



IT Service Management

Anybody who has ever been on the receiving end of a consumer tech problem knows the difference good tech support can make. Sadly, proper support can be hard to align with standardized and scalable best practices. Ask yourself these questions:

- Are you providing technology support services to your customers (internal or external customer)?
- Are your customers unhappy with the level of service you provide?
- Do you worry about the cost of providing support services?

What is an IT Service Management Assessment?

This service is very similar to the IT SnapShot™, but focused in detail on how your IT organization interacts with your customers. Utilizing the guidelines recommended by the Information Technology Infrastructure Library (ITIL), a VIE IT Service Management Assessment is designed to help organizations improve the support services in a consistent and cost effective manner.

How does it work?

The VIE IT Service Management Assessment activities are performed by one or two VIE CIO Consultants with experience in the industry and technology of the client. Ten (10) key process areas are reviewed from four perspectives pertaining to the company:

- Vision and Strategy
- People
- Process
- Technology

As each perspective is analyzed, they are given a competency rating in five categories:

- Technology level
- Product/Service level
- Customer focus level
- Business focus level
- Value Chain level

With this in-depth look at the IT Service environment, VIE will prepare a report outlining problem areas and recommended solutions.

How will the Assessment help my business?

The VIE IT Service Management Assessment provides clear executive level insight into the performance of the IT support organization. It grades your current process maturity level and delivers a roadmap to get to the next level. By implementing the recommendations, a business will maximize the value of IT services in the most effective manner.

The Information Technology Infrastructure library:

- ITIL is a series of guidelines developed in the United Kingdom by The Office of Government Commerce.
- This system has been widely adopted internationally as a standard for efficient IT systems.
- Find out more about ITIL at www.itil.co.uk