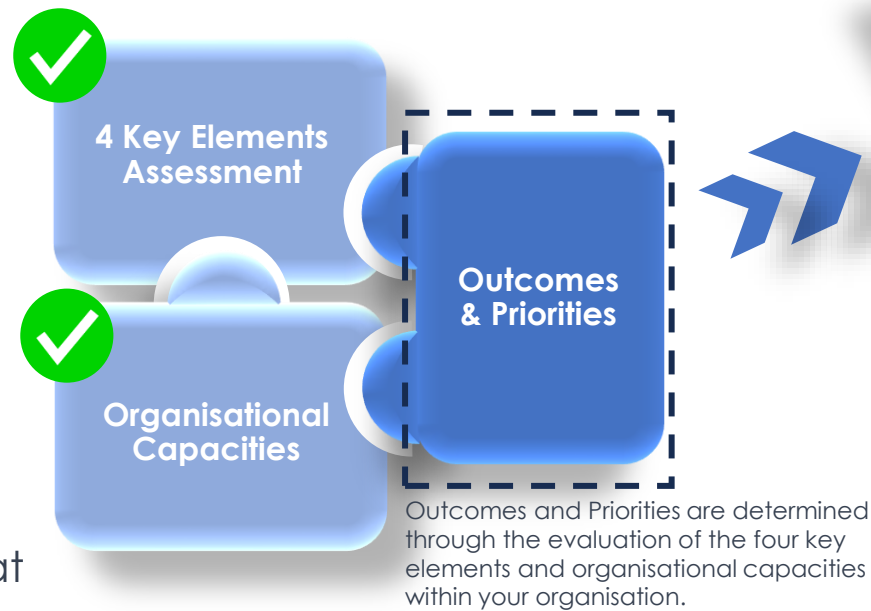
## Determining Key Focus Points



# Where To Focus Energies:

Now that you have a clear understanding of your organisation's Service Management elements and its overall capacity, it's time to devise a plan and commence implementation activities that cater to the specific needs of your organisation. Direct your focus towards the following key aspects:

Establishing outcomes and priorities is crucial, and these decisions should be informed by the results obtained from the assessments of the four key elements and organisational capacities. The insights gained from these assessments serve as valuable inputs into shaping an effective implementation strategy. This process ensures that the strategy is aligned with the organisation's strengths, weaknesses, opportunities, and threats, creating a more targeted and impactful approach to achieving the desired outcomes.



**Service Management Improvement Delivery**  
Project | Program | Initiatives

 **Governance & Status Reporting**



## Implementation Strategy:

Build an overall implementation Strategy and ensure it includes the background, approach and benefits. Include an overview of the people and teams that will be affected (including your implementation resources), and an inventory of the processes and Service Management lifecycle aspects, priorities and timeframes for implementation. Include the tools you plan to implement and an overview on how the tools will support the people and process capabilities. Include a brief summary on how progress will be reported, and risks and issues will be managed. Include how you plan measure your success. In addition, include an approach for transitioning capabilities throughout the implementation.



## Implementation & Maturity Roadmap

An Implementation and Maturity Roadmap is a plan that matches short-term and long-term goals with specific outlined solutions to help meet those goals. A Roadmap provides a clear and concise set of targeted milestones and activities over a period.



## Implementation & Maturity Roadmap (continued)

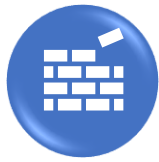
A roadmap is an illustration at an overview level on a single page or single view dimension, the detailed activities that support the roadmap can be included into a supporting Implementation Plan. Your roadmap map needs to consider what's already in place and current maturity levels. This can often be established by carrying out a formal Service Management Assessment, or for a less formal approach follow the guidelines in Step 5 the *'Assess your current state elements'* of this eBook.



Critical to developing a roadmap is to identify what can be further developed with a minimal amount of effort. This is often referred to as devising or creating a set of 'Quick wins'

Keep in mind the key dependencies between processes and demonstrate a clear view of the high-level integration across your roadmap.

Most importantly don't be over ambiguous with your planning, your roadmap should provide an easy-to-understand view of where you are heading and the key milestones you are setting out to achieve, it is also a great tool to use for reporting to stakeholders, sponsors and steering groups to show progress across milestones.



## Build Activities:

Use the four key aspects of Service Management (People, Process, Tools, and Partners) to create and build a structured Implementation schedule, break down each of aspect to complete an inventory of tasks. Assign resources (as appropriate) and include an expected timeframe for completion for each task.



## Education:

Devise a strategy for Service Management education; review all levels, groups and teams across the organisation to understand their specific requirements. Document a communications plan and highlight key areas for focus. Remember to provision for ongoing awareness.



## Establish Governance & Formality

In a Service Management Improvement project, establishing governance and reporting involves defining clear structures for decision-making, roles, and responsibilities. Governance sets the framework for how decisions are made, ensuring alignment with organizational objectives. Reporting, on the other hand, includes regular updates on project progress, issues, and key performance indicators. A comprehensive status report typically encompasses milestones achieved, challenges encountered, resource utilisation, and any deviations from the planned schedule or budget. Including these elements ensures that stakeholders are well-informed, facilitating informed decision-making and proactive problem-solving.





# **Additional Information**

# About SMS

Service Management Specialists offers a range of premium and innovative IT Service Management Consulting services including traditional onsite, remote and online services to customers around the globe, a unique combination of specialist knowledge and expertise in the ITSM and Process Improvement domains combined with proven and practical experience enables our customers to significantly improve the way they plan, design and operate Information Technology with confidence. SMS is continuing to grow delivering successful outcomes for our customer across the Utilities, Telecommunications, Banking & Finance, Government & Public Sectors, Healthcare and Transportation industries. For further information and case studies feel free to drop us an email [ask@servicemanagementspecialists.com](mailto:ask@servicemanagementspecialists.com)

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**Read Our Case Studies**



## SMS Services

Our unique approach allows us to leverage and combine leading global best practices guidelines such as ITIL®, Six Sigma, CMMI and CobIT® with the individual and specific needs of our clients. We focus on listening to our client's needs, and being able to articulate complexities into simple and easy to understand practical solutions - we are focused on driving successful outcomes that are simple, clear and effective. We help organisations to build and refine their core Service Management capabilities. To find out more information or to discuss engaging our Services today visit book a complimentary 30-minute session with a Service Management Specialist today: <https://www.servicemanagementspecialists.com/call>

# Additional Information

We hope you have enjoyed reading and applying this content, we look forward to providing you with more guidance soon.

## Looking for More Information?

### ➔ SMS Monthly Insights Newsletter

Our 'SMS Monthly Insights Newsletter' this is your go-to source for the latest trends, expert analyses, and valuable insights in the world of Service Management. This is a unique way to gain insightful and up-to-date knowledge for improving your Service Management Implementation right to your inbox each month. You can register and find out more by visiting

[www.servicemanagementspecialists.com](http://www.servicemanagementspecialists.com)

### ➔ Service Management Mentor

Service Management Mentor is a simple customised IT Improvement program that helps people and organisations to gain more measurable results with IT Service Management. You don't need to hire a fulltime Service Improvement expert; Service Management Mentor includes scheduled One on One Guidance and Support sessions with your own dedicated ITIL® Expert making it easy for you to gain significant results in no time at all. Service Management Mentor's World Class Service Improvement Methodology makes it easy for you to plan, build and deliver your Improvement Initiative with confidence and there is no need to waste time creating documentation from scratch, Service Management Mentor's knowledgebase of processes & documentation templates are designed based on global best practice guidelines making it easy for you to introduce and embed formal capabilities in no time at all.

Combine all of this with your own dedicated ITIL Expert available to you as when you need it, Service Management Mentor really does set you up to gain the clarity and measurable results in no time at all.

You can find out more and take an obligation free 60 minute introductory call with a certified ITIL® Expert by visiting:

<https://www.servicemanagementspecialists.com/smm>

## ITSM & Service Delivery

### → Service Management Game Plan

Our latest SMS Service Management Game Plan offers a comprehensive strategy and service improvement plan development, incorporating innovative solutions and tailored approaches to optimise service delivery, enhance efficiency, and elevate overall organisational performance.

### → Service Management Starter Kits

ITSM Starter kits are a tangible set of foundational process templates and capabilities that help organisations to create, implement and uplift ITSM capabilities fast and in alignment with their specific needs

### → Transformation Foundations

The Transformation Foundations package evaluates your current people, processes, technology and identify roadblocks and places for improvement. We apply our ITSM and ITIL based expertise to help you overcome common challenges, speed up your improvements, and reduce outdated and complex ways of working.

## Service Catalogue & Service Portal

### → Catalogue Clarity

Catalogue Clarity is our 5-point Service Catalogue and Service portal assessment offering.

## CMDB & Configuration Management

### → CMDB Essentials

Our CMDB Essentials, is comprehensive workshop program, focused on providing guidance and context to what a CMDB is and assisting the organisation to prepare for CMDB Implementation and or uplift.

### → CMDB Navigator

Our CMDB Navigator offers a structured and pragmatic way for organisations to implement and mature their CMDB.

## Service Design & Transition

### → ServiceIN

ServiceIN provides a defined path for organisations who need to design and transition large projects or digital products into production with consideration to ITSM and operational support requirements (BAU).

## Service Management Mentor

You don't need to hire a fulltime Service Improvement expert; Service Management Mentor includes scheduled One on One Guidance and Support sessions with your own dedicated ITSM Expert making it easy for you to gain significant results in no time at all.

## Premium Consulting Services

Premium ITSM consulting Service offering provides tailored and specific 'custom-made' guidance and expertise to assist organisations to overcome specific challenges. This is a premium service tailored to specific customer needs and often includes strategic solution design and delivery.

## Service Management Secrets eBook (Coming Soon!)

This latest eBook includes a detailed set of guidelines, proven methodologies and implementation templates that will provide you with everything you need to ensure your IT Service Management Implementation is successful. It is targeted for Change Leaders who really want to make a difference and is packed with a number of proven 'How To' secrets often used by top ITSM Consultants. To find out more information or to pre order your copy: visit

[www.servicemanagementspecialists.com/smsecrets](http://www.servicemanagementspecialists.com/smsecrets)



Service Management Specialists is a group of trusted ITSM expert consultants who help organisations to improve their IT processes, technology, and employee knowledge specifically within the IT Service Management domain. Our vision is to simplify business processes and create modern work practices that enable organisations to deliver more value.

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