



ISO/IEC 20000 Implementation Roadmap



MEETING THE ISO/IEC 20000 REQUIREMENTS!

ISO/IEC 20000 Implementation Roadmap Services

Meeting the ISO/IEC 20000 requirements is often perceived as a time and resource-consuming task. As daunting as it may seem, IT service providers with less than 10 employees are currently ISO/IEC 20000 certified... If they can do it, then you can certainly do it! All it takes is the guidance of professional consultants who have a long and successful ITSM implementation track record and who have helped other IT service providers meeting the ISO/IEC 20000 requirements.

Programs/Projects	Investment (in \$K)	Fiscal Year 2006															
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
ITSM Service Support Implementation Program																	
1. Service Support - Phase 0 - ITSM Strategy and Planning	\$ 135																
2. Quick Win - ITIL Foundation Training	\$ 40	Q															
3. Service Support Phase 1 - Maturity Level 1	\$ 721																
4. Quick Win - Service Desk/Incident Management Improvement																	
5. Quick Win - Change Management Improvement																	
6. Quick Win - Release Management Improvement																	
7. Quick Win - Problem Management Improvement																	
8. Service Support - Phase 2 - Maturity Level 2	\$ 240																
9. Service Support - Phase 3 - Maturity Level 3	\$ 180																
ITSM Service Delivery Implementation Program																	
10. Service Delivery - Phase 1 - Service Level and Financial Mgmt.	780																
11. Service Delivery - Phase 2 - Availability and Capacity Mgmt.	780																
12. Service Delivery - Phase 3 - IT Service Continuity and Security Mgmt.	780																
Enterprise Management Updates																	
13. Enterprise Management Solution Improvements	780																
Investment Required (in \$ K)																	

Q = Quick Win
M = Key Milestone

ISO/IEC 20000 Business Case

For obvious reasons our **ISO/IEC 20000 Implementation Roadmap** includes a business case to justify the time and resource investments and the sought-after business, operations, and management benefits. This step includes the determination of the value of the ISO/IEC 20000 certification.

ISO/IEC 20000 Readiness

Another important component of our **ISO/IEC 20000 Implementation Roadmap** that is part of this service offering is the planning, the preparation and the readiness determination of your IT organization, your customer(s) and your supplier(s). This step includes the design of an awareness campaign, the establishment of commitment at every level in the organization, and most important, the determination of the scope.

Also part of this step is the confirmation and review of the gaps that were a result of our **ISO/IEC 20000 Assessment**.

ISO/IEC 20000 Implementation

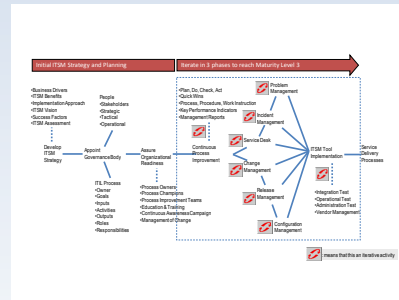
With the help of our implementation roadmap templates, interviews based on predefined questionnaires, and interactive workshops, the **ISO/IEC 20000 Implementation Roadmap** service quickly lays out your roadmap for a successful ISO/IEC 20000 implementation effort. Roadmaps typically cover a period of 1-2 years when starting from scratch and provide guidance to mature your service management practices on a continuous basis.

Each ISO/IEC 20000 implementation step will be prioritized, and efforts, duration and costs are determined.

The implementation roadmap includes the selection of a certification body that fits best based on our list of criteria.

Pitfalls, Roadblocks and Successes

As with every improvement effort, also the implementation of the ISO/IEC 20000 requirements will come with pitfalls, roadblocks and anticipated successes. Our **ISO/IEC 20000 Implementation Roadmap** service includes a determination of each to be best prepared when starting the implementation efforts and how to best deal with them.



Duration

Depending on the size of your organization and the agreed upon scope of certification, a typical engagement lasts 5-10 days.

Please contact us for more information.

Why InterProm USA?

- InterProm USA is one of the very few ITSM consulting firms that have served the ITSM market for almost two decades
- Our ISO/IEC 20000 Sr. Manager certified consultants have real life and practical experience adopting and implementing ITSM best practices in Fortune 100® companies before becoming a consultant