

ITSM Offering: IT Service Management Maturity Assessment

Client Challenges

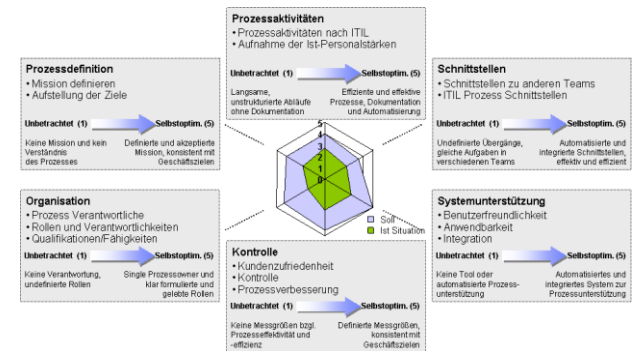
- Inadequate, unclear IT maturity level
- Lack of benchmarks with comparable IT organizations.
- Communication issues within the IT organization
- Where to start with an optimization? The starting point of a ITSM transformation is unclear.

Product Description

- The IT Service Management Maturity Check is an Assessment of ITSM processes maturity level (as-is/to-be scenario) in comparison with ITIL Best Practices.

Consulting Approach

- Assessment of current processes maturity level (as-is) and targeted level (to-be) in comparison with ITIL Best Practices.
- Detailed analysis on process strengths and weaknesses.
- Roadmap with recommended actions to improve the ITSM environment.



Client Benefits

- Transparent Roadmap including prioritized recommended actions accepted by all stakeholders.
- Workshop-based process approach to support the communication between different teams within the IT Service Provider organization.
- Identification of improvement areas, weaknesses and risks based on IBM Best Practices.

IBM Value Proposition

- The IBM IT Service Management Maturity Check is a comprehensive IT Service Management process assessment. IBM ITIL Service Manager, ITIL v3 Experts and accredited ITIL trainers ensure the optimal comparison with international accepted Best Practices.