

IT Service Management

ITIL & ISO 20000

A service provider to numerous business processes, information technology is an integral part of a company's value creation chain. It is responsible for ensuring effective and efficient cooperation between other divisions, such as sales or production. Thus, securing and constantly optimising your IT organisation's performance and service quality is in the interest of your entire company: processes must be developed, implemented, enforced, and improved. For this purpose, IT Service Management (ITSM) defines adequate procedures and best practices based on various standards such as ISO 20000 or ITIL. Many companies have already implemented IT Service Management elements. In this case we focus on optimising and standardising the existing procedures and introducing any missing processes. And even if your IT Service Management is still in an early stage, our experienced consultants provide tailor-made support and advice.

Service Quality Improvement in 4 Steps

The initial project phase serves to define your IT Service Management objectives, to document your visions, and to record them as project targets. Based on a self-assessment analysis of your existing processes, we help you define measurable metrics to evaluate the performance and quality of each IT process and to monitor the progress of the ITSM project. Workshops for your employees serve to make them familiar with the new processes and objectives, as the consistent involvement of your entire IT staff is a key factor for successful implementation.

Our service range includes the phases **Analysis**, **Design**, **Build**, and **Review**. This approach allows you to also select individual service modules and implement them with us:

1. **Analysis** – We help you analyse the quality of your existing IT Service Management processes to determine their level of compliance with applicable standards. All the results of this phase are summarized in a comprehensive report that also provides no-obligation recommendations for the optimisation of your IT structures.
2. **Design** – In the following step, we create a concept with clearly defined and measurable targets as a basis for your IT Service Management processes. Besides determining detailed objectives that are to be achieved by means of these processes, we also define quantifiable metrics and other general requirements to fulfill. They are used in a later stage to measure and monitor the successful implementation of your new processes.

3. **Build** – While a sound concept is a key component of your strategy, it is by no means a guarantee for success. A fact that is often overlooked is that your company's employees need to be sensitised to the upcoming changes and have to be made familiar with the new processes and requirements. We support your IT Service Management implementation with appropriate training and ensure that all relevant aspects are taken into account.
4. **Review** – IT Service Management serves to create a sustainable increase in IT service quality. However, this objective requires constant measurement and optimization of the established processes using the metrics defined in phase 2. Once your processes have been introduced, we help you continuously check the defined key performance indicators and critical success factors. Should any weaknesses be identified, we develop appropriate controls to restore the required service quality.

The implementation of IT Service Management in your organisation often requires supporting software solutions. We help you find suitable tools, e.g. for your helpdesk or Configuration & Change Management, considering not only technical requirements, but also the integration in your existing IT infrastructure.

plan42

plan42 is a consulting firm specialised on IT Service Management, IT Security Management & Business Solutions. Process analysis, consulting, conception, and implementation – plan42 combines technical expertise and best-practice concepts of IT Service & Security Management.