



Atkins Service Management Tool Selection/Procurement/Testing Services

Developing ITIL service management processes is only one part of the solution for best practice service delivery. Organisations also need to automate these processes in a best practice service management tool (SMT) and ensure the processes are integrated. However, there is a large range of ITIL compliant SMTs in the industry, many with standards such as Pink Elephant's Pink Verify® Programme. So how will you determine which of the many tools are right for you both now and in the future?

What is the best method of procuring the tool? Will a simple response for proposal to the short list of vendors you want to buy from suffice? Or are you in the public sector and have to use the more exacting open tendering OJEU procurement or a single tender route using Catalist where this is feasible? What is the process and what are the timescales?

These questions can be challenging and if you get these wrong you could finish up with the wrong tool, a failed procurement and perhaps a failed service management project.

However, Atkins understand the SMT market have key relationships with a number of the vendors and are abreast of the up-to-date thinking on ITIL V2/V3. Atkins also have strong procurement experience based on our engineering and management consulting experience and working with your procurement team we can help you to decide the most appropriate procurement strategy that will deliver the SMT you need in the timescales your project requires. Once the tool is delivered we can manage the testing process to ensure it fits your needs.



Atkins Service Management Tool Selection/Procurement/Testing Services

Our procurement service uses a three stage approach:

1. Plan:

- Strategy – What is the right procurement method
- We will evaluate your existing service management processes and your plans for new processes in the future
- As necessary in conjunction with your procurement department we will assess your available procurement options and recommend the best option
- We will advise on the timescales of the procurement based on our experience and how these can be optimised

2. Design:

- Create and issue SOR
- We will help you draw up a detailed statement of requirements (SOR) for a service management tool based on workshops with your support teams

- We will help you draw up a detailed set of evaluation criteria to score each supplier proposal
- Based on the procurement option agreed we will assist in the formulation of the necessary tender document (OJEU or other)
- We will assist in evaluating and scoring supplier responses against your criteria to meet the requirements of your procurement method
- We will assist in any due processes as part of OJEU such as Alcatel periods and supplier feedback sessions

3. Enable:

- Testing of the SMT

We will manage the functional, non-functional and user acceptance testing of your installed service management tool and will work with you and your supplier to ensure it supports your service management processes.

Atkins

Saddlers House
44 Gutter Lane
London
EC2V 6BR

Telephone 020 7121 2719

mcsolutions@atkinsglobal.com
www.atkinsmc.com

ATKINS

This publication is printed on 9lives 80 paper. It is produced from 80% recovered fibre comprising: 10% packaging waste, 10% best white waste, 60% de-inked waste fibre and 20% virgin TCF (totally chlorine free) fibre sourced from sustainable forests. The supplier of 9Lives 80 is accredited with the ISO 14001 standard.

