



Service that Delivers Results: The Business of IT

Distribute. No, wait, centralize...then do it again! Change is inevitable. Success is a choice. What is your decision?

With the advent of multi-tier information systems, service delivery has become complex and expensive. An organization can now deliver services in a cost effective, high-quality manner by instituting standard processes, resilient architecture, and training. Information Technology Infrastructure Library (ITIL) service management allows your organization to leverage its current knowledge base while evolving service delivery into a repeatable and predictable process. Your organization will realize many benefits from this approach such as improved cost-of-delivery, service uptime, customer satisfaction and employee morale. Best of all, ITIL is non-proprietary and its standards are only getting better by the year as an increasing number of successful adopters commit their lessons learned back to the community as shared insight and tangible experience.

“We are what we repeatedly do. Excellence then is not an act, but a habit.”

-Aristotle

For more information

To find out more about how Io Consulting can help you, contact us at ITIL@io-consulting.com or visit our website at www.io-consulting.com.

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Our service offering highlights, but is not limited to, the following activities:



KNOW WHAT YOU HAVE AND ALIGN YOUR RESOURCES:

- By tracking your equipment, software and other valuable assets (asset management)
- By making service responsibilities and dependencies transparent to support staff (service cataloging)
- By establishing specific roles and responsibilities for the activities required to achieve successful service support and delivery (organizational alignment)
- By developing your employees and instituting innovative change (organizational development and staff training)
- To create effective channels of concise, quality communications (communication management)

PLAN PROACTIVELY:

- When deploying changes to your services to help better manage expectations (release management)
- By creating decision-making processes needed to adequately fund ongoing operations (fiscal policies)
- For growth (capacity planning)
- For new and changing technologies

(architectural principles, business continuity and infrastructure design)

- By developing a model that will allow you to fully understand the costs associated with a particular service (service financial management)

DELIVER RESULTS IN A CONSISTENT AND COST EFFECTIVE MANNER:

- By creating a tiered-support system for handling issues (incident management)
- By ensuring that recurring issues are dealt with and resolved permanently (problem management)
- By controlling the process of change through proper quality assurance that adheres to COBIT standards (change management)
- By creating a standard environment that is scalable and predictable (configuration management)
- Through measurements and appropriate corrective action (metrics)
- By proactively sensing trouble before your customers are aware of the problem (monitoring)
- Through quality control methodologies that leverage current resources (quality assurance)

WHY IO?

Our customer-oriented approach puts your needs first. A hands-on management team will work with you every step of the way. Our proven experience will be an intangible asset throughout the course of the engagement. Our tactical approach utilizes simple, high-impact solutions that accomplish your organization's strategic goals in an effective and efficient manner. Lastly, and most importantly, we are committed to your success. Solutions can be tailored to meet your specific needs and budgetary constraints. Your success is our goal. Excellence is our only option.

To request a copy of the full white paper, contact ITIL@io-consulting.com.