

# ITIL® MATURITY IMPLEMENTATION

Managing People and Technology Together

## INTRODUCTION

A fast growing entrepreneurial pharmaceutical company located in the Delaware Valley wished to implement the ITSM framework.

## OBJECTIVE & SOLUTION

The initial scope requested was to implement 50% of ITIL® by the end of the year. Further clarification and evaluation based on current maturity resulted in a plan to have more than half the ITIL® processes at a maturity level 2 by the end of year two.

VerisVisalign realized that the client lacked a full understanding of the ITIL® framework and the effort required by both the client and project teams to implement. We also recognized a few challenges to our CSF (Critical Success Factors) when the project sponsor indicated we would not need to address any cultural issues, marketing the project was not a high priority for him, and we should be able to use an “out of the box” solution by simply “throwing away” any process that was currently in place. Through extensive discussions Veris invested the time to educate the client prior to engagement to ensure proper expectations were set and that the project was initiated with a clear set of agreed upon goals.

## EXPERTISE

- IT Service Management Planning and Consulting
- Process Design, Optimization, and Implementation
- Project Management
- Educational and Training
- Executive Coaching

**Identification and documentation of current state and desired state process flows, and the communication plan to enable socialization and implementation.**

## SERVICES

- Full Scale IT Service Management Implementation
- ITIL® and Best Practices Education
- Creation of Services Oriented Process Architecture
- Templates for all Best Practices and Methodology

## RESULTS

- Identification of as-is and to-be process flows for Incident Management, Problem Management, Change Management, Release Management, Financial Management of IT, Availability Management, and Capacity Management
- Creation of a Service Catalog
- Creation of Service Level Management processes, and tools/templates
- Service Level Agreements for various services and business areas
- Creation of Service Quality Plans and Service Improvement Plans

## WHAT MADE THE DIFFERENCE?

- Subject Matter Expertise
- Experience with ITIL® implementation
- Acumen with ITIL® education
- Setting and validating mutual goals and milestones
- Client relationship development and team approach
- Team approach between consulting and client teams

### IT SERVICE MANAGEMENT

The ITIL® experts at VerisVisalign specialize in all aspects of IT Service Management including gap analysis, process assessment and optimization, consultation and training. VerisVisalign is an accredited training provider for ITIL® Foundations through Expert, and an accredited Curriculum Provider.



info@verisvisalign.com  
888-45-VERIS

We are IT consultants and ITIL® experts, specializing in IT process, optimization, Microsoft Technology Projects, Service Desk, and Training. VerisVisalign is a certified WBE (Woman-Owned Business Enterprise.)

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