

Reduce cost: streamline your IT operational process

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Client Challenge

Many organisations face the challenge of reducing the cost of managing complex ICT environments, while at the same time increasing their efficiency and demonstrating value for money to the business. Without orderly and repeatable IT Systems Management (ITSM) processes, ICT governance is becoming impractical. According to Gartner, ITIL has now emerged as the de-facto set of best practices for IT Operations processes. Organisations are increasingly required to implement such processes and to demonstrate compliance with applicable international process norms including ITIL and the ISO20000 standard.

Fujitsu's Solution

Fujitsu can assist your organisation address these challenges with our ITIL Process Assessment Service. This service assesses the current state of your ITSM processes; their degree of alignment with ITIL; with gap-analysis and recommendations for further development. Implementation of these recommendations can help your organisation streamline its ICT governance while reducing costs, and ensuring compliance with international standards.

SUMMARY OF KEY FACTS

Solution

ITIL Process Assessment Service

Key deliverables

- Analysis of your current ITSM processes
- Identification of the desired state of those processes, including business and IT input
- Gap-analysis of the 'as-is' and 'to-be' ITIL processes
- Documented recommendations for improved process efficiency and reduced cost
- Roadmap for ITIL service and process implementation.

Benefits

On implementation of the assessment recommendations:

- Clarity on where the key challenges lie
- A prioritised set of improvements
- A clear understanding of the costs, risks and benefits that these improvements deliver, for example:
 - Improve operation of functions including Service Desk
 - Improve reliability of hardware and software releases
 - Track and control assets and licences
 - Deliver agreed levels of ICT service to the business
 - Ensure capacity, performance and scalability of ICT systems are sufficient to meet current and future business demand
 - Comply with applicable international standards and norms

Benefits

Fujitsu's ITIL process assessment service will lead to improved ITSM processes and reduced cost by elimination of unnecessary operational rework. By using ITIL-mandated processes, encapsulated by the ITIL v3 Service model, larger organisations can dramatically improve operation of functions such as the Service Desk and processes including Configuration and Release Management. Agreed service-levels become more likely to be achieved. Processes are defined for planning capacity, performance and scalability for growth; while ensuring control of costs.

Our Approach

With your assistance, the assessment delivers, in 4 – 6 weeks elapsed (effort may be less), an assessment of your organisation's ITSM processes and a set of pragmatic recommendations based on your requirements and context. As a result, you will get a clear guideline for improvement and cost reduction.

Our Expertise

Fujitsu has extensive experience of providing ITIL based Consultancy to our customers and has a significant Irish base of ITIL Manager-certified specialists. Irish clients include AIB Bank and the Revenue Commissioners.

ASK FUJITSU

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* As quoted in Gartner report G00162 132 Oct 2008

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