

Service Design Assessment Workshop

An outsider's perspective can bring unexpected value to your organization



What are the problems we are trying to solve?

A Service Design Assessment is a structured evaluation of how well a service meets the needs of its users and the business. It examines the entire end-to-end customer journey across both digital and physical touchpoints to identify inefficiencies, user pain points, and gaps in service delivery.

We are addressing one or more of the following problems when working with our client directly:

- No Roadmap:** Vision may or may not exist, but regardless they want to know how to achieve it.
- CIO/Director IT** who is trying to enhance their present environment in a more structured and impartial fashion.
- Silo'd initiatives:** Current projects are independent with unclear linkages.

Benefit to the client:

- Roadmap to IT Vision:** Provides structured storage technology roadmaps and action plans to achieve their IT Vision.
- Holistic View:** Provides holistic, big picture view, to share with peers and LOBs within enterprise.
- Communications:** Facilitates better communications among peer organizations.
- Prioritized:** Positions new IT projects in the roadmap framework, to reinforce priority and sequencing.
- Storage Domain Assessment:** A facilitated group assessment of IT's "As-Is" & "To-Be" process & technology states to identify the gaps and the IT capabilities to be adopted to fill those gaps. Following client's storage domain IT capabilities will be assessed for this services.
- Following are the five domain capabilities that are the scope of this service.

- 1) Service Level Management
- 2) Capacity Management
- 3) Availability Management
- 4) Service Continuity Management
- 5) Service Catalog Management



Service Code: WS304

Deliverables:

- Component Infrastructure Roadmap (CIR) provides a comprehensive methodology for performing a storage gap assessment analysis of the organization across predefined set of customer's IT capabilities based on their Business and IT initiatives.
- Based on identified gaps and customers project priorities, it delivers detailed roadmaps and prioritized action plans to close the gaps and enhance the customer's IT capabilities landscape.
- It helps customer's in carrying out forecasting, planning, and budgeting for their upcoming projects.
- Assessment Summary, Observations and Recommendations, Technology Roadmap based on 1-3 years plan.

Key benefits of this workshop:

- Delivers detailed storage technology roadmap and prioritized action plans to best align IT's capabilities in support of the business.
- Provides the C – management with a holistic, big picture view, to better articulate the value of IT initiatives with peers and the IT organization.
- Facilitates meaningful dialog among peer IT organizations via proven technique.
- Positions new IT projects in the roadmap framework, to strengthen priority and sequencing.

Detail Information:

Service Code	: WS304
Service Duration	: 3 Day Onsite and 10 Day Offsite
Service Location	: Customer On-site, and Online on Zoom.
Terms & Conditions	: 50% payment in advance and 50% at the time of presenting the report.
Project Deliverable	: Comprehensive Assessment Report



For additional information, call for presentations or please write to us at: info@tlcpak.com

Opportunities are made, not found

Five Stages of Assessments: (1) Discrete (2) Strategy Evolving (3) Strategy Roll-Out (4) Enterprise Integration (5) Continual Optimization



About our Facilitator

- This technology assessment workshop shall be conducted by TOGAF 9 and ITIL certified and experienced facilitators imparting enterprise-wide technology workshops for various customers both locally and internationally especially in the Banking and FSS industry market segment.
- Our facilitator has worked for three large international computer organizations including IBM, Fujitsu, and ICL.
- Our facilitators holds various industry professional certifications in the space of enterprise servers and storage technologies, Information Security, Enterprise Architecture, ITIL, Cloud, Virtualization, Green IT, and a co-author of 10 IBM Redbooks and have developed 30 plus courses in AIX, storage, securities and digital technologies.