

IT Service Management

Enhancing Service to Internal and External Customers

Whether your organization already employs the IT Infrastructure Library® (ITIL) best practices or is just beginning an IT service management plan, Forsythe can provide valuable insight and support.

Our ITSM experts provide a thorough understanding of IT service management concepts and ITIL processes, ensuring objective recommendations. We evaluate the entire service management lifecycle, organizational structure and technology, and employ tools to identify maturity levels and opportunities for improvement.

Once implemented, Forsythe's ITSM solutions help align higher-quality, cost-effective IT services more closely with overall business needs.

Forsythe's ITSM Solutions Suite:

[ITSM Maturity Assessment](#)

A guide to achieving future goals

[ITSM Express](#)

Streamlined for the fastest implementation

[ITSM Custom Process Development](#)

Maximum benefits, fully customized

[ITSM Tool Strategy Blueprint](#)

Seamless tool adoption and implementation

[ITSM Process Validation](#)

Enhancement of existing processes

The Challenge

Organizations increasingly consider IT integral to overall business success. Technology can deliver a competitive advantage when it is aligned with business requirements.

Optimizing service availability, incident resolution, IT management, service desk support and other processes is essential to providing that business support.

Business Impact

Failing to align IT services with business needs decreases the productivity of IT staff and internal users, disrupts key revenue-generating applications such as transaction processing or e-commerce, and ultimately diminishes the customer experience.

How Forsythe Helps

IT service management solutions from Forsythe help you run IT like a business, establishing clear baselines

for measuring performance and determining whether you're meeting business goals and requirements. Our comprehensive methodology includes assessing the overall maturity of your ITSM function, developing an ITSM strategy blueprint, validating current processes, and providing a framework for process, procedure and work instruction development.

IT Business Value Delivered

Reduce the gap between business expectations and IT operational realities and your organization will benefit from greater staff efficiency, lower operational costs and better customer satisfaction. Through our comprehensive approach to evaluating your enterprise, delivering insights and deploying tools, Forsythe helps maximize the impact of your IT service delivery and support processes.

ITIL Core Essentials

Forsythe focuses on ITIL's entire Service Management lifecycle, including:

Service Strategy

- Strategy Generation
- Financial Management
- Service Portfolio Management
- Demand Management

Service Design

- Service Catalog Management
- Service Level Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management

Service Transition

- Transition Planning & Support
- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Service Validation & Testing
- Evaluation
- Knowledge Management

Service Operation

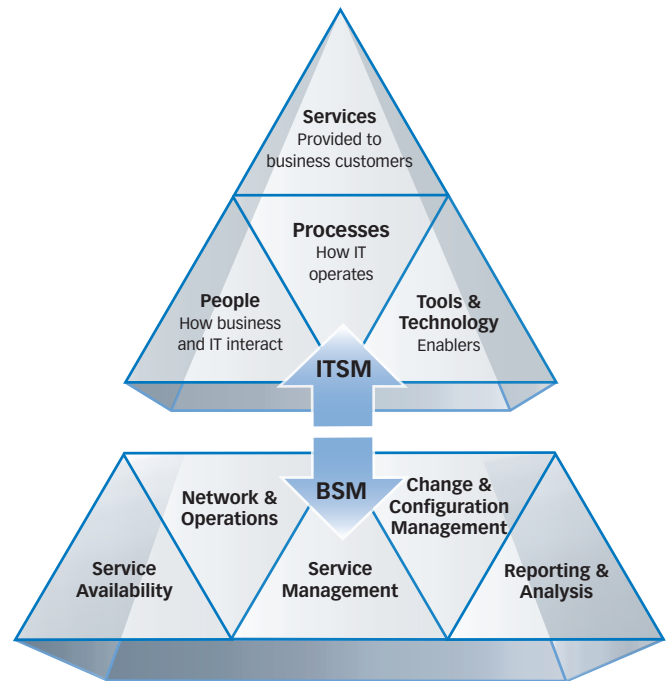
- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management

Continual Service Improvement

- Service Improvement
- Service Reporting
- Service Measurement
- Service Analysis

ITSM Maturity Assessment

By evaluating how well ITSM disciplines have been implemented to meet business needs, Forsythe's ITSM Maturity Assessment provides meaningful information to your management team. Our proven methodology examines your existing IT services, processes, people, and tools, and then applies those findings to the expectations and requirements of projected future services. The result is a detailed roadmap outlining the steps to reach your goals.



The IT Service Management/ Business Service Management Framework

By evaluating how well ITSM disciplines have been implemented to meet business needs, Forsythe's **ITSM Maturity Assessment** provides meaningful information to your management team.

Based on ITIL guidelines, industry standards, and Forsythe best practices, your ITSM Maturity Assessment is precisely targeted

to your company's unique operating environment and critical business services.

Each ITIL principle is evaluated in four key areas:

- **Services:** Capabilities the IT organization provides for internal and external customers
- **Processes:** Procedures and work instructions in place
- **People:** The roles and responsibilities, skills and culture of your team
- **Tools & Technology:** The enabling automation and techniques used to manage IT services

Forsythe analyzes your IT environment, weighs ITSM practices against our experience and ITIL best practices and documents findings in an easy-to-understand report. This includes maturity score cards, a detailed gaps-and-issues table, quick wins, a set of detailed recommendations and, most important, a practical and actionable implementation roadmap.

ITSM Express

To help your organization realize the benefits of ITSM quickly and cost effectively, Forsythe has developed

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ITSM Express. Combining our field-proven, customizable processes and industry leading software packages

with our implementation expertise, ITSM Express covers critical service desk, reporting, organizational, training and process documentation elements.

Forsythe ITSM Express includes:

- Workshops to help your organization understand and define ITIL processes and roles
- Configuration of the service desk tool, including training and initial support
- Detailed ITIL process, procedure and work instruction documentation
- Reporting capabilities for key measurements
- Baseline service catalog definition
- Configuration item definition and inventory for the Configuration Management System (CMS) set up
- Communication and training plan development and execution
- Hands-on training by role and detailed knowledge transfer sessions
- Detailed planning and execution of the most effective cutover approach

Forsythe's ITSM Express not only provides rapid ITSM capabilities, it also lays the foundation for industry certification, regulatory compliance, integration with infrastructure management and further process integration.

ITSM Custom Process Development

Our ITSM Custom Process Development services provide expertise and knowledge to aid in software selection,

Our **ITSM Custom Process Development** services provide expertise and knowledge to aid in software selection, solution design and implementation.

solution design and implementation. Forsythe's solutions leverage our practical experience by integrating ITSM and Business Service

Management (BSM) and applying our vast knowledge of the most effective combination of processes, technologies and organizational structures, based on ITIL, industry and Forsythe best practices.

Forsythe ITSM Custom Process Development offers important benefits:

- Reduced implementation time
- Greater integration of fewer products
- Further adoption of ITSM and BSM best practices
- Better management of scarce resources
- Added value today and in the future by delivering service improvements faster and less expensively
- Reduced risk of failure, due to a proven process framework

Forsythe ITSM Custom Process Solution includes:

- Workshops to help your organization understand and define ITIL processes and roles
- Development of detailed ITIL process, procedure and work instruction documentation
- Communication and training plan development and execution
- Detailed planning and execution of the most effective implementation approach

ITSM Tool Strategy Blueprint

Implementing ITIL or any service management model requires the application of tools. As you consider replacing

Forsythe's **ITSM Tool Strategy Blueprint** guides tool selection, validation and implementation, as determined by a clear process.

existing tools or selecting new ones, Forsythe can help you determine the best fit for your organization.

Forsythe's ITSM Tool

Strategy Blueprint guides tool selection, validation and implementation, as determined by a clear process:

Assess and Baseline

Through interviews with IT staff, service desk stakeholders and end-users, Forsythe will assess your ITSM capabilities. A formal Service Desk Assessment outlines recommendations for improvements, as well as a plan for achieving them.

Acquisition Strategy

Based on the Service Desk Assessment, Forsythe will provide an overall ITSM Tool Strategy Blueprint, including a detailed solution design and plan for process implementation or improvement.

Business Integration

The ITSM Tool Strategy Blueprint can include complete project planning and implementation tasks for installation and configuration of the selected tool, system integration to support business processes and comprehensive training programs. We'll work closely with you to go live with the tool, or tools, quickly and effectively.

The Forsythe ITSM Strategy Blueprint assists with:

- Identification of key business requirements
- Outlining criteria for tool selection
- Identifying available tools in the market
- Developing parameters for the request for proposal
- Vendor selection and tool procurement
- Tool implementation/integration
- Business process integration
- Tool validation and training

ITSM Process Validation

Recently, more and more organizations have been leveraging the ITIL framework to integrate their IT departments more closely with business objectives. As a

Forsythe's **ITSM Process Validation** audit can help you evaluate existing processes and tools and redefine them to achieve better performance and business alignment.

result, many are finding that existing systems may need to be revised to increase efficiency, that they are ready to move to a higher

maturity level, or that it's time to enhance the scope of their current processes.

Forsythe's IT Service Management Process Validation audit can help you determine how to address these issues successfully.

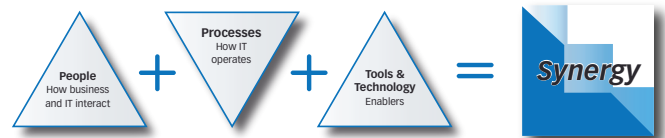
We can guide the evaluation of existing processes and tools, helping redefine them to achieve better performance and business alignment. After the audit, you'll have a clear view of recommended process improvements and prioritized steps to take, based on your needs, goals, and the impact and urgency of any identified gaps.

An ITSM Process Validation audit can provide an action plan for:

- Enabling transformation of outdated or inefficient processes for greater value
- Improving productivity through enhancing process and tool capabilities
- Eliminating persistent operational issues
- Providing a solid framework around which further improvements can be made
- Achieving fast-track improvements in high-impact issues
- Deriving the benefits of a mature organization

Forsythe will contribute to your success by:

- Reviewing existing processes
- Recommending process enhancements based on ITIL and industry best practices
- Documenting tool configuration improvements
- Documenting findings in an easy-to-understand report including:
 - Maturity score cards
 - Quick Wins
 - Detailed gaps-and-issues tables
 - Set of recommendations
 - Practical and actionable roadmap



Get the Forsythe Advantage.

For more than 35 years, Forsythe has delivered forward-thinking advice, technology, and operation-enhancing solutions. As an independent advisor, Forsythe can help you address every aspect of your infrastructure, including how new solutions may affect the bigger picture. Working with every major provider, Forsythe acts as your single point of contact for managing the cost, effectiveness, and risk related to your information systems.

Let Forsythe Help.

Business objectives — and business issues — don't exist in a vacuum. Forsythe identifies and addresses IT interdependencies to deliver solutions that work across your enterprise. Call us today.

