

IT SERVICES MANAGEMENT IMPLEMENTATION TIMELINE

WHERE YOU ARE

WHAT WE DELIVER

ITIL is just one quality initiatives concept among many others



1. LEARNING

ITIL Awareness Workshop

Decision has been reached to move forward with an ITIL project



2. PREPARING

Succeed with ITIL Workshop Foundations Certification

Determine current state and compare to best practices



3. ASSESSING

ITIL Maturity Assessment
Journey to ITIL Excellence Workshop

Create process workflows, policies, roles, guidance



4. DESIGNING

ITIL Tools Review
Practitioner Certification
ITIL Marcom Workshop

Transform organization along ITIL lines



5. IMPLEMENTING

Service Delivery Assistance
Service Support Assistance
Service Manager Certification

Continuous Improvement Program



6. OPTIMIZING

ITIL Optimization Workshops
ITIL Stabilization Workshops
ITIL Metrics Review
ITIL Mentoring