



IT Service Management Process and Organizational Alignment Services

Ensure that your IT service management solution addresses processes and people — not just technology

Key Activities

Process and Organizational Alignment Workshops

- » Detail current and future requirements across your services, processes, and organization
- » Review and assess adherence to industry best practices
- » Develop or refine both process and organizational gap analyses
- » Prioritize gaps and develop your process and organizational transformation roadmap
- » Assess risks, change, and organizational readiness

Process and Organizational Alignment Execution

- » Execute the transformation roadmap across your services, processes, and organizational structure
- » Drive project communications, transition planning, and risk and change management
- » Establish a Value Realization program and IT service management office

Business Challenge

Organizations are seeking to reduce complexity and establish a seamless, integrated process for IT support. Because IT service management covers a broad range of activities — from incident and problem management to change management, asset management, service request management, service level management, and more — it can have a significant impact on your processes and organization. That's why it is important to have a clear understanding of the difference between your current and desired processes, and successfully navigate the organizational change necessary to take full advantage of your solution and ensure high levels of end-user adoption.

With BMC Software, you will transform your processes and organization to reach new levels of maturity and adhere to best practices for service desk optimization, service catalog and request management, service asset lifecycle, and comprehensive change and release management.

Process and Organizational Alignment Workshops

BMC's prescriptive approach for IT service management features a series of Process and Organizational Alignment Workshops. This two-to-four week activity will help you take the right first step toward transforming your IT service management processes and organizational structure.

Utilizing interactive tools in an iterative workshop format, our consultants:

- » Work with you to detail your current and future requirements across the services you provide, your processes, and your organizational structure
- » Review best practices, including relevant ITIL[®], COBIT, and ISO standards
- » Develop or refine a gap analysis of your processes and organizational structure, and then prioritize the identified gaps
- » Complete an assessment of risks, changes, and organizational readiness to ensure you have a comprehensive plan for IT service management transformation.

At the end of the workshops, you will have a transformation roadmap that will help you get the most value from your solution, while also mitigating project risks. What's more, you will understand the exact level of effort, risk, and change (both people and process) necessary to establish a best-in-class, best-practice IT service management solution for your organization.

The length of the workshops depends on the scope of your objectives. Each set of workshops can be tailored to address a combination of common IT service management projects, including service desk optimization, service catalog and request management, service asset lifecycle, and comprehensive change and release management.

Key Benefits

- » Understand how your people and processes will need to adapt to enable a seamless, integrated IT support process
- » Establish an IT service management strategy that directly addresses the cultural transformation necessary to meet business needs
- » Reduce IT service management project risks by leveraging BMC expertise
- » Prioritize your IT service management transformation with a detailed people and process change roadmap

Related Services

- » **Process Audit** – Identify and document your objectives, and conduct a detailed process review, gap, and risk analysis
- » **ITSM Solution Planning Workshop** – Refine technology objectives, review best-in-class environments, develop your technology roadmap, and assess technology risks and change readiness

**BUSINESS RUNS ON I.T.
I.T. RUNS ON BMC SOFTWARE.**
Business thrives when IT runs smarter, faster, and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC provides a comprehensive and unified platform that helps IT organizations cut cost, reduce risk, and drive business profit. For the four fiscal quarters ended September 30, 2010, BMC revenue was approximately \$1.96 billion. Visit www.bmc.com for more information.

Who Should Attend?

The following members of your team should be involved in the workshops:

- » Executive sponsor or individual able to represent the CIO or CTO's objectives for IT service management
- » IT leaders and staff members who can provide a clear understanding of your current IT service management process and adherence to best practices, as well as your existing organizational structure, policies, and procedures in the following areas:
 - Incident and problem management, knowledge management, and integration with change and event management (Service Desk Optimization)
 - Service catalog, service requests, asset provisioning, roles and access rights, incident and change integration, and financial management (Service Catalog and Request Management)
 - Discovery, request fulfillment, order management, asset tracking and reporting, configuration compliance, software license management, financial management, and supplier management (Service Asset Lifecycle)
 - Change process management, change planning, configuration management, release process management, and deployment (Comprehensive Change and Release Management)

Deliverables

The primary deliverables provided at the end of the workshops are:

- » A detailed IT service management transformation assessment and roadmap that includes your current and desired state, areas for improvement, and a phased implementation plan for process and organizational change
- » Comprehensive risk and change readiness assessment

Process and Organizational Alignment Execution

BMC also provides Process and Organizational Alignment Execution services to assist you in the implementation of your transformation roadmap. Our experienced consultants will help drive overall project communications, lead transition planning, and manage the risks inherent in any change management activity. Furthermore, they will help you to establish a Value Realization program and scorecard to measure the results of your IT service management implementation. Finally, they will assist you in establishing an IT service management office as a center of excellence for the ongoing administration of your solution and processes.

About BMC Global Services

With more than 2,000 customer implementations, BMC is uniquely qualified to help you simplify and automate your IT infrastructure and processes so you can better manage business services. BMC has a consulting and education services team of more than 500 worldwide professionals committed to helping our customers achieve successful outcomes with tangible business value through Business Service Management.

For More Information

For more information about BMC services for IT Service Management, please contact your BMC account manager.