

# 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, 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 existing service management strategy's strengths, and identify opportunities for development and innovation. We will work with you to assess ways to address any gaps relevant to the 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 your challenges and opportunities

### PLAN

- Definitions are created from findings
- Define your current state
- Ask "where do we want to be?"

### PERFORM

- Implementation phase
- Deliver new process into business as usual (BAU)

### MANAGE

- Adopt the evergreen approach



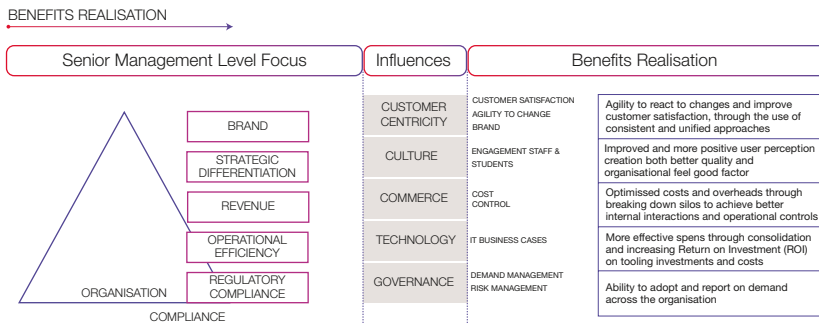
## Our expertise

Our experienced consultants conduct assessments to design and implement projects with the support of subject matter experts, including:

- 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 enough 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, supporting your business outcomes and creating an innovation culture moving forward.

## Service improvement

We will work with you to review your strategy and all supporting activities, designing a timeline of continual service improvement activities to ensure you experience a streamlined service delivery, cost savings and have opportunities to implement next generation technology solutions.

## Adopting proven standards

Implement best practices and continually improve your ITSM by reviewing your workflow and revising your procedures. 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.

We will help you to choose the right approach, and will advise on how to implement it to efficiently manage both your heritage and modern continually developing 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)

**For more information**

Email us at [enquiry.uk@cgi.com](mailto:enquiry.uk@cgi.com)