

# Service Management Strategy, Design & Implementation



Effective service management enables service flexibility, cost effective delivery and service innovation whilst maintaining appropriate control of the service portfolio and improving customer experience.

Is your service management strategy aligned to next generation IT and enterprise service delivery?

Our experts will work with you to evaluate the maturity of your operating model, your IT and enterprise service management practices. We will support you in creating a transformed business aligned service management strategy supported by next generation technology.

## Our Service Management Strategy Approach

We use a proven, phased approach to examine your service management strategy, your strengths and opportunities for development and innovation. We work with you to assess how to address any gaps relevant to delivery of your business outcomes. We can provide advisory services to target specific service issues, or embed skilled practitioners to supplement your in-house team to support your strategic development.

### ASSESS

- Discovery work sessions are held to understand and identify challenges and opportunities

### PLAN

- Definitions created from findings
- Define current state
- Where do we want to be?

### PERFORM

- Implementation phase
- Deliver new process into BAU

### MANAGE

- Adopt the evergreen approach



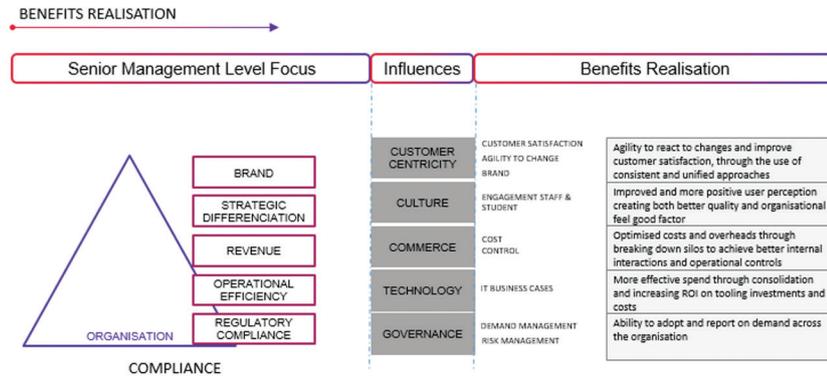
## Our Expertise

Experienced consultants conduct our assessments, design and implementation projects with direct access to subject matter experts such as:

- Service centre operations managers
- Service architects
- Planning and scheduling subject matter experts
- ITSM process specialists
- Workforce management and recruitment specialists
- IT financial planning and management specialists

## Creating a Benefits Realisation Plan

Strategies and processes alone are not sufficient to drive the degree of benefits realisation, innovation and improvements that most organisations are seeking.



Our experts will support you in identifying innovation across all areas of your digital delivery to support business outcomes and to help you create an enduring innovation culture moving forward.

## Service Improvement

Working with you in reviewing your strategy and all supporting activities, we will design a flightpath of continual service improvements activities, to ensure streamlined service delivery, appropriate cost savings and the opportunity to implemented next generation technology solutions.

## Adopting proven standards

Continually improving ITSM by reviewing your workflow and revising procedures to implement best practices is advisable, you should also start with a proven baseline. Adopting a standard service management approach such as the Information Technology Infrastructure Library (ITIL) or another set of recommendations will provide the foundation on which you can build improvements.

Our advisors can help you choose the right approach and decide how to implement it to manage both heritage services and modern, continually developed digital services.

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## About CGI

### Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

Learn more at [www.cgi.com/uk](http://www.cgi.com/uk)

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