

What and Why

IT organizations are discovering an ongoing increase in the need to optimize and fit internal work processes to be more competitive and deliver business solutions more efficiently. This means that IT organizations need to work after more uniform and efficient processes.



Business Value

In CSC we help both private companies and the public sector to improve their IT organizations' ability to meet the increasing business demands by optimizing the IT processes.

An important element in the optimization is the ITIL Process Framework which has its starting point in Best Practices processes adjusted to the IT organizations needs and delivery obligations.

Process

CSC's ITSM services include:

- An analysis of process maturity and recommendations for improvement initiatives
- An ITIL awareness game – set up, facilitation & conduct
- Design, development and implementation of processes
- Models for ongoing improvement of processes including implementation of goals and reporting
- Models for control of processes including implementation of goals and reporting
- Organizational adaption based on the result of process implementation
- Uncovering needs for IT support of processes, purchase and implementation of tools



If you want to know more about ITIL?

Please contact Senior Consultant Ib Guldager on phone +45 29 23 41 52 or email iguldager@csc.com for further information or +46 768861701 or email mzaar@csc.com.