

IBM IT Management Consulting Services – service management design



and governance requirements. The reliability of the IT environment can affect IT customer satisfaction throughout businesses. More often than not, IT customers perceive that problems within their IT environment are caused by IT changes. And most problems are reported by users, making them feel like the IT test team. Many organisations want to increase the quality of ITSM, but they don't know where to start. The selection, design, implementation and integration of ITSM services can be a formidable project, one that diverts resources away from core responsibilities and is subject to considerable risk of delay or incompleteness. Organisations must find a way to gain control of ITSM capabilities and align them with their business needs. IT must provide reliable services as well as enable the business to achieve its goals, including goals focused on increasing innovation.

Highlights

- ***Facilitates the alignment of IT with business requirements***
- ***Helps reduce the cost and increase the reliability and quality of IT services***
- ***Creates your company's service management framework and architecture***
- ***Provides preparation for implementation services***

Embracing complexity, change and innovation

When it comes to IT service management (ITSM), the pressure is building. Complex environments, disparate technologies and constant change have all become obstacles to innovation. IT departments are struggling against tougher compliance measures that impose added security

IBM IT Management and Consulting Services – service management design can help you overcome those challenges. Our experienced, trained and skilled consultants have deep competency skills and industry knowledge, and they can help you design your ITSM capabilities to create an improved management architecture focused on delivering high-quality services. Using a flexible, modular, full lifecycle approach driven by a rigorous and well-documented methodology, IBM works with you to deliver an integrated set of service management design initiatives.

IBM can help you establish a comprehensive service management framework based on accepted standards and best practices such as International Standards Organisation (ISO)/International Electrotechnical Commission (IEC) 20000, Control Objectives for Information and related Technology (COBIT) and the IT Infrastructure Library® (ITIL®) framework. The design services help you develop better processes around your people, technology, information and governance. IBM Global Services also provides methodology, design assets and the resources required for design services.

Defining IT needs alongside business objectives

To begin the process of developing your ITSM framework, we help you define your IT needs in relation to your business objectives. IBM works with you to analyse the current state of your ITSM capability, helping you see gaps and risks. We collaborate with you to design a service management capability that takes into account accepted standards and best practices as well as your:

- *Unique business, operational and organisational requirements*
- *Service management strategy and plan*
- *Design requirements.*

Your ITSM design strategy includes a governance structure for directing and controlling service support and delivery with the goal of prompting the behavioural changes required by IT service management. IBM designs the management framework to provide organisational clarity by defining the decision rights and accountability for the roles, teams and functions required by IT service management.

The new IT framework can improve the

transparency of ITSM decision making, helping you achieve the required behaviour and enterprise cultural changes.

Supporting higher-quality service delivery at a lower cost

When you engage IBM for service management design, IBM helps you build your service management design for less than it would typically cost you to do it yourself. And we help you create a design that really works for your IT organisation. Service management design services from IBM are part of a comprehensive solution, so you can feel confident that you can finish what you start when it comes to changes and improvements.

Using the foundation created in the design strategy phase of the engagement, we help you build a management framework that supports your ability to direct, control and execute ITSM and meet service requirements. By simplifying the design and building on accepted standards and practices, we help you create an open, integrated and flexible IT organisation. This can enable you to collaborate across management

domains within your company as well as with external partners and suppliers. Your design includes not only the technology architecture that tracks and automates the process and service workflows, but also the organisation, information and governance required to help achieve the desired changes within your enterprise. Because you tap in to IBM expertise, your solution can be less costly and more efficient than if you were to take on the project yourself.

Redeploying resources to support increased innovation

Given the increasing complexity and customer requirements of IT, your staff may spend too much time on reactive, often overlapping tasks or other operational activities that don't add new value to your organisation. With service management design, IBM can help you eliminate inefficiencies so that you can redeploy people to areas that add business value and innovation to drive new value into your business.

IBM works with you to develop a transition and implementation plan tailored to meet your service requirements. Implementation is a balancing act among your key IT concerns, the availability of human, technical and financial resources for project-based work as well as the organisational change that must be managed during implementation. We help you redeploy resources to make the transition easier. Proper design and clarity in governance can reduce performance decline that is common during periods of change. We create a transition process that helps ensure that business system rollouts are conducted in greater alignment with your organisational strategies and objectives. A properly planned implementation can improve time to value, reduce total implementation costs and decrease business disruption, helping your IT staff work on innovative strategic initiatives.

Providing preparation for a transition to implementation services

IBM can also help you implement the service management framework that it helped you design. During the design phase, we focus on producing the deliverables needed to help enable efficient implementation services. Implementation begins with detailed workflow design, tool integration and customisation. We can also help with organisational readiness and provide pilot services to assist you with a successful deployment. With IBM helping you adhere to a disciplined best practice approach and to the framework developed in the planning and design phases, you can reduce the time, costs and human effort required to implement IT service management. Getting it right the first time can dramatically reduce business disruption and the hard costs associated with ITIL and ITSM initiatives.



Offering an end-to-end solution

IBM IT Management Consulting Services has deep industry experience to help you develop new ITSM processes around your people, products, services and assets. Our well-trained and certified personnel offer a full range of solutions from strategy and planning, design and implementation to tool support. And our methods leverage an extensive library of intellectual capital to facilitate rapid assessment of your current environment that leads to a custom service management design for your organisation. We excel at leveraging

your existing assets – people, processes and technologies – to help you get where you need to be. To assist with your design, we offer broad practical experience, technical skills and methodologies derived from thousands of successful client engagements around the world.

For more information

To find out more about IBM IT Management Consulting Services – service management design, contact your IBM representative or visit:

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