

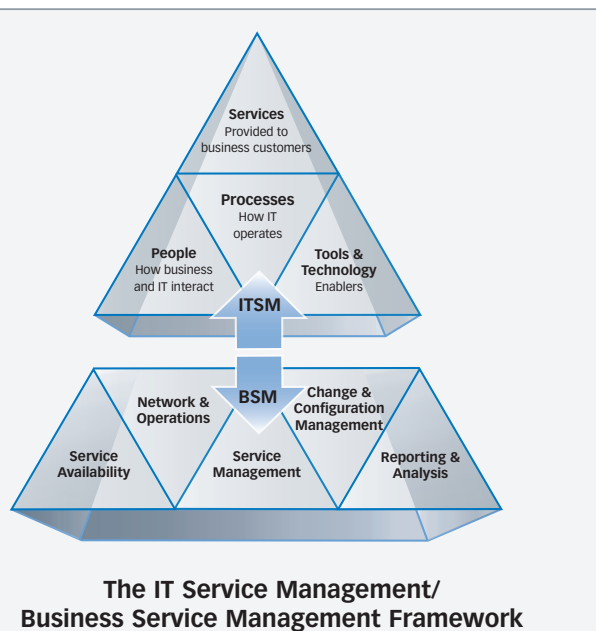
## IT Service Management Fact Sheet

### Services Overview

IT Service Management (ITSM) 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.

### Value to Clients

Once implemented, ITSM helps align higher-quality, cost-effective IT services more closely with overall business priorities. This subsequently reduces the cost of effort in fire-fighting or resolving repeat incidents, identifies potential improvement areas or training requirements, increases visibility and communication of changes and releases, and optimizes performance of service assets



and configurations. Aligning IT services with business priorities maximizes the productivity of IT staff and internal users, increases availability of key revenue-generating applications such as transaction processing or e-commerce and ultimately enhances the customer experience.

### Forsythe's Solution Offerings

**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 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 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'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, 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.

**ITSM Tool Strategy Blueprint** – Implementing ITIL or any service management model requires the application of tools. As you consider replacing existing tools or selecting new ones, Forsythe can help you determine the best fit for your organization. Forsythe's ITSM Tool Strategy Blueprint encompasses tool selection, service desk reporting, self service portal, validation and implementation, as determined by a clearly defined process.

**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 result, many are finding that existing solutions 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 ITSM 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.

### Forsythe Advantage/Differentiators

For more than 35 years, Forsythe has delivered forward thinking advice, technology and operation-enhancing solutions. As an independent resource, 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 risks related to your information systems.

STAGE 1	STAGE 2	STAGE 3	STAGE 4	STAGE 5
<p><b>Desire to adopt ITIL and want to get the most value</b></p>	<p><b>Recently developed and implemented one or two ITIL processes</b></p>	<p><b>Have been active with three or more ITIL processes for a while and ready to reach a higher level of maturity or integrate more processes</b></p>	<p><b>Have difficulty with internal or external audits and don't know how to get to the bottom of it</b></p>	<p><b>Tools are already in place and experiencing difficulty with measuring effectiveness; or ready to make a tool selection</b></p>
<p>Self Evaluation Questions:</p> <ul style="list-style-type: none"> <li>- Are you having issues with service disruptions?</li> <li>- What services should you offer and to whom?</li> <li>- Do you have an ITSM steering committee in place?</li> <li>- How do you demonstrate value to the business, the board and the stakeholders?</li> <li>- Do you have a process methodology?</li> <li>- Is your company affected by federally mandated compliance requirements?</li> <li>- Do you have a roadmap for service improvement?</li> </ul> <p>Applicable Forsythe ITSM Services: ITSM Maturity Assessment or ITSM Express</p>	<p>Self Evaluation Questions:</p> <ul style="list-style-type: none"> <li>- How well are the implemented processes performing?</li> <li>- Has there been a reduction in service disruptions?</li> <li>- Is service quality being monitored, measured and reported?</li> <li>- Is your IT staff adapting well to ITIL?</li> <li>- Do you have a roadmap for maturing your current processes and integrating additional processes?</li> <li>- Do you have a measurement strategy?</li> </ul> <p>Applicable Forsythe ITSM Services: ITSM Custom Process Development</p>	<p>Self Evaluation Questions:</p> <ul style="list-style-type: none"> <li>- Are the processes transforming your IT culture to deliver the expected business value?</li> <li>- How do you plan to maximize value when integrating your current ITIL implementation with other processes?</li> <li>- How do you choose between differing paths for expanding services and improving service quality?</li> <li>- Do you have a service improvement strategy?</li> </ul> <p>Applicable Forsythe ITSM Services: ITSM Process Validation and/or ITSM Custom Process Development</p>	<p>Self Evaluation Questions:</p> <ul style="list-style-type: none"> <li>- Is your company affected by federally mandated compliance requirements?</li> <li>- Are you anticipating an internal or external audit in the near future?</li> <li>- Do you have documented process in place? If so, are you adhering to it?</li> <li>- Have you experienced difficulty in passing an internal or external audit?</li> <li>- Are you facing legal or financial ramifications for not achieving compliance?</li> </ul> <p>Applicable Forsythe ITSM Services: ITSM Process Validation and/or ITSM Custom Process Development</p>	<p>Self Evaluation Questions:</p> <ul style="list-style-type: none"> <li>- Are your tools aligned with the processes?</li> <li>- Are your tools aligned with your measurement and reporting strategy?</li> <li>- Are all of your tools integrated?</li> <li>- Is the expected business value provided by your tools?</li> <li>- How do you know which tools are available or are the best choice for your business?</li> <li>- Do you have an integrated self-service capability for end-users?</li> <li>- Do you have monitoring, measurement and reporting to determine the effectiveness of your services?</li> </ul> <p>Applicable Forsythe ITSM Services: ITSM Tool Strategy Blueprint</p>

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