



ITSM GAP ASSESSMENT & PLANNING USING ITIL & ISO 20000

Many organizations assume that IT Service Management (ITSM) only relates to repair & maintenance of hardware or resolving issues such as connecting to the internet & email access. However; ITSM is a much broader field that integrates multiple functions to provide services & technical support to end users. In reality, organizations must identify the criticality of each service in line with business objectives & how to manage any technical disruptions and requests.



MOST COMMON ITSM GAPS

Incidents & service requests are not formally reported & managed

Service Level & Operational Level Agreements are not well defined

Service level targets with vendors are not clearly agreed

Lack of visibility & transparency over IT service performance to customers

Change & configuration management are performed in fire fighting mode

IT service continuity is not supported by business impact assessments

Unclear responsibilities & accountabilities regarding service performance



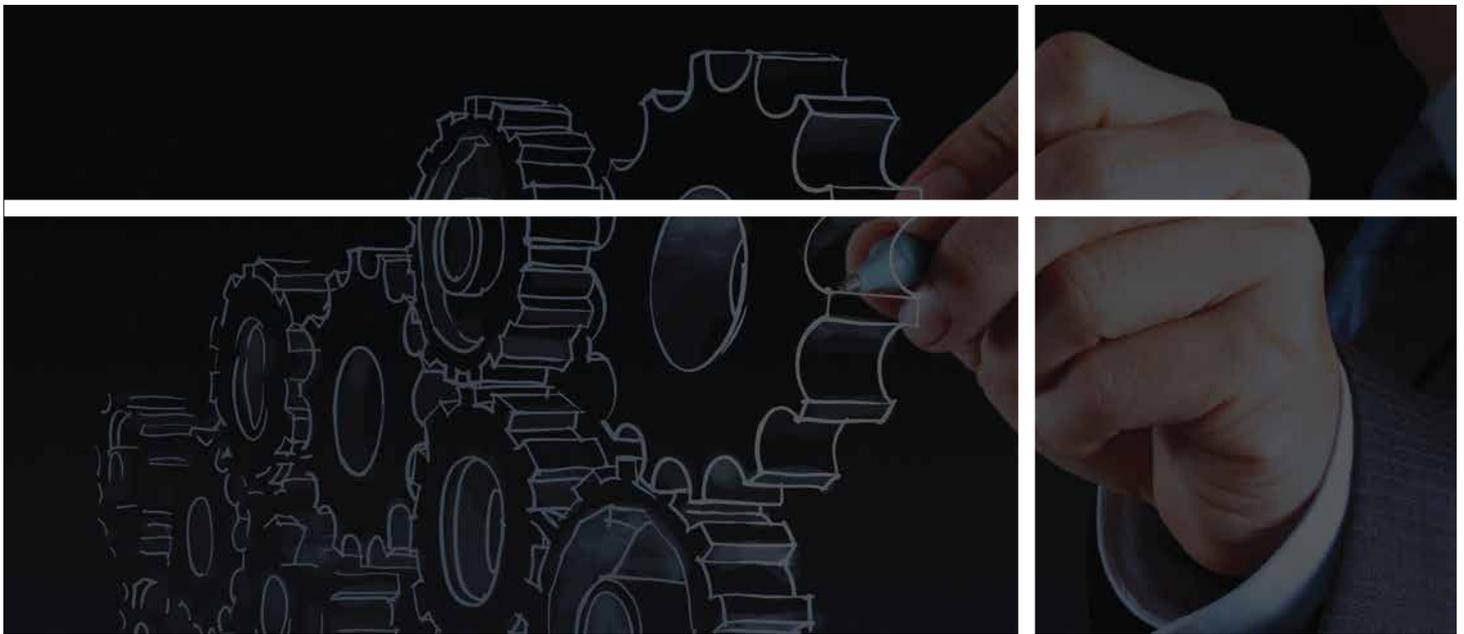
WHY ITSM GAP ASSESSMENT?

ITSM Gap Assessment assists your organization in getting an in-depth view of your current service management practices thus enabling you to have a complete performance check and verifying compliance with expected or agreed service levels, standards and frameworks. Once the gaps are identified a Service Improvement Plan is developed that provides a foundation for setting priorities, assigning ownership, allocating investments of time, money and human resources as well as for measuring and improving compliance with the stated guidelines and recommendations.

WHAT ARE THE RELEVANT STANDARDS AND BENCHMARKS?

ITIL (IT Infrastructure Library) is a widely accepted approach to IT Service Management (ITSM), which has been adopted by individuals and organizations across the world. It provides a cohesive set of best practice, drawn from the public and private sectors internationally.

ISO/IEC 20000 Service Management specifies requirements for an organization to establish, implement, maintain and continually improve a service management system (SMS). The requirements specified in this document include the planning, design, transition, delivery and improvement of services to meet the service requirements and deliver value.



BUSINESS BEAM HELPS YOU IN KNOWING YOUR GAPS

With the help of internationally accepted best practices, standards and frameworks as benchmarks; we help you in identifying IT service management gaps. We also develop tailored and prioritized gaps-closure plan providing you the complete roadmap about how to bridge the identified gaps.

Salient features of our gap assessment include:

Holistic approach: We believe in taking a holistic approach and covering the given scope end-to-end from IT service management perspective. It means that all practices, documents, roles, responsibilities and individuals within the agreed scope are covered in our assessment exercise.

Extensive scope: We review your practices, documented and undocumented, and map them against the best practices identified by the international standards. Our gap-assessment report is developed at IT service management practice-level, providing you a comprehensive and in-depth view of your current service management posture.

Capability assessment: We don't simply identify the gaps. Being process improvement consultants, we assess and document capability level of your ITSM practices and processes on the scale of 0 to 5. This helps you in knowing the exact capabilities your current practices and processes.

Mentoring on identifying ITSM improvement targets: We discuss, understand, mentor and facilitate your teams in setting ITSM improvement targets exclusively based on your current organizational setup, budgets, priorities and plans.

Highly customized gaps closure planning: Our gaps closure plan is highly customized and prioritized as per the identified ITSM process gaps and your organizational needs. We present detailed gap closure roadmap along with suggested roles and responsibilities, and estimated timelines and efforts.



ABOUT BUSINESS BEAM

Business Beam is a global consulting and training firm that helps companies solve problems in governance, operations, quality, services, projects, information security, business continuity, human resources, risk and internal audit.

Established in 2004 with a vision to drive organizations towards corporate excellence, Business Beam has served hundreds of organizations of various sizes, different domains and geographical regions. Business Beam partners with clients to convert them into high-performance businesses and governments. We feel honored to help them grow!

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