ITSM and ITIL Consulting to include Roadmap, Process, Tool Selection

Case study

SCENARIO

Our client, a federal government agency, desired to review and revised some of their ITIL and ITSM processes to better align standard practices and configuration tools with business operations and needs. Tricorp SMEs were engaged to provide consulting and training and tool re-engineering for better ITIL/ITSM alignment.

CLIENT CHALLENGES

Like many organizations, the unique aspects of an environment can often create exceptions to programs and processes considered standard operation procedures in the ITIL and ITSM library of best practices. The ability to create change effectively is a key component of a successful consulting engagement.

TRICORP SOLUTIONS

Tricorp has trained experts who support the implementation of ITIL/ITSM best practices. These experts provide business process re-engineering support for Incident, Problem, Change, Configuration, Release, Service Catalog, CMDB and Asset Management, Service Level Agreements, and Request Fulfillment Management processes. Through a discovery process, Tricorp identified opportunities to suggest changes that would result in enhanced practices for this agency. These process enhancements fed into tool utilization and reconfiguration.

OUTCOME

Prepared and ready for the September 1, 2016 deadline, this agency met the Office of Management and Budget (OMB) directive to maintain software license in an ITIL based Asset Management system. We also defined processes helping to create a multi-year plan that is less tool dependent and more process driven. Tricorp continues supporting this agency to move toward a more mature ITSM model.

tricorp
IT SOLUTIONS

GSA Schedule

Seaport-e