Implementing IT Service Management

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

Awareness
- Awareness & motivation campaign about vision & goals.

Initial Assessment
- Stakeholder Analysis

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
- Management coaching
- Implementation Review
- Process assessment
- Installation, configuration and operation (vendor)

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

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

Customer

Management

Employees

Processes

Products

Plan Do Check Act

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