

Transform Your IT Operations to Deliver Business Value

An ITIL Assessment and Roadmap that Shows You the Way

To deliver cost-effective, high-quality services aligned with what your business needs, you have to transform your IT operations from a component-oriented view to a business-oriented view. But according to Gartner, "fewer than 20 percent of large organizations" have successfully made the transition.

To help you meet this challenge, Evergreen has designed a comprehensive IT Infrastructure Library (ITIL®) Assessment and Roadmap engagement that can be completed within 30 to 45 days. The program not only provides you with an understanding of your current ITIL maturity, it gives you the details you need to actually begin to do something about it.

Real World Experience ... from Design through Execution

Evergreen's ITIL Assessment and Roadmap engagement leverages our experience implementing similar projects for Fortune 1000 organizations in a broad array of industries, from retail and financial services, to healthcare and insurance.

Upon completion of the engagement, you'll receive a concrete plan that gives you specific steps you can begin working on immediately to re-engineer your processes in alignment with ITIL best practices. For example:

- Educating and training your staff
- Leveraging the technology you already own to support baseline ITIL operations
- Identifying "low-hanging fruit" or process improvements that will drive immediate return on investment (ROI)

Achieve a Business View of Your IT Organization

Evergreen helps you to analyze the business and IT challenges, create and execute a clear solution plan to address them, and measure for business results. Upon completion of the engagement, you'll have the tools you need to:

- Achieve a business view of your organization, allowing you to benchmark the cost and efficiency of your operations and ensure alignment with business goals
- Simplify your operations and reduce costs associated with needless complexity
- Provide a common language from which to run your IT operation; particularly useful in the event of organizational changes, mergers, or acquisitions
- Reduce firefighting, re-work, and recurring problems

About ITIL

Touted by *CIO Magazine* as the "most popular process framework for running IT in America," the IT Infrastructure Library is a comprehensive set of best practices developed in the 1980s by Britain's Office of Government Commerce.

When implemented effectively, an ITIL-based process approach has the potential to position your organization to operate far more efficiently and deliver significant improvements in service quality.

But ITIL should be viewed as simply a means to an end. A way of rationalizing and simplifying what we already know about how the best IT organizations work.

The Evergreen ITIL Assessment and Roadmap

Within 30 to 45 days delivers:

- **A standard assessment of the maturity of your IT operations in the following areas:**

<u>Service Support</u>	<u>Service Delivery</u>
Incident Management	Capacity Management
Change Management	Availability Management
Release Management	Financial Management
Configuration Management	Service Level Management
Problem Management	Continuity Management

- **An evaluation of your organization in the three areas that are critical to the success of any ITIL initiative:**

- I. Organizational Readiness
- II. Technology Enablement
- III. Measurements, Metrics, and Key Performance Indicators (KPIs)

- **A gap analysis:**

Through a series of interactive workshops and discussion groups, we analyze your organization’s current state of IT operations, comparing them to ITIL best practices. We then rank your readiness and maturity, using an assessment approach based on the Capability Maturity Model®, to help you understand the gaps that exist in your current infrastructure.

- **A roadmap and action plan:**

Using the results of the gap analysis, we then lay out a comprehensive plan with actionable steps you can take to immediately begin addressing the gaps. Working with your team, we develop detailed plans of action:

- Documenting steps you can take to begin making immediate improvements in your processes
- Identifying any necessary changes in your organizational structure
- Empowering you to better leverage technology, focusing first on the technology you already own

Identify Critical Success Factors When They Matter Most ... Up Front

As part of the assessment and roadmap, you receive clear recommendations on the following key areas that are integral to your project’s success:

- **Organizational Readiness:** In a long-term initiative such as ITIL, you’ll inevitably face a number of challenges: questions about the ROI, whether predicted improvements are actually occurring. Even routine budget cuts, operational distractions, and personnel changes can affect your project’s long-term success. Evergreen’s ITIL Assessment and Roadmap engagement will help you address these challenges when you’re in the best position to tackle them: up front.
- **Technology Enablement:** Process improvement alone can lead to significant efficiency gains. But the real focus of ITIL is delivering a consistent high quality of services and leveraging technology to drive efficiencies and reduce costs.
- **Measurements, Metrics and KPIs:** Recognizing that ITIL is not the end goal, it’s simply the means to an end, we help you to develop key metrics to enable your IT organization to achieve business value measured in business terms.

Get Started Today

Transforming your IT organization into one that delivers real business value is a pretty tall order. We can help you make that goal a reality.

Contact Us

To find out more about Evergreen's **ITIL Assessment and Roadmap** engagement, please contact:

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About Evergreen

Evergreen is a highly specialized technology consulting firm that helps complex global organizations simplify and optimize the way their IT organizations work. We work with leaders in a broad range of industries to address major business challenges, including making ITIL[®] and CobiT[®] operable; organizing IT assets for better planning, analysis, cost control, and execution; developing automated, streamlined compliance processes and bringing them to life for maximum benefit; and managing complex enterprise change.