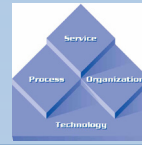




ITSM Implementation Roadmap



THE RIGHT WAY FORWARD TO ITSM SUCCESS!

ITSM Implementation Roadmap

Implementing IT Service Management (ITSM) and ITIL®-based best practices has proven to be a task that is not as obvious as it may seem. The ITIL publications and the ITIL Foundation certification training course may give the impression that with some common sense one could come a long way. Unfortunately, examples exist of IT organizations that have invested millions of dollars without ever experiencing the anticipated benefits or returns on their investments.

For obvious reasons the more affordable and above mentioned information sources of ITIL do not address organizational and technology (tool) aspects one will encounter when implementing ITSM. It is therefore that our **ITSM Implementation Roadmap** service emphasize on these aspects to compliment the ITIL literature and ITIL certification training courses. Examples of organizational aspects that are often being underestimated are:

- Business Drivers
- Marketing
- Accountability
- Commitment
- Financial Investments and Benefits

Examples of technology aspects that are often not considered are:

- End-to-End Technology Architecture
- Build-or-Buy the right ITSM tool
- ITSM Vendor Capabilities and Selection
- ITSM Tool Functionality, Implementations and Integrations

ITIL and Other Standards

Another reason companies should consider our **ITSM Implementation Roadmap** service is when the ITSM and ITIL-based improvement initiative is part of or should fit into the usage of other industry standards that being adopted or soon will be such as

- CMMI
- COBIT
- e-TOM
- ISO 9000
- ISO/IEC 27001
- ISO/IEC 20000
- Six Sigma
- Etc.

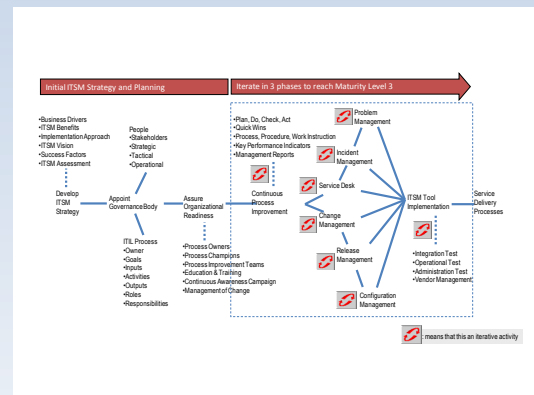
Our consultants have real life experience with each of the standards and frameworks listed.

From Service Management Vision to Continual Service Improvement

With the help of implementation roadmap templates, interviews based on predefined questionnaires, and interactive workshops, the **ITSM Implementation Roadmap** service quickly lays out your roadmap for a successful ITSM implementation effort. Roadmaps typically cover a period of 2-3 years and provide guidance to mature your processes to Level 3 "Defined" on the Capability Maturity Model scale.

Readiness and Governance

Our ITSM Implementation Roadmap service includes an organizational readiness assessment. And, we have incorporated the design of a governance structure to assure the continuous success of your adoption program.



Duration

Depending on the size of your organization and the scope of the roadmap, a typical engagement lasts 3-5 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
- All our consultants have real life, hands-on, and practical experience adopting and implementing ITSM best practices in Fortune 100® companies before becoming a consultant
- We use our own ITIL, ISO/IEC 20000 certified consultants