

## IT Service Management (ITSM)

*IT Service Management (ITSM) assists organizations to align IT with the business side of their organization, then set in place programs and projects designed to improve its ability to deliver consistently reliable services that meet customer needs.*

*ITSM is underpinned by ITIL®; the IT Infrastructure Library®. ITIL is considered Best Practice and is in use worldwide. ITIL provides a framework and guidance towards process efficiencies and thus supports the British Standards Institute (BSI). BSI establishes codes of practice for such areas as Security Management and IT Service Management. Meeting BSI standards prepares your organization for meeting ISO standards.*

*ITSM assists organizations to improve efficiencies and deliver services that meet customer needs. Improved communication between IT and their customers and improved employee satisfaction are benefits that can be realized with ITSM.*

### **Do you need ITSM?**

- Are your customers as satisfied with IT services as you would like them to be?
- Is there any risk your customers will shop elsewhere?
- Do you have an appropriate level of security?
- How would your IT department or organization fare in an audit?
- Are you adequately prepared for a contingency situation?
- Will you know of an impending problem or do you find you are caught by surprise in the event of service degradations or failures?
- Are you confident you are managing your vendors adequately and getting the most from them?
- Have new development projects gone as smoothly as you hoped?
- Are you able to accommodate the changes requested by the business side of your organization?
- Is your operation reactive or proactive?

### **Organizations around the world have found that:**

- ITIL provides a framework and guidance to address process efficiency issues
- Especially for new Web or Internet projects, spectacular failures could have been prevented with better processes
- Projects that have succeeded did so because they had effective processes in place
- ITIL and ITSM support a Service Management culture
- ITIL and ITSM support Quality Improvement Programs
- The cost of not implementing Service Management Processes can be direct: lost business and loss of image to name a few

### **ITSM Consulting**

Paradigm Consulting Group is known throughout western Canada for our ITSM skills and capabilities. Utilizing Project Management and Business Process Management techniques to ensure success, we offer a range of services from training and executive awareness to assessing and designing strategic plans and improvement programs. Always the toughest question to answer, 'where do I begin?' our consultants truly have 'been there, done that' and can determine the correct answer for you. Whether as advisors or performing end-to-end projects, we can help you achieve ITSM success!

### **ITSM – ITIL at a Glance**

ITIL is the IT Infrastructure Library, the worldwide standard today for IT Service Management. This set of recognized Best Practices was standardized and documented for the United Kingdom in the late 1980s, and has become recognized worldwide as the process framework for best practices in IT Service Management



**Service Delivery:**

Capacity, Financial, Availability, Service Level Mgt., Continuity, Security

**Service Support:**

Service Desk, Incident, Problem, Configuration, Change, Release

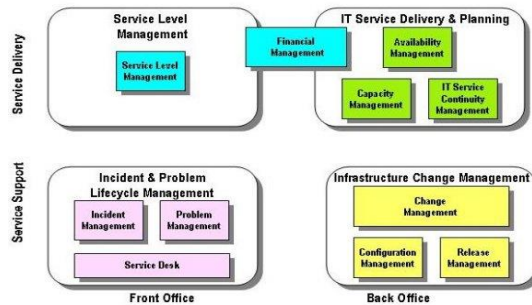
**Infrastructure Management:**

Network Service and Operations Management, Computer Installation, Acceptance and Systems Management

**Applications Management:**

Software Development Lifecycle

**IT Delivery & Support Model**



**ITSM Strategic Planning**

Success can be had by implementing or improving a single process however, industry groups such as Gartner and META group recommend a top-down approach beginning with a customized strategic ITSM plan. Paradigm follows this approach and has created customized ITSM frameworks with accompanying strategic plans for our customers. Working with our customers, we create a strategic plan for improvement in processes and delivery capability that:

- Integrates all IT processes
- Provides a foundation for ITSM program
- Supports or drives quality improvement initiatives

**ITSM Education**

Paradigm is a premiere ITSM education trainer in western Canada. Our trainers are also consultants with many years of practical experience and as a result, our students achieve a higher than average pass rate for the certification exam and achieve higher than average results overall. Paradigm also holds the examination at the end of the course, eliminating any need for you to make other arrangements or pay additional costs elsewhere.

**For more information, please contact us:**



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