



ITSM Coaching Services



YOUR ITSM MENTOR AT YOUR SERVICE

Introduction

InterProm USA offers IT Service Management (ITSM) Mentoring and Coaching Services for those customers that prefer having our knowledge expertise available on an as-needed basis.

This cost-friendly service can be provided remotely, onsite or a through combination of both. Most popular and cost-effective is our subscription-based Coaching Service.

Examples of circumstances our **ITSM Coaching Services** might be your best fit are:

- When your budget is limited but access to a knowledgeable and independent ITSM resource would be beneficial
- When hands-on experience is needed to guide your newly assigned process managers-to-be
- When the role of the Service Manager is new to your organization and an interim Service Manager could expedite your ITSM implementation efforts. Other examples of interim functions our consultants could fulfill temporarily are:
 - Configuration Manager
 - Change Manager
 - Release Manager
 - Problem Manager
 - Service Level Manager
 - Availability Manager
 - Capacity Manager
 - IT Service Continuity Manager
 - Security Manager
 - IT Process Manager
- When shadowing your consultants would be preferable during their first process improvement engagement
- When a vendor-neutral but knowledgeable coach would be helpful during your ITSM tool selection process
- When there is a need for a sounding-board to verify and justify your ITSM implementation decisions
- When your ITSM awareness campaign efforts require the voice of an experienced and neutral 'outsider'
- When management needs convincing or guidance during the first steps of an ITSM/ITIL® or ISO 20000 implementation
- When budgets needs to be determined to fund ITSM-based improvement projects
- Etc.

How does the Subscription work?

Through a pre-determined number of consulting days or hours we commit being available for you whenever you require a certain ITSM-related expertise. We guarantee having the expertise available that meets your specific needs, whether this is a senior management consultant or an ITSM tool consultant. 'Being available' can mean being available by phone, through e-mail, or physically available onsite or offsite.

In other words, you decide:

- When and where you need the coach
- How you would like to benefit from the coach
- What it is you need from the coach

InterProm USA guarantees that the coach you require will be available to serve you. The only commitment you make is the pre-determined number of coaching hours or days per negotiated timeframe, e.g. 3 months, 6 months, or 12 months.



How can you benefit from these Offerings?

The first step you take to benefit from these service offerings is to contact us. After having determined your needs we will share with you a comprehensive statement of work that will enable you making a quality decision how to best benefit from our **ITSM Coaching Services**.

Please contact us for more information.

Why InterProm USA?

- InterProm USA is one of the very few ITSM firms that combine its ITIL process training and consulting expertise with implementing ITSM tool solutions for more than a decade.
- Our customers directly benefit from our ITSM tool implementation project library and experience we have built over the years
- We use our own ITIL and ITSM tools certified consultants
- Since its inception in 1992, InterProm has monitored the ITSM tool vendor market as well as implemented ITSM solutions of all the major players in the ITSM market.