



IT Service Management Assessment

Maximize IT Effectiveness

In today's increasingly complex IT environment, effective IT service management is more critical than ever to a company's success. RightStar applies the IT Infrastructure Library (ITIL) framework, the *de facto* standard approach to IT service management, to identify how a company can tailor its IT infrastructure to best meet its business objectives.

YOUR CHALLENGE

Business decision makers are demanding that IT reduce costs, lower risk of disruptions, and support the growth of the business.

The challenge is that 80 percent of your IT budget is spent on staffing, benefits, and overhead related to that staff. The obvious and only *significant* way to meet your business challenge now is to improve the effectiveness of that investment. The good news is that a 15 - 20 percent improvement potential almost always exists.

To help you reduce the overall cost of service provisioning, RightStar offers an IT Service Management Assessment based on ITIL good practices. First, we'll help you identify key areas within your organization that will provide the most significant return on your service management investment. Then we'll develop a step-by-step plan for achieving significant, quantifiable improvements.

Through this focused, value-based approach, we've proven we can help our customers achieve improvements in the range of 15 - 20 percent or higher.

When our assessment is complete, you'll have a strategic plan of action for realizing both immediate and longer-term gains that will drive additional efficiencies while improving support to the business.



HOW WE'VE BEEN SUCCESSFUL WITH CURRENT CLIENTS

RightStar consultants, experienced in implementing service management solutions, will work with your key resources in a facilitated, open environment where they can discuss real-world issues and develop real-world answers.

We'll help you through the process of defining organizational goals, setting realistic targets and laying out a logical, practical plan for moving forward.

Oftentimes, investment in relatively simple improvements, such as better staff alignment, improved escalation procedures, and more open lines of communication, can provide the highest returns.

We'll also help you identify critical success factors in your organization that will provide the most significant return on investment. Then we'll provide you with a service improvement plan to achieve measurable, sustainable results.

RightStar will conduct a comprehensive health check of existing systems and processes, looking at what you are doing (and how it's working) in the following areas:

- **People:** staffing levels, performance monitoring, effective communication, escalations
- **Processes:** workflow efficiencies in key service management process areas including incident, problem, change and configuration management
- **Products:** service management tools and integration with other systems including barcode scanning and automated configuration discovery
- **Partners:** establishing Underpinning Contracts with suppliers, evaluating offerings that align with business goals

ASSESSMENT PROCESS

1. Conduct a baseline assessment of your current service management systems and workflow.
2. Identify key service management objectives.
3. Analyze findings and develop recommendations.
4. Present strategic plan and road map.

PHASE 1: CONDUCT A BASELINE ASSESSMENT

A RightStar consultant will conduct interviews with IT staff and key customers to learn and better understand the organization's current service management and support operations. This initial on-site effort will include the project kick-off, where we discuss the scope of the engagement and set expectations. We will compare our findings with ITIL good practices to identify areas for improvement.

PHASE 2: IDENTIFY KEY BUSINESS OBJECTIVES

Coinciding with Phase 1 (Conduct a Baseline Assessment), in Phase 2 the RightStar consultant seeks to understand your corporate objectives as they pertain to service management as a whole. Together, we will identify key objectives and goals in the following areas:

- Service levels
- Cost containment
- Strategic growth
- Reliability and security
- System integration

PHASE 3: ANALYZE DATA AND DEVELOP RECOMMENDATIONS

While off-site, a RightStar consultant will distill the data gathered during Phases 1 and 2.

This phase will conclude with the completion and delivery of RightStar's *Recommendations Overview Report*, detailing our recommendations for achieving process and technical improvements and meeting corporate objectives pertaining to service management.

PHASE 4: PRESENT STRATEGIC PLAN AND RECOMMENDATIONS

During the final phase, we will discuss the contents of the *Recommendations Overview Presentation*. We will meet with you and your team to explain in detail what we found and how we found it. More specifically, we will provide you with real, actionable steps that you can take to dramatically improve your service management operations.

DELIVERABLES

Based on our findings, we'll lay out what tasks you should tackle first and which initiatives should be addressed at a later time. We'll even point out those activities that are not worth the time and resources to address at all.

SPECIFIC DELIVERABLE

- Findings presentation with process and technology roadmap

By taking this high-value, highly focused approach to assessing your current service management operations, we quickly and efficiently provide you a plan of action for implementing real, business-driven improvements.

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 provides consulting, design, and implementation services for BMC Service Desk Express and BMC Remedy ITSM products. Additionally, RightStar has developed its own add-on modules, MagicWand and MagicMobile, to enhance the functionality of BMC Service Desk Express. RightStar also conducts onsite ITIL assessments and provides strategic recommendations for delivering services to the business more efficiently.