Implementing IT Service Management

- Strategy and Vision
- Awareness
- Initial Assessment
- Planning
- Design & Preparation
- Implementation
- Final Analysis
- Continual Service Improvement

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

Management
- Awareness & motivation campaign about vision & goals.

Employees
- Stakeholder Analysis
- People Assessment
- Development of an ITSM Roadmap
- ITSM management workshops
- Management coaching
- Implementation Review
- (optional) Norm/standard compliance analysis
- (e.g. ISO 20000, Service Desk Institute standards, CMMI)

Processes
- Process Assessment
- Tool Assessment
- Short listing of tools
- Gather tool requirements (RFP)
- Process implementation
- Process assessment
- Installation, configuration and operation (vendor)

Products
- Plan
- Do
- Check
- Act

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