Customer Challenges and Pain Points

- Cost pressure and missing cost transparency
- Managing IT complexity and growth
- Time to market for new/changed IT services
- Upcoming mergers, post merger integration
- Going global (data center, new 24x7 operations required, etc.)
- Sourcing and related challenges
- Technology view versus service orientation
- Service quality issues (low customer satisfaction)

Key questions to your customer

- How satisfied are your customers with the current IT service quality?
- How prepared are you to quickly provide IT services for new business requirements?
- How transparent are your IT cost today?
- How do you manage the growing number of IT suppliers?
- Do you expect new customer segments?

Target Audience

- CIO
- COO
- Manager of internal IT units
- Manager of Shared IT Service Centers
- Cross Industry
A comprehensive IT Service Management is focusing on E2E processes, transparent IT services, an aligned governance/organization and an integrated Toolsuite.

**Processes:**
Design E2E processes (according ITIL)

**Services:**
Define a transparent, overall IT service decomposition

**Governance & Organization:**
Establish agreements to ensure customer requirements

**Tools** (“Tools follow processes”):
Design target ITSM Tool landscape and implement unified ITSM Toolsuite, including central DB repository

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IT Service Management enables the successful handling of various IT Service Delivery Models

1. IT services consist of components through all architecture layers (IT Service decomposition)
2. There are mainly 4 IT delivery models: IT traditional, IaaS, PaaS, SaaS
3. Consuming a Services (XaaS) means separating responsibilities of the corresponding architecture layer
4. The more external services are consumed, the more relationships to providers need to be managed in an appropriate manner.
5. Using internal and any type of external services indicates an hybrid IT environment.
6. In hybrid IT environments, managing IT Services becomes even more critical and requires new / adapted skills.
IT Service Management in a hybrid IT Environment requires clear principles, a transparent integration layer and matching functions.

Hybrid IT is the result of combining internal and external services, provided by internal service units, external sourcing partners, cloud or XaaS infrastructures/services.

Therefore multiple connections between various service providers and consumers lead to a higher complexity and need to be managed on an appropriate manner. An integration layer takes care of those connections and harmonizes the information flow.

Managing a hybrid IT environment therefore means on top new roles and adapted functions.
Consulting Approaches: Readiness analysis for a transformation of a traditional internal IT to an IT service provider.

**ImpulseDay:**
Quick & pragmatic approach based on a self-assessment by your IT Management Team. Preferably applied in pre-study/inception phases.

**BusinessValueAccelerator:**
Systematic & reliable approach based on a holistic assessment. Preferably applied in analysis phases.
Consulting Offerings: Readiness analysis for a transformation of a traditional internal IT to an IT service provider.

**ImpulseDay**: 1 initial meeting + 1 day (4-6 hours); cost fix 5k CHF

- **Awareness**
  - Introduce background & approach
  - Present examples of expected deliverables and best practices of IT delivery

- **Self Assessment**
  - Evaluate current status of the 5 aspects through a self assessment.
  - Aspects: Services, Financials, Processes, Organization, Technology

- **Analyse Gaps**
  - Roughly define target state
  - Analyse gaps
  - Define potential actions

- **Define next steps**
  - Identify initiatives based on best practices and experience
  - Define next steps
  - Create an action list

**BusinessValueAccelerator**: 4 – 6 weeks duration (several workshops); cost range 30k – 50k CHF

- **Scoping**
  - Kick-off, define scope
  - Introduce approach, tasks, workshops
  - Present examples of expected deliverables and best practices of IT delivery & financial models
  - Identify required documents and information

- **Assessments**
  - Analyze documentation and information
  - Evaluate current status of the 5 aspects through a systematic assessment:
  - Aspects, elaborated by one workshop each: Services, Financials, Processes, Organization, Technology

- **Analyse Gaps**
  - Define target state
  - Analyse gaps
  - Define potential approaches, further information needs, etc.

- **Define Initiatives**
  - Identify initiatives based on best practices and experience
  - Define, evaluate and prioritize initiatives
  - Describe activities and dependencies
  - Create a Roadmap
Value Proposition

Implementing a comprehensive IT Service Management enables
- improved time-to-market delivery of new respective changed IT services,
- transparent IT cost structures,
- enhanced efficiency and quality and
- leads to higher customer satisfaction and employee motivation.

More Information

Customer Reference:
several customers cross-industry
(e.g. Swiss retail company, Swiss industry SME)

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IT Strategy & Design