



# IT Service Management

## DNV IT Global Services - Core Capability

Today, most business processes heavily rely on innovative, reliable and cost effective IT Services. However, it often seems impossible to reach all of those goals in parallel. Using international standards, best practices and benchmarks we help you to deliver high quality and cost effective services and to get a grip on operational IT risks.

IT Service Management includes all our services related to IT operations. We support you in implementing your IT strategy by helping you take systematic, fact based sourcing decisions on implementing seamless and efficient service processes that provide real value to your internal or external customers, enabling you to manage your portfolio of IT projects successfully.

### IT Service Process Improvement

Customers that implement ITIL processes can expect a better quality of services, improved cost effectiveness and cost transparency, higher customer satisfaction, more stable IT services, less service incidents and IT operation processes that facilitate IT Governance. We help you in customising international best practices to the needs of your specific organisation.

#### Our Services

- Assessing your service processes based on international standard ISO 20000
- Benchmarking process maturity using CMMI for Services
- Design and implementation of streamlined IT Service processes
- Analysis of your Business Continuity plans and processes, identification of risks and implementation of improvements

#### Your Benefit

- You know where you stand compared to others in your industry and your own targets
- Your service delivery will meet the set service levels and quality targets thus improving customer satisfaction
- An alignment of your processes with the ITIL framework and clearly defined interfaces allow you to be more flexible when outsourcing parts of your operations

- Improved Business Continuity plan implementation significantly reduces the risk of service outages and their financial consequences

### Sourcing

Today, there is an ever increasing flexibility in sourcing IT Services. Whatever the buzzword: Off-shoring, Outtasking, Business Process Outsourcing, Service Oriented Architectures (SOA) - in the end only the results count. These are achieved by defining a sourcing strategy aligned with the business strategy, enabling the organisation to implement it and carefully monitor and control this process. Our independent expertise will help you achieve this

#### Our Services

- Defining a sourcing strategy that fits your strategic intent and current capabilities
- Assessing and optimising selected contracts for short term financial/quality improvements
- Supporting you in both identifying and selecting suitable service providers and throughout Request for Information (RFI), Request for Proposal (RFP) and contract closure
- Supporting specific tool selections by eliciting and documenting your requirements, followed by market research and vendor selection as well as technical integration and test

#### Your Benefit

- You work together with service partners you can trust
- You can prove to the business that you are obtaining value for money in sourcing IT services
- You demonstrate that you can manage the service levels of your service providers
- You obtain tools that fit business requirements at competitive market rates

#### Service Level Management (SLM)

Companies that implement SLM gain transparency of their IT services, improve the quality of service, enhance the cost effectiveness of their IT Service Portfolio and better manage their service providers. They are also able to match business demand for IT services with the internal services they possess and the external services they need to procure.

#### Our Services

- SLM Process design and implementation will assess your current situation and implement processes and tools that improve your service level management capabilities
- Structuring your services into a flexible, easy to maintain service catalogue
- Defining and setting up charging mechanisms thus using pricing of IT services for demand management
- Design and implementation of performance management systems that make service level transparent to service provider and the customer(s) of these services

#### Your Benefit

- You gain the capability to systematically adjust your services to customer needs with relation to service costs
- Your services are documented and visible to your customers
- The demand for services can be managed using charge back / pricing mechanisms
- Measuring and reporting the performance on agreed service levels clearly testifies the business benefit of IT Services

#### Compliance

Understanding all the compliance requirements related to IT is not an easy task. Equally, gaining transparency about the significant risks to the enterprise is essential to manage IT risks appropriately and prevent, detect and correct undesired events. We do not simply put risk management or compliance on top of your IT operations. Instead, we apply our experience to integrate the two components right into the heart of IT.

#### Our Services

- Analysis of your specific compliance requirements. Together with your team we implement the necessary processes and tools to fulfil these requirements
- Assessment of your current processes and tools for managing software licenses to determine legal and financial risks
- Implementation of a Software Asset Management (SAM) capability in your organisation

- Design and documentation of SAM policies and processes
- Selection and implementation of suitable supporting SAM tools

#### Your Benefit

- Compliant systems and applications reduce legal and financial risks
- Managing your software licenses will enable you to reduce software budgets and internal handling costs
- Knowing you are legally and fully licensed will give you confidence and place you in a good position in price negotiations with software vendors.

#### IT Project Management

Managing IT projects to a successful end is not black magic. A methodical approach, applied with experience by skilled people does the trick. However, some initiatives suffer from lack of experience, skills or methodology, or all of them. Our project managers close the gaps and enable your people to be successful.

#### Our Services

- Highly qualified project managers support your IT projects from planning to acceptance test and operations
- We work with your project managers and support them in a trusting coaching relationship
- We train your people to use project management methodologies like MSF and PRINCE2
- We serve as quality assurance for subcontracted work

#### Your Benefit

- You can use high level experts on critical projects exactly for the time needed
- Your employees acquire the skills to use state of the art methodologies
- Your project team can make the most out of their deep knowledge of your organisation and systems whilst being supported by management experts who have seen many projects in many companies
- You can have confidence when paying money to subcontractors that they have delivered what they promised

#### Your Contacts

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