IT service management (ITSM) refresh and improvement

ITSM operationalisation

ITSM operating model	IT processes re-engineering	Service portfolio and catalog management
IT services chargeback model	KPIs and governance model	Manage SLAs and risks

Key activities
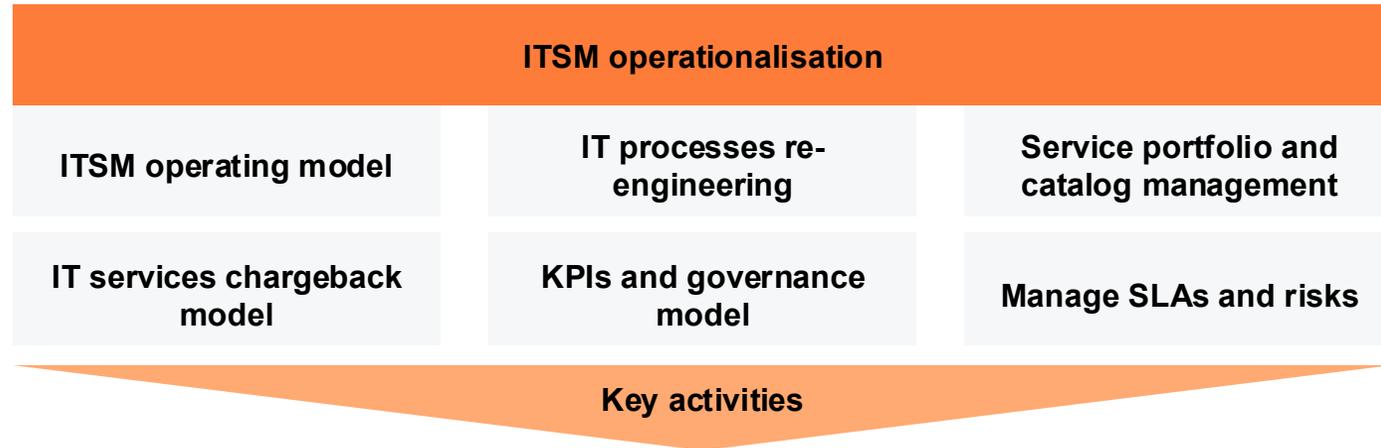
1	Conduct **maturity assessment** of the current state ITSM processes
2	**Alignment of existing processes** with the industry leading practices
3	Create an extensive **IT catalog management process** that aligns with industry best practices
4	Define **the ITSM operating model** with detailed processes, org structure, and governance model
5	Define a strong **governance framework** with key performance indicators (**KPIs**) to oversee the entire process
6	Create **ITSM accelerators and toolkits** for standardized formats for template

ITSM provides a structured approach to managing and delivering IT services efficiently, aligning them with business goals, and ensuring high-quality service delivery, all of which are critical for the success of GCCs in the global business landscape

ITSM operating model

- ITSM best practices
- ITSM lifecycle phases
- Key processes and operating model
- Organisational structure
- Governance and interaction model
- Technology considerations

ITSM services lifecycle

- Service strategy
- service design
- Service transition
- Service operations
- Continual service improvement

IT services governance

- Service reporting
- Service measurement
- Service improvement
- Process/service measurement metrics

IT services portfolio

- Services pipeline
- Services catalog management
- Service level agreement
- Availability and capacity management
- IT services chargeback model
- IT Services continuity management