



SIAM STRATEGY AND DELIVERY

Service Definition
Document

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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**

**Engaging stakeholders and managing
change to support the SIAM TOM**

**Assessing and enhancing ITIL
process maturity**

**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-to-end services.

WHY HARRISON?



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



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