

IT Services Management

The cost effective use of the information technology is one of the biggest challenges of the business for the next years. Key for protecting the investments is to manage projects and services based on proven concepts and guidelines. Therefore methodologies have been developed (e.g. IT Infrastructure Library -ITIL-) to make the experience from many years in the process analysis and implementation accessible. The aim is to increase the number of successful projects with effectively managed resources. However tailored approaches are always required to reflect appropriately the specific environment and inherent cultures of a given project.

The scope of IT Service Management can logically be divided into the following two main areas:

1. Service Support, including:
 - Service Level Management
 - Capacity Management
 - Continuity Management
 - Availability Management
 - IT Finance Management

2. Service Delivery, including:
 - Configuration Management
 - Incident Management
 - Problem Management
 - Change Management
 - Service / Help Desk
 - Release Management

Across all organisations the cost effective implementation of a right-sized internal and/or external services is a must. These services must be reliable and flexible enough to ensure that future business needs can be met in a timely and cost effective manner.

Business Case and Issues

There are plenty of business cases available. The following section provides just one example to illustrate the high potential of benefits.

A multinational company has identified potential savings and service improvement in their PC facility management. Therefore a project has been defined with the objective to migrate the PC facility management to a fully serviced PC Life Cycle Management.

After 1 year the project achieved the following results:

- from day one at least 25% cost savings in purchasing and operations
- increased Service Levels
- reduced Investment costs
- streamlined , transparent global processes
- high level of standardisation and consequently reduced operational support costs
- fully managed software packaging

For additional business cases, the following links of IT Service Management forums might be of interest:

- Non profit organisation
<http://www.itsmf.com>
- Service Management online
<http://www.servicemangement.co.uk>

Capabilities and Experiences of IBR AG

IBR AG is a project management and business process consulting company based in Arlesheim, specializing in projects at the interface between business and information technology. IBR AG does apply the appropriate methodology for a successful Service Management based on your project and organisational needs.

Members of the IBR AG team have extended business knowledge gained over many years working for pharmaceutical and other companies with high dependency on IT Service Management. IBR AG has focussed on the management of Service Desk, Service Level, Financials, as well as Incident and Change Management to support our customers in their projects.

Projects carried out include:

- IT Life Cycle Management
Complete life cycle management of the IT equipment, including requirement ascertainment, variations, catalogue management and leasing (also preparing replacement by the next generation of assets of a new life cycle).
- Outsourcing of Helpdesk
Definition of the project scope, analysis of the internal customer organisation and workflows, vendor negotiation, generating of the required SLA and process definitions, manage the implementation.
- Printing and Publishing Management
Definition of service blocks and components, vendor negotiation and performance measurement



Services and Methodology

The following services are provided by IBR AG:

- Planning and management of your project
- Project office support
- Process Analysis and Design
- Evaluation of technology and vendor appropriate for your special needs
- Request for Proposal (RFP) and negotiations, vendor assessments, vendor and budget management
- Progress or post implementation project audits
- Transitional services supporting project hand-over to operations
- ITIL is used as the framework to the implementation of IT Service Management projects

Benefits of partnering with IBR AG

IBR AG has extensive project management and IT experience in highly controlled industries such as pharmaceuticals, airline and financial services. We are able to bridge business and IT and to realize business goals and benefits. Effective project management requires honed people and communication skills in being able to drive the project team, as well as managing the expectation upwards to the Steering Committee.

Working with IBR AG lets you take advantage of experience vendor independent professionals gained over years with a multitude of successful IT Service Management projects.