



RightStar Process Consulting

IT organizations are under increasing pressure to do more with less. By identifying areas for increased efficiency, RightStar enables you to improve the quality of services delivered while reducing overall costs.

Although IT departments face spending cuts during an economic downturn, they are still expected to consistently deliver high-quality services to the business. Cutting too deeply makes it impossible to function effectively. Organizations must maximize the efficiency of their existing resources, while ensuring that all spending results in an even greater business value.

PROCESS ASSESSMENTS

RightStar's IT Service Management process assessments are focused on your specific business objectives and result in a strategic plan for improving IT processes, lowering operating costs, and increasing customer satisfaction. By streamlining IT processes and technologies, organizations will be able to:

- Reduce the number and impact of failed changes
- Dramatically reduce IT costs through more efficient management of resources
- Provide critical change and configuration data to the service desk
- Improve overall service to the end-user
- Reduce incident volume and duration

HOW IT WORKS

Depending on the customer requirements, RightStar offers process assessments of varying length and focus. All apply RightStar's consulting experience and established industry good practices, including the IT Infrastructure Library (ITIL) framework, to provide specific recommendations for process improvements.

ONE-DAY ASSESSMENT In this short but effective engagement, RightStar will facilitate a high-level understanding of how well your current IT operating environment, processes, and software tools enable you to meet organizational goals. Then we'll address industry good practices, targeted areas for improvement, and realistic steps moving forward.

FIVE-DAY ASSESSMENT This longer assessment allows RightStar to analyze in depth an organization's practices around a specific IT Service Management process:

- Incident Management and Service Desk
- Problem and Knowledge Management
- Change and Release Management
- Configuration Management

Deliverables will include a summary of key findings, guidance for aligning service management technologies with IT processes, and a strategic plan for implementing process improvements.

FOUR-WEEK ASSESSMENT RightStar will conduct a comprehensive analysis of existing systems and processes, following our standardized assessment methodology:

- Conduct a baseline assessment of current service management systems and workflow
- Identify key service management objectives
- Analyze findings and develop recommendations
- Present strategic plan and roadmap

RIGHTSTAR SYSTEMS

Headquarters in Vienna, Virginia

RightStar Systems is a leading provider of ITIL-based service management solutions for upper-middle market firms and government agencies. As an Elite BMC Software Solution Partner, RightStar develops its own add-on modules and provides consulting, design, and implementation services for BMC Service Support, Service Assurance, and Service Automation products. RightStar also conducts onsite ITIL assessments and provides strategic recommendations for delivering services to the business more efficiently.