



## ALL-ITSM Service Management Health Check

Sometimes Service Management collect and reports data about the companies IT service performance that does not match the reality. Undocumented short-cuts in the process delivery, incomplete data and not adopting best practice process standards might be some of the reasons. This makes it very difficult to instigate service improvement activities in order to increase customer satisfaction, delivery efficiency and ultimately reduce operational costs. An important aspect of understanding how to improve your service delivery is by knowing what are the short comings and what to measure and understanding how those factors can be assessed, analyzed and used as a basis for service delivery improvements.

If your organization uses Service Management, how do you know which process is effective? Are the roles within your organization clearly defined and communicated? How can your current software tool connect and improve your processes?

*The “ALL-ITSM Service Management Health Check” can provide the answers you are looking for!*

In one day, an ALL-ITSM Service Management specialist will review and assess your service organization on a number of fixed points. At the end of the day, we will discuss the results with you including suggestions for improvement.

You can decide to make the improvements internally or have additional support from ALL-ITSM – the choice is yours.

- Do you utilize a performance card as a basis for decisions, to prepare for the future and the continuous improvement of services?
- Have you achieved your objectives for Service Management? And if not, why?
- Does your Service Management software relate to the processes?
- Are there clear responsibilities for updating procedures?
- Are your processes and procedures clear and specific?
- Are your operations based on processes?



The ALL-ITSM Service Management Health Check provides answers to these and many more questions about the health and quality of your Service Management.

The Health Check provides for the detection of both the strengths and the weaknesses in the organization of your services and helps to define clear goals for continuous improvement to succeed. We use the proven method “7 steps to successful Service Management.”

The findings of the Service Management specialist are summarized in a comprehensive report. This report provides concrete tools to start immediately with the recommendations for improvement.



## ALL-ITSM's 7 Steps to Successful ITSM

**Our 7 steps approach is based on the universal steps that are part of each implementation in any organization. It is up to you to decide when and where you want to involve ALL-ITSM. Our professional services team has the skills, knowledge and experience to guide and coach you through each and every step.**

### **Step 1 - Choice of processes**

Together we assess your current situation and, based upon your goals and your business requirements, determine which processes will be implemented, as well as their activities. Our process consultants lead the way while you benefit from their experience. We assist you in defining the order and the scope of the implementation or choosing either a predefined set or a combination of processes to be deployed simultaneously.

### **Step 2 - Roles**

By defining functional roles as well as process management roles, we continue to build your professional services organization. It will be clear which roles will be responsible for the processes from an operational point of view and who will be in charge of the process management. This will ensure the protection of the processes once the project ends and ensures continuous improvement.

### **Step 3 - Procedures**

Using templates and their wealth of experience, our process consultants will guide you through the set up of procedures. Activities as well as roles will be described clearly and provide a blueprint for the configuration of the Clientele ITSM tool.

### **Step 4 - Application Configuration**

Now that processes and procedures have been clearly defined, we will make sure Clientele ITSM is configured to fully support them. Once the tool is installed, our technical consultants take care of the rapid deployment of each process, using out of the box configuration of ITIL and ISM processes, templates and predefined forms. To meet the specific requirements of your organization, identified during the previous steps, they will customize this configuration when necessary. Making sure Clientele ITSM will support your business requirements is their main goal, so you can be assured of a 100% adoption. Your Clientele ITSM Administrator will take part in this activity and learn on the job because we want to ensure your organization will be self-sufficient once our team has left.

### **Step 5 - Work instructions**

The processes of your choice and their procedures are now supported from a technical as well as a functional point of view, so our next step is to describe how this will be done. This will result in work instructions with regard to activities, roles and the use of Clientele ITSM. Our process coaches will make sure your entire team gets familiar with them so they will feel entirely confident in using them.

### **Step 6 - Knowledge and usage**

Training and sharing knowledge are vital for the adoption of changes. During this stage, users as well as your administrator will be trained to make sure they feel comfortable with the tool and use it to its full potential. The training will focus on your configuration and be based upon the users own roles. Administrators will learn how to deal with new business requirements and requests from the organization regarding reports, performance, customer satisfaction etc. Should a staff member miss a training – or join later on – they can benefit from our open training schedule.

### **Step 7 - Communication and behavior**

Team work and culture are vital elements to the continuous success of your IT Service Management team. During the entire 7 steps, our experts will focus on clear communication, involving all stakeholders. They will also make sure this communication flow will continue once the project stage is over and that the changes will become embedded within the organization. If the team spirit needs a boost or if you want to make your team aware of the importance of having processes in place and being in control, one of the business simulations offered by ALL-ITSM would be very helpful. Our process coaches are certified to offer Apollo 13 and Control-IT, both effective IT gaming options that change the behavior of your staff and create acceptance for change.