

SIAM STRATEGY AND DELIVERY

Service Definition Document

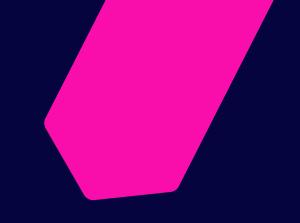
TABLE OF CONTENTS

Service Description	03
Service Features	04
Service Benefits	05
Why Harrison	06
Contact Us	07



SERVICE DESCRIPTION

Harrison is here to assist you in devising a plan, implementing, or revamping a SIAM capability to effectively oversee Cloud services in conjunction with your existing infrastructure. Our approach is flexible, allowing you to select the specific components that align with your needs. Whether it's optimising your entire IT environment or focusing on individual ITIL disciplines, we will leverage our vast expertise to deliver exceptional results.



SERVICE FEATURES

Developing a suitable strategic SIAM Target Operating Model

Assessing and enhancing ITIL process maturity

Engaging stakeholders and managing change to support the SIAM TOM

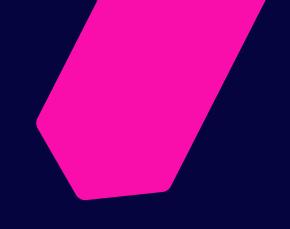
Creating a Business Service Catalogue and managing the Service Portfolio

Incorporating a repository of standard SIAM components to speed up the transition

Utilising the expertise of certified ITIL SIAM professionals

Providing implementation services for ITSM tools, sourcing, selection, design, and delivery

SERVICE BENEFITS





Implementation of a future-ready SIAM function that supports multiple suppliers and cloud integration.



Seamless transition from supplier management to business service management, ensuring a successful transformation.



Enhanced service quality achieved through coordinated delivery across various functions and service providers.



Integration of multiple service provision methods to offer comprehensive end-to-end services.

Improved perception of IT by aligning closely with business requirements.



Increased satisfaction by ensuring the availability of services when needed.



Delivery of cloud solutions that meet business needs while maintaining security and assurance.



Mitigation of risks through assured control and compliance with regulations.



Effective control and governance over suppliers through the implementation of standards, policies, and procedures.



Transparent visibility into IT costs and value through well-defined end-toend services.

WHY HARRSION?



IT consulting that isn't scripted, templated or "one we made earlier."

We've regularly experienced a hit and run culture of IT service providers that create an amazing sales experience. Yet still, the delivery has fallen short, leaving the customer to pick up the pieces, often at a considerable cost.

At Harrison, our IT consulting is all tailored to the individual customer needs and desired outcomes. We utilise all of the best practice frameworks (ITIL, COBIT, SIAM, Prince2, Agile, etc.) across the full enterprise combining the best elements to ensure your goals and objectives are met.

Our interactions with clients embody a friendly and pragmatic ethos, centred around people. We take a holistic 360-degree approach to our work, deliberately avoiding silo thinking.

Choose Harrison for IT consulting with bespoke solutions, meticulously crafted to align with your unique business objectives.





CONTACT US

Please send your requirements to **info@harrisonjamesit.com**. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

- 1. Your organisation name
- 2. The name of this service
- 3. Your name and contact details
- 4. A brief description of your business situation
- 5. Your preferred timescales for starting the work

www.harrisonjamesit.com

+44 203 667 3666

info@harrisonjamesit.com

Guildford, United Kingdom

This publication has been written in general terms and we recommend that you obtain professional advice before acting or refraining from action on any of the contents of this publication. Harrison James IT Services Ltd accepts no liability for any loss occasioned to any person acting or refraining from action as a result of any material in this publication.

No part of this document may be reproduced in any form or by any electronic or mechanical means, including information storage and retrieval devices or systems, without prior written permission from Harrison James IT Services Ltd

This document, including all supporting materials, is proprietary to Harrison James IT Services Ltd. and is provided for the sole internal use of the intended recipients for the purposes of this discussion with Harrison James IT Services Ltd. This document, and extracts from it and the ideas contained within it, may not be used for any other purpose and may not be disclosed to any third parties. This document does not constitute a proposal or contract of engagement with Harrison James IT Services Ltd, and it subject to the terms of any subsequent engagement contract that may be entered into between us