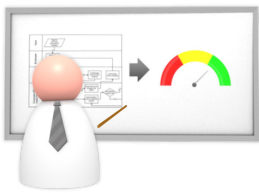


## IT Service Management

### Consultancy



What clients say about our ITSM people:

*“The quality of work and personnel has been excellent, to the point where internally we questioned the low level of cost against the enormous payback”*

- Coca Cola Enterprises

*“We recognise that we would not have been able to achieve the same level of success, even if we'd had the internal capacity and expertise”*

- Virgin Atlantic Airways

*“An unexpected benefit of the engagement was the level of engagement by our people, who were enthused by the passion and positivity of the Consultants”*

- Plan International

### “Service Clarity, Vision and Value”

It is widely acknowledged by organisations worldwide that information is the most precious strategic resource. These days the capture, analysis, production and distribution of information within an organisation is almost entirely dependent upon the quality of the IT Services delivered to the business. IT Services are crucial, strategic, organisational assets and it is therefore imperative that organisations invest appropriate levels of resource into the support, delivery and management of these critical services and systems. However, these aspects of IT are often overlooked or only superficially addressed within many organisations.

Key issues facing many of today's senior business managers and IT Managers are:

- IT strategic planning and aligning IT to business goals
- Implementing and maintaining continual service improvement
- Measuring IT effectiveness and efficiency
- Optimising costs and the 'total cost of ownership' (TCO) and achieving 'return on investment' (ROI)
- IT Integration as a result of mergers and acquisitions
- Demonstrating the business value of IT
- Achieving a 'predictable' level of Project delivery success i.e. on time and within budget
- Outsourcing, insourcing and selective sourcing
- Using IT to gain competitive advantage
- Managing rapid business and IT change
- Demonstrating appropriate IT governance

At aap<sup>3</sup> we understand the importance of IT in relation to its people, process and the quality of service it's expected to deliver.

Our industry leading Service Management professionals have extensive experience of achieving success at some of the UK and World's leading organisations.



aap<sup>3</sup> ITSM Consulting:

#### ASSESS & EVALUATE:

Assess & Evaluate:

Industry Benchmark

Process Maturity

ITSM Toolset Capability

ITSM Organisation

#### DESIGN:

ITSM (ITIL) Process

ITSM Organisation

IT Strategic Plan

ITSM Toolset Configuration

Communications Strategy

Service Improvement Plan

#### DEPLOY:

Organisation Structure

ITSM (ITIL) Process

ITSM Toolset Deployment

Communications Strategy

Service Improvement Plan

#### IMPROVE:

Continual Service

Improvement



## ITSM Consulting

aap<sup>3</sup> work collaboratively with organisations in all or specific area's of Service Management. We pride ourselves on our ability to balance flexibility and pragmatism with the use of best practice frameworks and standards such as ITIL, COBIT, CMMI, Lean Six Sigma, OBASHI, PRINCE2 and ISO20000. The use of these frameworks and standards, along with aap<sup>3</sup>'s tools, methods and techniques provides our clients with accelerated and tangible results.

aap<sup>3</sup> provide end-to-end ITSM consulting services, from assessment to strategic planning and deployment. Our experienced ITIL Experts work in collaboration with our clients every step of the way.

Our Solutions are designed to provide value to our clients at every stage of the journey, regardless of their capability and maturity level.

## ITSM Interim Management

aap<sup>3</sup> have a pool of Service Management Managers and Practitioners ready to provide our clients with a flexible and accelerated resourcing solution during periods of capacity and / or capability shortfalls or surges in demand.

aap<sup>3</sup> typically provide the following roles:

- Head of Service Management
- Service Delivery Director
- Service Delivery Manager
- Service Architect
- ITIL Process Consultant
- ITSM Toolset Architect/Consultant
- Project Managers
- Practitioner Level Managers/Analysts

## ITSM Education

At aap<sup>3</sup> we recognise the importance of all those individuals either directly or indirectly involved in the service life-cycle. It is not possible to achieve Service Management success without the knowledge, expertise, collaboration and commitment of the people from design to deployment and continual service enhancement.

We deliver a range of bespoke and tailored training solutions which are fit-for-purpose and offer practical value and tangible benefits including:

- ITIL/ISO20000/COBIT Awareness/Overviews
- Bespoke Practical Courses i.e. Creating a Service Catalogue
- ITSM Workshops i.e. Service Improvement, Process Definition
- ITSM Coaching & Mentoring