

Transformation Foundations.

ASSESS | REVIEW | ALIGN - Process

→ Identify Critical Areas for Improvement

Traditional IT Service Management has evolved. Employees and customers technology needs continue to evolve at a rapid pace. Modern Service Management acts as a hub to align technology with the needs of the business.

→ Get the most from your ITSM Investment

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apply our ITSM and ITIL based expertise to help you overcome common challenges, speed up your improvements, and reduce outdated and complex ways of working.

We quickly assess your current situation and guide you through what needs to happen to overcome complex, outdated ways of doing things.

The Transformation Foundations package provides you with a detailed understanding of your organisations current ITSM including people, policies, processes, partnerships, communications, and technologies.

Benefits to your organisation

-  **Align** ITSM to Business & Digital Transformation goals
-  **Reveal** opportunities to expand and grow
-  **Awareness** of strengths and weaknesses
-  **Identify** critical improvement areas
-  **Provides** foundations for smart business decisions
-  **Discover Insights** into overall operational health

→ ITSM Controls Base Package

The ITSM Controls Base Package focuses a detailed review of the following ITSM capabilities:

- Incident Management and Service Desk Services
- Major Incident Management
- Service Portal, Service Catalogue & Service Request Management
- Change Management
- Configuration Management Database (CMDB), & Configuration Management Process(SACM)

Optional:

- Ivanti ISM Platform Configuration & Health Check Review

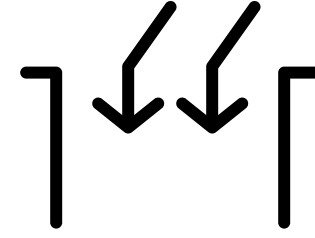
Additional Options for Review:

- Knowledge Management
- Event Management
- Demand Management
- Release Management
- Service Level Management
- IT Services / Business Alignment
- IT Financial Management
- IT Service Continuity Management
- Service Transition
- Software Asset Management
- SIAM / Service Providers

→ Leverage our Proven Assessment Methodology:



- We meet with you and your team to learn the basics of your business, strategy, and priorities.
- Assess up to 9 ITSM processes / practices and or capabilities with our simple to use online questionnaires..



- We leverage best in class industry techniques (Six Sigma, ITIL Process Maturity Framework (PMF)) to review your IT business and its operations.
- We identify inefficiencies/challenges in context to your IT Service Management capabilities

→ The Transformation Foundations Package provides you with:

1

ASSESS



ITSM Current State
Maturity Scan Report

2

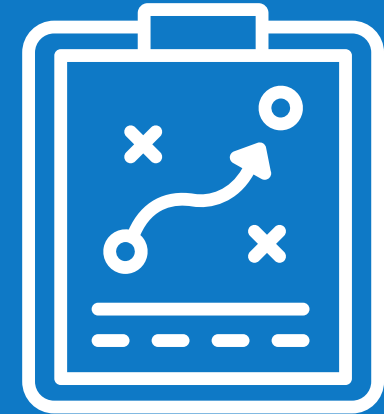
REVIEW



ITSM Summary &
Recommendations
Presentation Pack

3

ALIGN



ITSM Roadmap &
Improvement Plan

→ Assess, Review & Align ITSM within Digital Transformation

- **ASSESS** We first seek to understand your current state ITSM Process and practices. Our simple online questionnaires are targeted to ensure we can evaluate your current state. Once completed, your team of ITSM experts will review and prepare your own unique maturity snapshot providing you with tangible insights on your current capabilities in contrast to good ITSM practices and modern ways of working. We will then meet with you to walk through walk you through, share and discuss your current capabilities.
- **REVIEW** The review phase focuses on understanding the basics of your business, digital transformation strategy, priorities, and any other areas you want to improve on and frames specific recommendations for improvement. We start with understanding your specific goals and aspirations in detail. Our ITSM experts will develop a vision for the future that will keep you aligned with your long-term goals. You will receive an easy-to-understand Summary and Recommendations presentation providing you with clarity and framing a clear path for improvement.
- **ALIGN** The align phase of the Transformation foundations focuses on developing a detailed ITSM Improvement and uplift plan in alignment with your priorities and improvement goals and strategies. Your ITSM Improvement plan is created by ITSM experts and tailored to meet your specific organisation. Each step is mapped out, providing a clear process for ITSM improvement from beginning to end. We will then meet with you to walk you through, share and present and handover your ITSM Uplift Improvement Delivery Plan.



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.