



ITSM PRACTICE MAINTENANCE AND OPTIMIZATION SERVICE

IT SERVICE MANAGEMENT MAINTENANCE & OPTIMIZATION

The purpose of ITSM (IT Service Management) is to implement and manage quality IT Services that deliver value to the business. What businesses value is not static. It evolves and with it the ITSM Practice needs to evolve accordingly. Technology fails the business if they fail to upkeep and optimize ITSM.

KEY BENEFITS

- ▲ Continual alignment with business objectives through right-fit ITSM practices
- ▲ Maximize co-creation and delivery of value to the business
- ▲ Optimize IT risks and resources needed to enable the business
- ▲ Holistic end-to-end alignment and improvement of the organization's ITSM practice
- ▲ Improved relationship with the business

WHAT IS INCLUDED

Developing and implementing an ITSM Practice is the start of the journey. The practice needs to be up-kept and remain relevant and beneficial in support of achieving business objectives. Sapience will work with you to ensure that your ITSM practice does not stay still, remain relevant and adapt to changing business needs. The service may include:

- ▲ Review and analyze current service and practice performance
- ▲ Facilitated workshops to understand all stakeholder's perspectives and value system
- ▲ Assessment report of value deficit in ITSM Practice
- ▲ Identify gaps across all dimensions of the ITSM Practice (People, Process, Product, Partners) for holistic alignment
- ▲ Prioritized recommendations of improvements and propose roadmaps for maintenance and optimization
- ▲ Guided implementation of prioritized recommendations throughout its lifecycle