ITSM IMPLEMENTATION USING ITIL OR ISO 20000

With technology such an integral part of every bit of a business, the line between business and IT is blurred, perhaps even non-existent. ITSM is no longer a "nice to have," or something that only the service desk does. ITSM is the means by which IT delivers business capability. ITSM therefore is the enabler for realizing real business value from the use of technology.

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QUICK ITSM FACTS

IT Service Management leads to improved quality of service delivery

IT Service Management tools apply to each business function, not just within IT

IT Service Management plays a major role in optimizing costs and enhancing performance

IT Service Management is rapidly becoming the medium for cross-fucntional business communication

WHY IMPLEMENT IT SERVICE MANAGEMENT?

▶ Organizations implementing ITSM see results as follows:

▶ IT value chain, enabled and supported by good ITSM, becomes a seamless fit into the business value chain

▶ When it is about "Digitalization", a core requirement for a business to begin digital transformation is to first have absolute clarity on its services and processes which is provided by ITSM

▶ ITSM supports business agility and responsiveness by promoting standardization

▶ ITSM enables the agility and responsiveness demanded by today's business. ITSM cements the convergence of business and IT by enabling business capability through the effective use of technology.

ABOUT THE ITSM FRAMEWORKS AND STANDARDS

Information Technology Infrastructure Library (ITIL) is a framework for managing IT as a service, with the aim of aligning IT services with business objectives. ITIL is the most commonly implemented ITSM framework in the world, in both the public and the private sectors, and is acknowledged as best practice for service management in organizations in all industries. ITSM is all about customers and how to deliver value to these customers.

ISO/IEC 20000 is the internationally recognized standard for IT service management (ITSM) that enables IT organizations to ensure that their ITSM policies & procedures are in line with business objectives and with international best practices. ISO 20000 is a standard with clearly defined requirements that must be met in order to certify that a minimum of best practice standards is met.

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BUSINESS BEAM HELPS IN
EFFECTIVE IMPLEMENTATION OF ITSM PRACTICES

We help our customers to setup IT Service Management by using ISO 20000 or ITIL according to the requirements. Salient features of our services are as follows:

Executive Advisory: Our experienced leaders are expert in organizational change management. They discuss and understand your most important and complex service management issues and provide strategic advice for success.

Strategic Alignment: We ensure Executive Management involvement & commitment through strategic level IT service management planning, goals setting, definition of roles and responsibilities, IT service management policy, and supporting action plans.

Process Development: Successful process improvement efforts require a cohesive policy and process architecture. We develop tailored policies, procedures, templates and plans based on flexible architecture. We help in designing service catalogues, establish service level targets and escalation matrices, and design Service Level Agreements.

Service Management Planning: In collaboration with service owners, we establish plans to meet the capacity, availability, continuity and security requirements of services and eventually of the customers.

Assistance in Selecting ITSM tools: If you are planning to upgrade or acquire a new ITSM tool, we can facilitate you in selecting and implementing the right tool based on your current IT infrastructure, nature & type of your IT services, available budget and feature set required.

Process integration with Service Management Tool: Our consultants have working knowledge of several leading ITSM tools. We work with technical consultants and help in process integration with tools including service catalogues, processes, turnaround times, escalations, SLAs and OLAs, etc.

Workshops: We plan multiple informal awareness workshops for practitioners on service management process implementation. Specialized courses like ITIL Foundation and advanced level, ISO 20000 Lead Implementer, etc. deliver additional value.

Rollout Support: Any management system is not effective unless it is not understood and followed by the staff. We provide training, coaching and hand holding support to ensure that the developed IT service management system is effectively implemented.

Performance Management: Performance measurement is a key for any management system to achieve its business outcomes. We help in designing a performance management system based on KPIs, metrics and dashboards for corrective and preventive actions. We enable optimal results and informed decision making.

Expert support during Certification audits: If your organization opts for formal ISO 20000 certification, it will be conducted by a third party and your teams may require expert support during this phase. We provide extensive onsite support during the certification audit to provide your team confidence and enable them for successful outcomes.

Sustenance Support: Implementing ITSM practices is only beginning of the journey, sustaining the same over time is even a bigger challenge. After successful implementation, we provide sustenance support ensuring continual improvements and long-lasting culture adoption.

ABOUT BUSINESS BEAM

Business Beam is a global consulting and training firm that helps companies solve problems in governance, operations, quality, services, projects, information security, business continuity, human resources, risk and internal audit.

Established in 2004 with a vision to drive organizations towards corporate excellence, Business Beam has served hundreds of organizations of various sizes, different domains and geographical regions. Business Beam partners with clients to convert them into high-performance businesses and governments. We feel honored to help them grow!

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