



Highlights

- Improve IT service levels and deliver higher-quality services
- Standardize and automate IT processes
- Improve the alignment between business and IT
- Engage with a world-class advisory service dedicated to helping clients meet their needs

IT Service Management Assessment

Gauge service management maturity and customize an improvement plan

The quality of your IT services matter

Providers of IT services can no longer afford to only focus on technology and their internal organization. While keeping application support and development costs low—and users happy—they must also consider the quality of services provided and how to meet ever-fluid customer needs.

IT service is a discipline that manages information technology systems to improve business. Sounds simple enough. But by adding a solid IT Service Management (ITSM) to the equation, an organization can gain effective and efficient delivery of IT services that stay a step ahead of changing business needs, offer faster guidance, and pay closer attention to technology updates as they're needed.

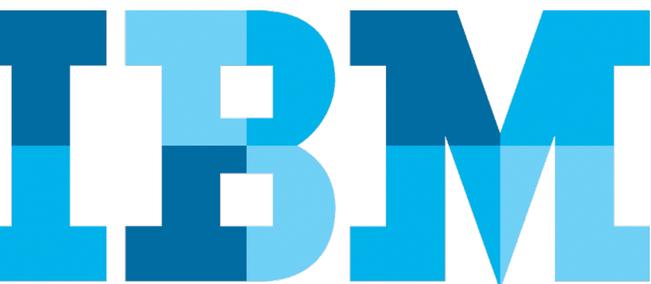
Enhance IT efficiency and agility

Engage Lab Services Executive Advisory Practice to help you understand your organization's IT service delivery process maturity. Using industry best practices, an IT Service Management Assessment can help you evolve to a higher level of maturity with an improvement plan done at the enterprise level or for a more focused organizational group.

What you can expect

During this engagement, executive advisors will:

- Create a practical, high-level plan to implement the identified service management framework
- Create a standard template for service elements
- Provide recommendations for service quality improvements
- Help identify candidates for common/shared services





Offering value

A resilient IT environment requires effective management of server infrastructure and network devices. The IT Service Management Assessment will focus on efficient support and delivery services activities, disciplines, and tools that can improve your management capabilities.

Ask yourself

The Lab Services Executive Advisory Practice portfolio is strong and designed to help optimize IT, reduce costs, and make your business a healthier one. To determine if an IT Service Management Assessment is right for you, ask yourself:

- Do you need to transform the manner in which IT services are delivered ?
- Is IT inefficient at accommodating new business requests due to ill-defined or ineffective processes?
- Does IT service delivery involve duplication of effort?
- Do IT processes and tools integrate well with each other?

For more information

Learn more about the IT Service Management Assessment and related Lab Services Executive Advisory Practice solutions. Contact stgls@us.ibm.com or visit:

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IBM Corporation
Route 100
Somers, NY 10589

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