

Implementation and Support for ITIL-compliant Operations

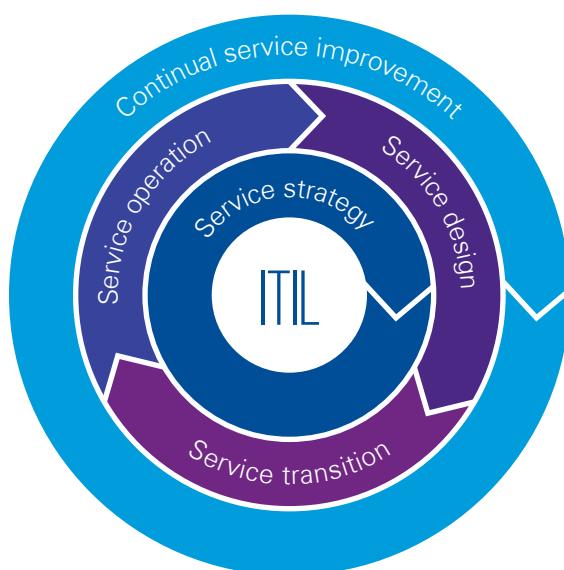
IT Risk Advisory Services



Are you certain that your organisation's IT department and systems support your business objectives efficiently and up to sufficient quality standards?

ITIL-based service management helps, among others, to respond to questions which arise in connection with the quality of the IT department, as, in order to achieve their business goals, organisations require IT services that operate economically, are efficient and objectively measurable. This is all true for services provided by external partners and IT services providers as well as for internal IT services.

To conform to these requirements, your enterprise needs a comprehensive system which covers all aspects of IT services and related tasks. The ITIL framework includes best practices in strategic planning of IT services, financial supervision of services, IT operations and continuous service quality improvement.



Do the following issues sound familiar to you?

- Only rough estimates of how well your organisation's IT department and infrastructure is utilised are available regarding their performance; i.e. the company's IT operations are not measurable.
- You are not certain what size of an IT department your enterprise needs to achieve its objectives and which departments should be responsible for the individual IT-related tasks.
- Despite the fact that duties are assigned, the work allocation among IT department units is not clear and is based only on habit.
- No adequate information is available on the performance of IT suppliers and service providers, hence they are hardly accountable.
- You are not certain whether your support agreements sufficiently cover your enterprise's external and internal IT service needs.
- In many cases it is difficult to verify your IT expenditures with objective indices and to utilise existing indices for planning your budget.

How can we help?

KPMG's service offering in the field of ITIL-based service management helps your organisation to plan and establish operations in accordance with best practices and supports you in identifying methods for improvement.

IT service management strategy design:

We design a strategic concept of service management in line with business needs and processes, strategic goals and management requirements, making suggestions on service portfolio, reviewing financial



management of the IT department and highlighting areas for improvement.

Supporting the implementation of ITIL-compliant operations:

Our professionals support your IT service management project, whether it be a completely or partially ITIL-based optimisation. We assess and evaluate your existing IT service processes and functions, and review your organisation's control environment, the service architecture, the asset and configuration management. We evaluate service levels, and supplier agreements, and help to determine the maturity levels of your enterprise's information technology systems and to identify what the focus areas are that need development. In accordance with our results and, taking experience and comparative industry analyses into account, we make realistic suggestions for establishing regulated processes. We help to determine the key performance indicators (KPI) of the IT department and IT processes and to set goals related to service levels. Finally, we assist you in selecting the appropriate tool for supporting ITIL-based service management, and help you to determine the requirements as well as support you in preparations for processes related to its usage.

If our service offering has aroused your interest, you can contact us for further details via the following contact information.

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What advantages do we bring?

- KPMG's services related to ITIL-compliant operation create a foundation for the transparent and measurable operation of IT services and facilitate accountability.
- As our solution relies on our comparative industry analysis, your organisation can operate more efficiently and co-operation between different departments can be improved. This framework can help facilitate a greater appreciation of your IT department.
- Via optimisation of the service level management process our solution enables suppliers' performance to be monitored, rationalises related costs and increases the level of IT services provided by your enterprise.
- With an effective asset and configuration management (CMDB, service catalogue) we reconcile internal and external services.
- Financial resources spent on IT operation and IT development can be optimised via the implemented system. As the budget is founded on indices, the IT procurement can be planned.



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