



**BUSINESS  
RELATIONSHIP**



**VENDOR  
MANAGEMENT**



**IT  
MANAGEMENT**



**SERVICE  
MANAGEMENT**



**SERVICE  
DESK**

## Operational Transformation

A 1-2 year plan, with strategy, roadmap, continuous improvement plan across People, Process, Technology, BRM and Vendor Management (or just the areas need to achieve your objectives) to achieve your companies ability to deliver measurable value to the business.

We can run the programme, just act in an advisory capacity, or work with you tactically on different elements.

Two to Four weeks initial working alongside you, your team and key business stakeholders. We set out to understand your business and it's requirements, and then map your IT team against the ITSM Value Model™ and produce an immediately actionable plan.

Over the transformation programme, we will offer the amount of support that you require and times specific to the programme.

## What Can Be Reviewed



## Outcomes and Value

We will work alongside you to provide a detailed and actionable plan designed to help your service team deliver measurable value to the business, using the ITSM Value Model™ which will include;

- 1-2 year implementation plan with strategy, roadmap and continuous improvement plans, short, medium & long term
- Resource and budgetary requirements
- Improvement initiatives including people, process, technology, vendor management and BRM
- Report tailored to your business requirements
- Full commercial assessment of vendors
- Recommendation of partners to assist in delivery
- Comparisons to industry best practice

## The Cost

**£Based on individual requirements**

## Operational Transformation

Our operational transformation programme has helped our customers implement strategic initiatives, to help them integrate with the business, refresh their capabilities, improve operational efficiency and drive world class levels of performance, whilst improving customer experience and satisfaction. The entire operating model is covered as part of this programme

ITSM Values' consultants are executive level service professionals with twenty or more years of industry experience covering Service Desk, Service Delivery, IT Management, Procurement, Vendor Relationship, Contact Centres and Business Relationship Management. They are driven to help your organisation manage the rapid change and complexities inherent to tech support services. They have spent their careers running service and support operations and benchmarking service standards.

### Operational transformation methodology

Our operational transformation programme, enables us to work alongside you and your team to map five key operational areas 1) People, 2) Process, 3) Technology, 4) Vendor Management, 5) Business Relationships, against a six stage value model. The process includes interviews and roundtables with key service leaders and individual contributors, discussions and site visits with strategic customers, service operations and reviews. The model compares best practice guidelines and standards to align your operating model with industry standards.



**In detail the assessment covers the same areas as the 30/60/90 day plan, however, performs a more significant deep dive.**

- Business plans
- Strategic plans & Direction
- Organisation structure
- Operational plans
- Customer satisfaction & experience programmes
- Service operations processes, policies & procedures
- Performance metrics
- Staffing & Career planning
- Technical toolset
- Business relationship
- Operating model including objectives and influencers
- Long term forward plan

**Our 30/operational transformation offering includes a number of deliverables that will help you and your organisation take the next step towards world class performance, including:**

- Comprehensive Assessment Report and Executive Presentation
- Process maturity
- Short, Medium and long term improvement plan
- Analysis of Strengths, Weaknesses, Opportunities and Threats
- Links to key business objectives
- Recommendations to re-engineer process
- Benchmark against Industry Leading standards
- Coaching and development plan
- Roadmap for Implementing Recommendations
- On-going support to implement the changes
- Introductions to suitable delivery partners