

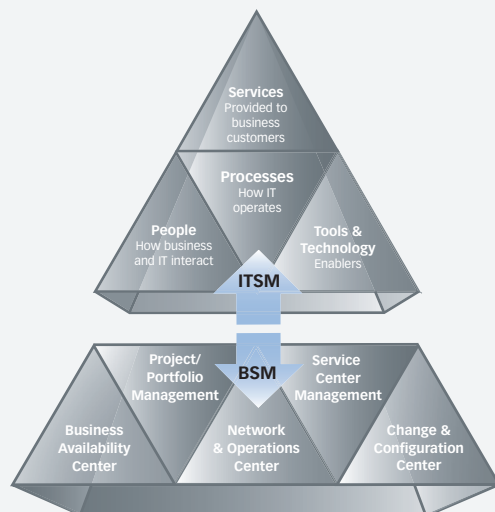
IT Service Management Fact Sheet

Services Overview

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, and validating current processes.

Value to Clients

Once implemented, ITSM helps align higher-quality, cost-effective IT services more closely with overall business needs. 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.



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 infrastructure, processes, and organization, then applies that to the expectations and requirements of projected future services. The result is a detailed roadmap outlining the steps to reach your goals.

ITSM Express – To help your organization realize the benefits of ITSM quickly and cost effectively, Forsythe has developed ITSM Express. Combining our industry-leading, customizable processes and software packages with our implementation expertise, ITSM Express covers critical service desk, reporting, organizational, training and process documentation elements.

ITSM Custom Process Development – Our ITSM Custom Process Development services provide expertise and knowledge to aid in software selection, solution design, and implementation. Forsythe solutions leverage our practical experience with integrating ITSM and Business Service Management (BSM) systems, as well as a vast knowledge of the most effective combination of processes, technologies, and organizational structures, based on ITIL, industry, and Forsythe best practices.

ITSM/BSM 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 which ones are the best fit for your organization. Forsythe's ITSM/BSM Tool Strategy Blueprint encompasses tool selection, service desk reporting, service desk 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 align their IT departments more closely with business objectives. As a 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 process improvements and prioritized steps to take, based on your needs, goals, and the urgency of any gaps identified.

ITIL V2 to V3 Gap Analysis – With the release of ITIL's Version 3 updates, many organizations need to understand the gaps between their current implementation and the new guidelines. This comprehensive assessment will provide your organization with a complete overview of your ITIL V3 readiness including the identification of gaps and issues plus the recommended solutions to help focus your efforts in making the ITIL V3 transition a smooth and successful one.

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 risk related to your Information systems.

Client Profile Self-Evaluation



STAGE 1 Client Profile	STAGE 2 Client Profile	STAGE 3 Client Profile	STAGE 4 Client Profile	STAGE 5 Client Profile	ITSM Primary Contacts
<p>Ready to implement ITIL, but not sure where to begin</p> <p>Self Evaluation Questions:</p> <ul style="list-style-type: none"> - What services should you offer and to whom? - How do you demonstrate value to the business, the board and the stakeholders? - How do you differentiate yourselves from competing alternatives? - How do you make a business case for strategic investment? - Is your company affected by federally mandated compliance requirements? <p><i>Applicable FSG ITSM Services: ITSM Maturity Assessment</i></p>	<p>Already active with one or more ITIL V2 processes</p> <p>Self Evaluation Questions:</p> <ul style="list-style-type: none"> - How do you define service quality? - Is service quality being monitored, measured and reported? - How do you choose between differing paths for expanding services and improving service quality? - How do you maximize value when integrating your current ITIL implementation with other processes? - How do you know which tools are available or the best choice for your business? <p><i>Applicable FSG ITSM Services: ITSM Process Validation, with ITSM Tool Strategy Blueprint</i></p>	<p>Already active with ITIL V2 processes and wants to transition to V3</p> <p>Self Evaluation Questions:</p> <ul style="list-style-type: none"> - How does the ITIL v3 Service Lifecycle produce additional benefits to your business? - How does your company maximize value when transitioning from ITIL V2 to ITIL V3? - How do you choose between differing paths for expanding services and improving service quality? - How do you make a business case for strategic investment? <p><i>Applicable FSG ITSM Services: ITIL V2 to V3 Gap Analysis</i></p>	<p>Recently developed and implemented one or more ITIL processes</p> <p>Self Evaluation Questions:</p> <ul style="list-style-type: none"> - Do you have monitoring, measurement and reporting to determine the effectiveness of your services? - Do you have a roadmap for maturing your current processes and integrating additional processes? - Are the processes transforming your IT culture to deliver the expected business value? - How do you choose between differing paths for expanding services and improving service quality? <p><i>Applicable FSG ITSM Services: ITSM Process Validation</i></p>	<p>ITIL tools are already in place and experiencing difficulty with measuring effectiveness; or ready to make an ITIL tool selection</p> <p>Self Evaluation Questions:</p> <ul style="list-style-type: none"> - Are your tools aligned with the processes? - Are your tools providing the expected business value? - Are all of your tools integrated? - How do you know which tools are available or the best choice for your business? - Is your tool aligned with your measurement and reporting strategy? - Do you have an integrated self-service capability for end-users? <p><i>Applicable FSG ITSM Services: ITSM Tool Strategy Blueprint</i></p>	<p>Michael Tainter Director, IT Service Management 847-213-7305 mtainter@forsythe.com</p> <p>Daniel Beal Managing Consultant 972-543-6192 dbeal@forsythe.com</p> <p>Jay Long Managing Consultant 847-213-7873 jlong@forsythe.com</p> <p>Rick Nelson Managing Consultant 847-213-7155 rnelson@forsythe.com</p> <p>Martin Likier Senior Consultant 847-213-7307 mlikier@forsythe.com</p> <p>Eric Nelson Senior Consultant 847-213-8499 enelson@forsythe.com</p> <p>Robert Simmons Senior Consultant 847-213-7126 rsimmons@forsythe.com</p>