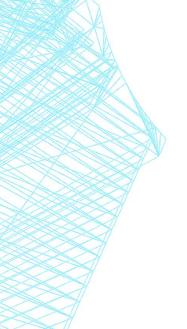# SERVICE DESCRIPTION:

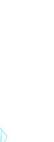# SERVICE MANAGEMENT DELIVERY AND IMPROVEMENT

Gellie 2024

SERVICE DESCRIPTION

This IT Service Management offering can deliver a brand-new operating model, or provide an assessment and introduce an improvement plan to an existing one.

Subject matter expert consultancy tailored to client's needs, this offering can:

- provide the blueprint of the required capability;

- or lead / support the delivery of the new or improved Service Management operating model

SERVICE FEATURES AND BENEFITS

Features

- Delivery of or in-depth analysis of current Service Management capability

- Supports organisational strategy and vision for cloud and /or on premise

- Alignment with common frameworks; ITIL, DevOps, Product Centricity, SIAM

- Approach based on industry best-practice

- Deep understanding of each process and its interdependencies

- Offered as a complete service framework or bespoke modules

- Assistance in maturing internal resource capabilities

- Focus on emerging opportunities and associated risks in agile delivery, automation/AI, cyber

Benefits

- Improved Service Management capabilities aligned to your service strategy

- Standardised and repeatable processes and procedures bringing efficient IT to your business

- Improved governance and control of IT Services

- Focus on often overlooked disciplines such as Finance, Risk and Supplier Management

- Closer alignment of delivery and operational teams

- Pragmatic and proven delivery approach for Service Management

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