HARRISON

SERVICE MANAGEMENT CONSULTANCY

Service Definition Document

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SERVICE DESCRIPTION

Leaning on a wealth of IT Service Management experience,our consultants can provide thought leadership and advice. Our consultants are SMEs in planning, execution and assurance of all aspects of Service Management in all environments. Our pragmatic approach can help provide an accelerated route to your Service Management objectives.

SERVICE FEATURES

▶ Highly experienced independent IT Service Management SMEs

▶ Consultancy on best practices including ITIL, COBIT and ISO/IEC20000

▶ Strategy generation and execution

▶ Current State Assessment of the Service Management Maturity

▶ Service Management consultancy in Multi-Vendor, SIAM and Cloud environments

▶ Service Management Tooling lifecycle (evaluation, selection, procurement and implementation)

▶ Service Strategy, Design, Transition, Operation and Continual Service Improvement

▶ Support and leadership on Service Transformation and Modernisation programmes

▶ Coaching and mentoring provided at all levels

▶ Enterprise Service Management

SERVICE BENEFITS

▸ Experienced independent IT service management consultants

▸ Fully aligned to your business outcomes

▸ Maximise business value from investments in technology

▸ Maximise business value from Cloud and SIAM supply chain

▸ Improve your control visibility of IT infrastructure and associated cost

▸ Cost reduction, reduce spend on IT

▸ Increase customer satisfaction scores

▸ Ensure effective Continual Service Improvement

▸ Ensure smooth transition of Transformation or Modernisation programmes

▸ Improve overall service delivery

SET-UP AND MIGRATION

We work with our customers in the design, development and transition from traditional services to cloud based services. We have extensive experience of delivering design and orchestrating the move using broad range of techniques and methodologies.

Supported Services:

IAAS

PASS

SASS

ITASS

QUALITY ASSURANCE AND PERFORMANCE TESTING

We proactively support the Buyers' team implementing cloud hosting and software services through sharing of industry best practice and our experience. In addition, our accredited Quality Management System delivers a set of Critical Project Deliverables, Risk Registers and Compliance Registers ensuring that all implementation issues are fully addressed and mitigated. These are agreed with the Buyers' team to ensure the project is delivered on time, on budget and on quality.

Our structured approach utilises proven methodologies and innovative ways of working underpinned by experience of managing emerging challenges in the fast changing cloud hosting and software environment.

TRAINING

As we provide a large number of cloud services, our training is bespoke to each service and each buyer. Our team work dynamically with your team to ensure their expertise is shared through workshops, one-to-one sessions, mentoring and knowledge transfer. Where required they will create learning collateral to be shared amongst those within your delivery team.

Training will be provided by the specialists we deploy to your programme and will be overseen by a dedicated Account Director. Our aim is to provide you with the specialist support you need to integrate cloud solutions into your business while facilitating a sustainable service that empowers your people to manage your cloud in the long term.

Services the training service works with:

IAAS

PASS

SASS

ITASS

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.

HARRISON

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