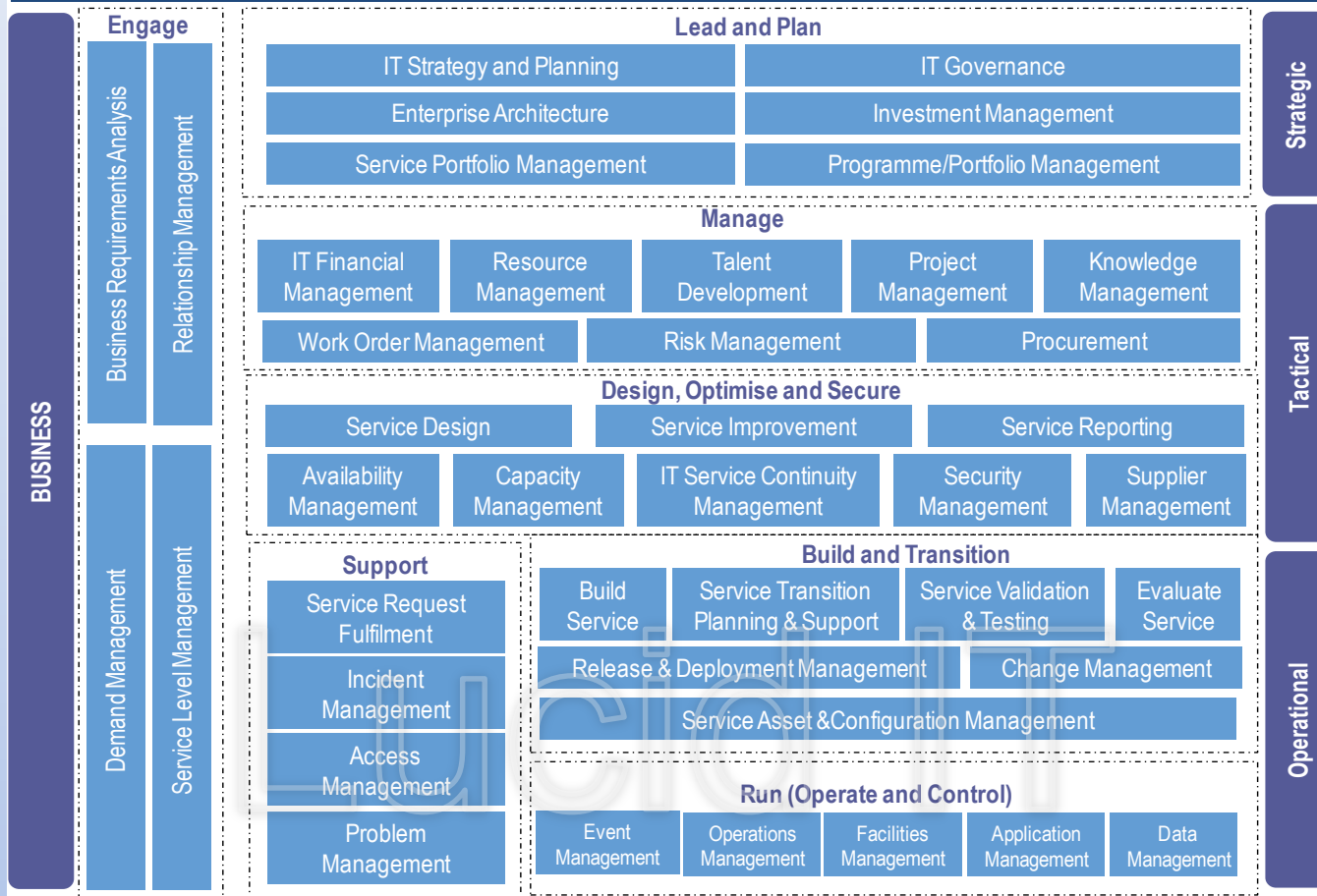


ITIL V3, Prince2, MSP: Driving the Service Lifecycle “HOW” & COBIT 4.1 Governance Framework: Driving the “WHAT & WHY”



Accelerate capability and drive value through our integrated framework approach

Process

- Proven Templates
- Best Practice Workflows
- Framework integration
- Governance controls
- Maturity Roadmap
- Process goal alignment
- KPIs

Structure

- Functional alignment
- Service Management Office
- Project/Programme Office
- Process owner placement

People

- Process & tool training
- Job descriptions
- Organisational change
- Performance management

IT Automation tools

- Procurement process
- Functional requirements
- Technical requirements
- Integration requirements

Reporting

- Templates
- Analysis techniques
- Dashboard
- Scorecard