

Is your IT the best it can be? Apply an ITIL® Evaluation Executive Dashboard and Analysis and be Certain

Case Study

Solution Overview

Approach

ITIL® Expert Certified in Framework V2 and V3 will interview members of your IT staff and critically review all documents prepared by your organization that 'run IT'.

Duration

A typical ITIL®, review covers 80 to 120 person hours over an elapsed time period of 3 to 4 weeks

Discovery

Encore will do a discovery session at no-charge to scope and propose an ITIL®, analysis. You may contact Encore at info@encoreconsulting.com, or, call Pete Mauro at 312 304 0566 to request an ITIL®, Discovery

www.encoreconsulting.com

www.svcmgtdynamix.com

**How does your IT organization stack up to the best?
What processes are key to your business drivers?
What processes need to be overhauled?**

Have management changes and business changes compromised the power of IT?

ITIL® Expert Certified individuals will apply Service Management Dynamix to answer these questions. They will map findings from your IT organization to the internationally-recognized set of best practices called the IT Infrastructure Library (ITIL®), write a gap-analysis, and define steps to strengthen IT.

The final deliverable is a document showing how your processes stack up to the following points:

- Fit the requirements of the ITIL® framework (V2 and V3).
- Would have to be augmented to closely align with ITIL® best practice.
- Would appear on the 'spider exhibit' showing relative maturity of each process.

The project would be delivered in two 'Passes' as summarized below:

First Pass

- Complete the process model for each of the identified processes
- Offer level of completeness/evidence to additional processes not 'identified' as within scope of this assignment. For each of the above two items – delineate/map to ITIL®, v2 and/or ITIL®, v3

Second Pass

- Identify integration/interface across the identified processes
- Prepare report for 'leadership team'.

ITIL Process Maturity Model

