



ITIL Service Management – Service Offering)

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The Systems Management practice at Pygmalion provides a range of services and to assist company's to implement ITIL best practice processes.

We can assist your organisation with the implementation of ITIL best practices processes for Service Management.

The following information describes the consulting elements required for an ITIL best practice implementation:

1. Assessment and Audit

Assist in identifying the areas in need of improvement in order achieve management goal and objectives.

Activities include:

- Review of how customer expectations are being met by current service processes
- Assessment of current processes for adherence to ITIL
- Selection and prioritisation of processes for improvement

The deliverables of the assessment are: define and prioritise one or more projects that allow organisations to implement ITIL best practice processes; Align IT with business requirements; Improve Service Quality and lower the long term cost of IT service provision.

2. IT Service Management Strategy

This phase reviews and develops a strategy for delivering cost effective and appropriate IT Services to the business utilising ITIL best practices and processes where appropriate. The scope of this work addresses the support, maintenance and change management of new or existing business applications, not their development.

About ITIL

ITIL is a set of best practices for IT Service Management. This framework defines how Service Management is applied within organisations by taking the complete view of the process; from the beginning to the end.

ITIL has emerged as the most widely accepted approach to the management and delivery of IT Services in the world.

- Aligns IT services with current and future needs of the business and its customers
- ITIL best practices improve the quality of the IT services delivered.
- Reduces the long term cost of service provision.



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IT Infrastructure Library (ITIL)

IT Service Management Strategy Phase contd

Activities Include:

- Review of the services that will be required by the business and its customers.
- Review of the services that may create customer demand or new business markets
- Determination of the capabilities and characteristics of the processes, organisation and technologies necessary to deliver those services
- Determination of the manner in which the services are to be sourced delivered and managed.
- Development of the value proposition for the chosen service

3. Portfolio/Service Management Catalogue

After an IT Service strategy has been defined in high level terms the solutions and services that the business and customers require are translated into detailed definitions of the IT services that are to be offered. These are typically defined in part or whole in an ITIL service management catalogue.

4. IT Service Management Process Design

Using ITIL best practice as a guiding model, a selection of service management processes are designed to implement the IT services to be offered.

Activities Include:

- Definition of process flows, activities and policies
- Definition of performance metrics
- Definition of high level generic roles for staffing levels, training and recruitment plans
- Definition of functional requirements and specification for tools to support ITIL

Ongoing assistance

Pygmalion's consultants will provide expert assistance at any stage of the process, and once complete, can provide ongoing reviews and audits of your processes.

Contact Information

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