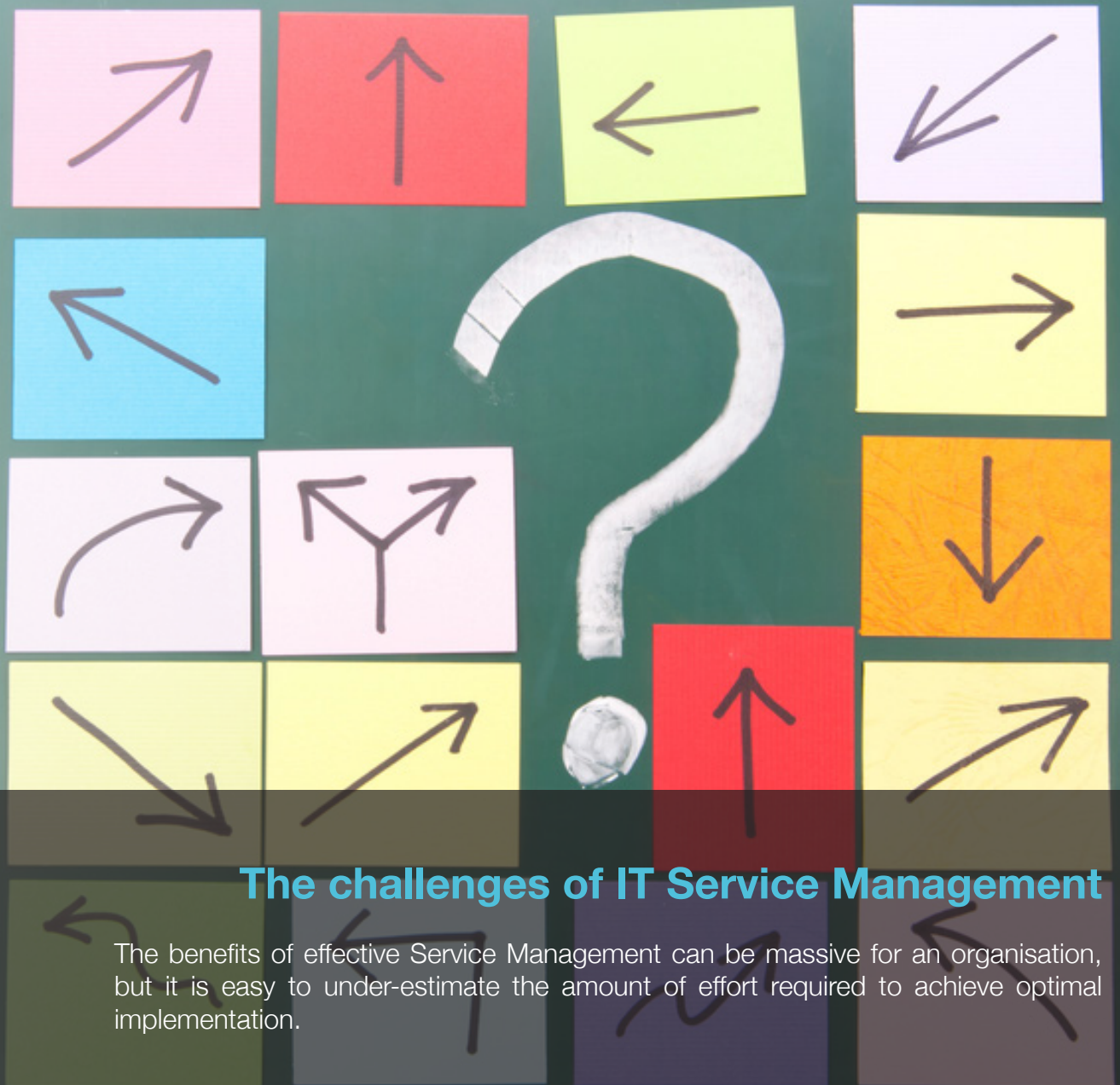




CloudTalent

# IT Service Management

## Our capabilities



### The challenges of IT Service Management

The benefits of effective Service Management can be massive for an organisation, but it is easy to under-estimate the amount of effort required to achieve optimal implementation.



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## Feedback from the TReX forum

Feedback from our Customers and our Customer Forum (TReX) highlights a number of key challenges in the Service Management arena.

### All see:

- Information is the most important strategic resource in their organisation with the IT service seen as a crucial, strategic, organisational asset
- Pressure to reduce IT delivery costs, improve time to market and increase availability
- Competition from alternative service delivery options such as the Cloud

### Some see:

- Lack of clarity as to what the business requires as outcomes from the service

- Integrated, complex, legacy environments hampering progress
- Service availability issues impacting business profits and revenue
- Perceived high delivery cost against alternative service delivery providers
- Too slow to deliver change and deliver new services v business needs
- Limited visibility of the end to end service from business process to application to infrastructure
- Incomplete central view of all technologies and tools, their interdependencies and costs
- Multiple systems management tools with overlap and multiple versions of same tools
- Lack of clarity as to the financial levers within the service and the interdependencies
- Not good at selling true value of the service provided (v Cloud and other options)

## The CloudTalent Approach

In our experience it is important to balance a “bottom up” attack on the key issue areas with a “top down” framework approach to avoid investment in an over engineered solution.

CloudTalent work in a pragmatic fashion to help Customers understand these challenges, deliver quick wins and develop a strategic roadmap to fix the highest priority issues first using knowledge gained from Customer projects and the TReX forum.

This leverages the appropriate public frameworks (such as ITIL, COBIT and CMMI) standards (such as ISO/IEC 20000 and ISO 9000).

## What to expect from CloudTalent

CloudTalent has specific work packets, detailed below, which are designed to improve:

- User and customer satisfaction with IT services
- Service availability
- Costs – save and avoid
- Management and usage
- Time to market for new products and services
- Decision making speed and accuracy
- Matching cost to risk



## IT Service Management - Typical Work Packets

### Service Portfolio

Understand the services currently provided and their perceived value ensuring they facilitate the outcomes the Customers want to achieve. Identify and fill service portfolio gaps as needed.

### Service Strategy

Understand Customer needs, in terms of what outcomes they want to achieve and the value of the outcomes measured by cost, agility and risk. Understand future needs including a wider context of the current and potential market places with clear recognition of the existence of competition and that each side has choices.

### Service Design

The design of appropriate and innovative IT services, including secure, resilient and scalable architectures, processes, policies and documentation to meet agreed business requirements and meet agreed outcomes.

### Service Transition

Development of capabilities for transitioning new and changed services into operations. Ensure the requirements of Service Strategy, encoded in the Service Design are effectively realised in Service Operations while controlling the risks of failure and disruption.

### Service Catalogue

Create a Service Catalogue providing a single, central, consistent source of information on the IT services delivered to the business ensuring that business areas can view an accurate picture of the IT services available, their details and status.

Update and define SLA and OLAs as needed to feed the service catalogue.

### Service Operation

Provide guidance on proven approaches for achieving effectiveness and efficiency in the delivery and support of services to ensure value for the customer and to manage the applications, technology and infrastructure that support

delivery of the services through the service lifecycle.

Help agree the relevant "vital signs" for tracking and measuring across a number of key management areas including: Availability, Capacity, Change, Demand, Event, Financial, Incident, Information Security, IT Service Continuity, Release and Deployment, Request Fulfilment, Service Asset and Configuration, Service Catalogue, Service Level, Service Measurement, Service Portfolio, Service Reporting, Service Validation and Testing, Strategy Generation, Supplier, Transition Planning and Support.

### Continuous Service Improvement

Guidance on proven approaches to linking improvement efforts and outcomes with Service Strategy, Design, Transition and Operation. Maintaining value through continual evaluation and improvement of the quality of services and the overall maturity of the ITSM service lifecycle and underlying processes.

### Systems Management Tools Consolidation

1. Clear stakeholder agreed view of the Current Mode of Operation highlighting all issues, risks and costs
2. Stakeholder agreed view of the strategic vision for all services and architectural principles reviewing in house v cloud v co-lo v outsource options
3. Detailed unbranded Future Mode of Operation for someone of similar reference and capability to address all issues / risks
4. Clear project roadmap of initiatives to achieve the suggested Future Mode of Operation
5. High level business case for the transformation detailing quick wins and strategic wins

### Service Mapping

Discover the service components and their relationships starting with the critical business services. Understand where elements are located and their interdependencies, the underlying infrastructure, the implications of moving and changing elements and finally who are the owners and what their responsibilities are.



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