



# SPOT™



## SPOT-ON WITH YOUR IT SERVICES & SECURITY!

### SPOT™ Background

During the mid-90s, InterProm developed and trademarked its SPOT™ Model. It was at that time that we formalized the way to successfully adopt the IT Service Management (ITSM) and Information Security Management (ISM) best practices. Ever since, we have incorporated all four aspects of SPOT™ in our service offerings:

- Service
- Process
- Organization
- Technology

For decades IT has focused majorly on the Technology aspect of SPOT™ and to a certain degree on the (technology) expertise and skills of its staff. Too little attention has been given to the overall organizational aspects, such as communication, attitude, behavior and culture, as well as the service and process aspects of SPOT™. Hence, the popularity of ITSM frameworks such as ITIL®, CMMI® and COBIT® and standards such as ISO/IEC 20000 and ISO/IEC 27001 to counter this imbalance.

What is included in each of the four aspects of SPOT™?



**Services:** Turning your IT organization into a service-oriented, high-quality IT service delivery organization is a specialty of InterProm USA. The quality of the services you provide to your end-users and customers is founded on the underlying quality of the processes, organization and technology that support those services.



**Processes:** When moving your IT organization from a technology-focus to a business-process-aligned focus, a critical success factor is to

define and implement IT processes that support a service-oriented IT paradigm. InterProm USA provides leadership and expertise in the design, development and implementation of new service-oriented IT processes. Your organization can move forward rapidly and confidently based on two decades of real-world experience our consultants and trainers have in ITSM & ISM implementation, certification and certification training.



**Organization:** Information technology is a key enabler for economic growth. Aligning IT to the business is becoming more important than ever. IT silos, duplication of data & work, unclear processes and roles & responsibilities as well as a technology culture are common roadblocks to accomplishing a continuous service improvement effort. InterProm USA's interim service managers have turned IT organizations into end-to-end service organizations aligned and integrated with the business. Our management of change program has proven to be instrumental in changing your IT culture.



**Technology:** Even though InterProm USA is a vendor-neutral and non-technology biased consulting and training firm, we have tracked the ITSM and ISM community for almost two decades. As such we have developed knowledge and experience benefiting our customers when designing tool and technology architectures and selecting solutions in support of their ITSM and ISM improvement efforts.

### Why SPOT™?

- InterProm USA is one of the very few ITSM & ISM consulting firms that have served the ITSM and ISM market for almost two decades and has developed tools, techniques and methods based on SPOT™ to expedite your improvement efforts.