Implementing IT Service Management

- Strategy and Vision:
  - Identifying the customer and their expectations
  - Creating a vision for IT (IT & business together)
  - Setting high level goals

- Awareness:
  - Awareness & motivation campaign about vision & goals.
  - Stakeholder Analysis

- Initial Assessment:
  - Process Assessment
  - Short listing of tools

- Planning:
  - Develop an ITSM Roadmap
  - ITSM management workshops
  - ITSM training

- Design & Preparation:
  - High level process model
  - Detailed process descriptions
  - Gather tool requirements (RFP)
  - Select tools

- Implementation:
  - Process workshops and coaching
  - Process implementation
  - Installation, configuration and operation (vendor)

- Final Analysis:
  - Implementation Review
  - (optional) Norm/standard compliance analysis
    - (e.g. ISO 20000, Service Desk Institute standards, CMMI)

- Continual Service Improvement:
  - People development
  - Process Improvement
  - Enhancements

- On-going Awareness campaign & Management of Change

Plan | Do | Check | Act