IT Services Management Assessment Workshop

An outsider's perspective can bring unexpected value to your organization

In today's fast-paced and rapidly changing world of Information Technology environment, the appropriate use of technology and strategic business planning solutions tailored to your business needs and objectives is the key to your success. With an in-depth understanding of technology infrastructure along with hands-on experience gained through working on critical issues in key industries of the IT marketplace, TLC is committed to providing you with top-end consulting services and solutions to meet your unique business challenges.

About the consultant.

This workshop shall be conducted by TOGAF 9 and ITIL certified and experienced facilitators imparting enterprise-wide technology workshops for various customers both locally and internationally to different industry market segment.

For additional details on other services, please visit: https://www.tlcpak.com/techwrkshp.html

Our professional team of technology consultants brings a wide variety of knowledge and skills combined with functional and industry experience to serve the high-demanding consulting and strategy planning needs of our clients. We are flexible to meet the diversity of your special requirements thus offering the services of our pre-qualified, experienced Information Technology consultants on both short-term and long-term assignments, from technical consulting helping your IT department in evaluating your current implementation and recommending enhancements, to evaluation and needs assessment, selecting the appropriate technology and tools, and decision that requires high level of recommendations prior to the purchase of expensive infrastructure product.

About the Workshop Deliverables

- IT Service Management Assessment workshop provides a comprehensive methodology for performing gap analysis across customer's IT capabilities based on enterprise wide Business and IT initiatives.

- Based on identified gaps and customers project priorities, it delivers detailed roadmaps and prioritized action plans to close the gaps and enhance the customer's IT capabilities landscape.

- It helps customer's in carrying out forecasting, planning, and budgeting for their upcoming new projects.

Workshop in a Nut-shell

Gap analysis of current state against the desired state and builds technology roadmaps for closing these gaps against industry standards well defined IT Capability Maturity Model.

Customer can select from the list of following Domain IT Capabilities and their detailed IT Capabilities sizing the services scope for this workshop.

- Service Strategy
- Service Design
- Service Transition
- Service Operations
- Security and Compliance Management
- Service Automation
- Service Continual Improvement

Workshop Code: WS305B

What are the problems we are trying to solve?

We are addressing one or more of the following when working with our client directly:

- **No Roadmap:** Vision may or may not exist, but regardless they don't know how to achieve it.

- **New C Level Management** who is trying to understand their environment in a structured and impartial fashion.

- **Silo'd initiatives:** Current projects are independent with unclear linkages

Benefit to the client C-Level Management:

- **Roadmap to IT Vision:** Develop a new or re-access existing roadmap, provides the C-management with roadmaps and action plans to achieve their IT Vision.

- **Holistic view:** Provides the holistic, big picture view, to share with peers and IT organization.

- **Communications:** Facilitates better communications among peer organizations.

- **Prioritized:** Positions current IT projects in the roadmap framework, to reinforce priority and sequencing.

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