

ATKINS



IT Service Management Consultancy Services

A key challenge for organisations today is to align IT with business objectives and to ensure IT is efficient, effective and can demonstrate a return on investment. These challenges can be met by employing best practice IT service management across your organisation. However, there is a minefield of standards encompassing ITIL V2, COBIT, ISO20000, ITIL V3 and many others, which one is right for you?

Atkins can lead you through this challenge successfully and ensure a solution that is right for your staff and your business.

At Atkins we pride ourselves on our skill in delivering successful worldwide projects using our methodology of Plan, Design, Enable. No matter whether you are a small or large organisation we can provide a scalable service management solution to fit.

Plan Design Enable

IT Service Management Consultancy Services

Our solid understanding and experience with ITIL, ISO20000 and other standards can help you deliver the level of IT service the business needs to meet its corporate objectives.

We use a three stage approach.

1. Plan

Strategy – Where does your business need you to be and by when?

- We can help you align your IT service management plans to match business need
- We can help you articulate what your IT departments' service management function needs to achieve and by when
- We can help you develop the business case for the improvements
- Define what the end state looks like and document this

Assessment – What is the maturity of your service management and how does this compare with business need?

Using our maturity assessment we can determine whether your service management processes are

- Documented and complete
- Integrated
- Used consistently
- Supported by the right tools
- Supported by the right organisation and roles
- Enabled by the culture that prevails

What processes and procedures need to be developed, what standard should be followed?

Based on your existing and target maturity levels we can decide

- Which processes need to be enhanced, or new processes developed
- Whether these should meet ITIL V2, V3 or ISO20000 standards
- Whether the existing service management tool can support new or enhanced processes
- Whether culture change needs to occur
- The roadmap for implementation

2. Design

Creation/improvement of processes

We can help you improve existing ITIL service management processes or design new integrated processes and procedures. We can help with design requirements of service management tools and procurement via direct or OJEU tendering. We can design the necessary processes and management system to help you achieve ISO20000 accreditation.

3. Enable

Implement the processes

We can help you implement the process through appropriate user training. We can assist with the management of the functional, non functional and user acceptance testing of service management tools.

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Saddlers House
44 Gutter Lane
London
EC2V 6BR

Telephone 020 7121 2719

mcsolutions@atkinsglobal.com

www.atkinsmc.com

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