ITIL CONSULTING SERVICES

DiscoverIT Solutions
"We Discover IT Solutions For Business"

COST-EFFECTIVE CONSULTING SERVICES THAT EMPOWER YOUR IT STAFF

ITIL Consulting Services

The IT Infrastructure Library (ITIL®) was developed by the British Government in the 1980's, and has become the *de facto* international standard for efficient, cost effective IT Service Management implementations. ITIL® outlines a structured set of people, process, products and partner oriented best practices that, when effectively implemented, yield these benefits:

- Undisciplined "firefighting" is reduced and replaced with structured project execution
- The IT infrastructure, and its continuing maintenance and support operating models, are designed to align with business objectives
- IT customers are more confident in IT's ability to deliver high quality, cost-effective services, leading to higher overall customer satisfaction
- A culture of continual service improvement yields a higher volume of innovative, cost effective, and operationally efficient services

We offer a full range of cost-effective ITIL consulting services that can initially assist your IT management and staff in delivering this set of benefits; and, by using content and technology transfer, enabling your existing IT staff to become ITIL self-sufficient in the future. Professional project management is also available, if this capability is needed by your organization.

Content and Scope

Providing an operationally efficient, cost effective IT Operations environment today, is extremely challenging, at best. Both technical and human resources are often constrained, with time-to-market objectives for complex IT services being very aggressive. Intelligently planned and executed consulting assistance can be an important factor in making these challenges achievable. Our most common ITIL consulting service and process definition offerings include the following:

- **Baseline Maturity Assessment:** A fully customizable IT Operations Maturity Assessment is a featured service of our ITIL consulting practice.
- **ITIL Implementation Assistance:** If your organization needs to implement one ITIL V3 process, or the entire ITIL V3 Framework, our experienced V3 Expert consultants can customize projects to address your requirements.
- **Service Management Tools Integration:** Mature IT Operations environments may be interested in Service Automation and Tools Integration for their stable processes and functions.
- **Training & Professional Development:** We offer a full range of ITIL Executive Awareness, Certification Training, Implementation Workshops, and other ITIL-based Professional Development programs.

Our objective is not only delivery of cost-effective consulting services; but also to focus on content and technology transfer, designed to empower your IT staff's internal ITIL capabilities in the future

Consulting Services

We offer a fully customizable set of ITIL Consulting Services.

Our consulting resources are highly experienced V3 Expert resources. Our engagements are managed by experienced Professional project managers.

Consulting costs depend on project scope, timeframes, and committed assessment resources.

We work with you to determine the appropriate scope for your organization.

Customer Experience

" Possesses the patience, attention to detail, and interpersonal skills necessary for successful, long-term ITIL implementations." – Partner Technical Development Manager, Major Cloud Computing Service Provider

Contact Information

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