



Pirean

Unlock Your Business Potential

ITSM Maturity Assessment

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Measure & Improve IT Service Management for Business Performance

As the role of IT in delivering customer focused services grows it's essential to ensure that your Service Management investment is both sound and aligned to your ambition.

With increased reliance on IT service delivery you need to be able to gauge its effectiveness to ensure it serves customers and partners and supports the continued growth of the business.

Pirean's IT Service Management Maturity Assessment service provides an effective route through which to measure, demonstrate and improve the performance of your Service Management solution. Our services combine leading benchmarking and assessment techniques, best practice and real-world experience to help you understand your current levels of effectiveness and to define and implement a route to ongoing improvement in line with your business vision.

Pirean's ITSM Maturity Assessment services enable you to identify business demand and business objectives and the service levels, processes and technologies to enable them. Working with you we measure the success of your existing processes, identify effective change and institute solutions for continuous performance.

Our services are delivered through five core phases, any or all of which can be deployed throughout the organisation, or used to address a specific business process:

- Stakeholder Assessment & Benchmarking
- Gap & Business Impact Analysis
- ITSM Maturity Roadmap
- Implementation
- Continuous Improvement & Assessment

Our expertise in standards such as ITIL, COBIT and Six Sigma means we are able to help your organisation realise an effective, centralised Service Management environment that is protected from risk and optimised for performance and availability in line with best practice and ISO 20000 certification.

Pirean Services for ITSM Maturity Assessment

Stakeholder
Assessment
&
Benchmarking

Gap &
Business
Impact
Analysis

ITSM
MATURITY
ROADMAP

Implementation

Continuous
Improvement
&
Assessment



About Pirean

Pirean is a management consulting, technology services and outsourcing company. We work with our clients to help them address changing business and technology issues.

Pirean deliver recognised expertise in Quality Management, Information Security Management and IT Service Management through services benchmarked to ISO 9001, ISO 27001 and ISO 20000 Standards.

Working in partnership with our clients, providing expertise and experience, we offer a wide range of solutions to enable you to address today's challenges and exceed tomorrow's goals.

For more information about Pirean's services for IT Service Management, call 0845 226 0542 or visit www.pirean.com

Pirean's ITSM Maturity Assessment can help you to leverage the value of existing Service Management technologies and reduce the requirement for manual maintenance. Through the right combination of baselining, benchmarking, definition and deployment we can help you realise a Service Oriented Architecture that proactively monitors, performs, configures and provisions to customer and business demand.

Stakeholder Assessment & Benchmarking

In this phase Pirean focus on understanding the current state of the Service Management solution, the aims of the business it supports, and the expectations of both internal and external stakeholders. Working with you we conduct a thorough review of the performance of your service oriented controls which is benchmarked against industry recognised standards for Service Management and the defined expectations of your customers.

Gap & Business Impact Analysis

With the results of our benchmarking services we can accurately compare existing Service Management controls with those required for best practice and performance to identify and prioritise any weaknesses that must be resolved. At this stage we will outline the levels of transformation required for improvement and the impact on your business with and without these changes.

ITSM Maturity Roadmap

Using the data from previous phases, Pirean will then define an agreed ITSM Maturity Roadmap. This will clearly define the actions, processes, controls and technologies that must be implemented (and maintained), in order for your business to reach its desired level of Service Management maturity. Each change within the roadmap will be broken into clearly defined objectives designed to scale IT Services with minimal disruption.

Implementation

This phase deploys the changes within the ITSM Maturity roadmap through our leading technical, outsourcing, development and education services. Working with you we will deploy Service Management solutions that meet the highest standards and are customised to the exact specifications of your business. We can implement and manage solutions either internally or through our scalable outsourced solutions to ensure the controls defined in the roadmap are delivered and working on time and to budget.

Continuous Improvement & Assessment

The delivery of your Service management solution marks the beginning of an ongoing phase of monitoring, benchmarking and assessment that will ensure the continued delivery of business service excellence. Now that the right provisions are in place your Service management controls will be centralised, proactive and ready to respond to changing customer demand.

With cooperative solutions in place for monitoring, availability, provisioning and deployment, the identification and management of demand can be gauged against the performance of your systems to measure effectiveness, define new service milestones and rapidly deploy change.



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