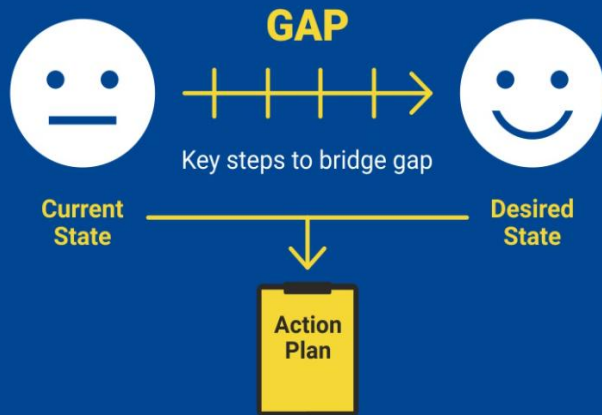




Service Operations Assessment Services

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

What are the problems we are trying to solve?



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.

A **Service Operations Assessment (SOA)** is a comprehensive evaluation of an organization's service delivery and IT support processes. It identifies inefficiencies, measures maturity, and pinpoints root causes for missed SLAs, ultimately delivering actionable roadmaps to optimize daily operations, reduce costs, and improve customer satisfaction.

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.
- Service Operations Assessment Services:** 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 will be covered as a part of this service.
 - 1) Service Desk
 - 2) Problem Management
 - 3) Incident Management
 - 4) Monitoring and Event Management
 - 5) Service Order and Fulfilment

Service Code: WS3000

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 | : WS3000 |
| 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, please write to us at: info@tlcpak.com



Shaping up enterprises for tomorrow



Opportunities are made, not found