



## Service Improvement Program

**To control your service levels** in a complex IT management environment is not an easy job. Although current IT infrastructure is quite complex, we consider Service Management to be a non technical area. Not tools, but people and processes make the difference in IT Service Management.

IT staff are working hard and try to do a good job. Customers and end-users however are not always satisfied. Bad Customer Service is a widespread problem. Agreed Service levels and applicable Performance Indicators are not always met.

Telecommunications Industry Ombudsman John Pinnock recently blamed outsourcing for poor customer service, based on a 2005 annual report on Australian phone companies. But also in other areas we see Service Levels are difficult to manage especially in outsourcing.

If you are a commercial IT Service provider, if you're dealing with Delivery Projects or Outsourcing, the **ITA Service Improvement Program** can help you improving your Service Levels. Basically the program consists of 2 phases, the assessment and the improvement phase. It is also possible to hire an ITA professional for the assessment only.

### The Assessment phase:

After the initial intake, ITA assesses your Service Delivery organisation. We look at your processes, your IT staff and your performance. ITA will define your weak spots and benchmark them against your competitors.

The assessment is executed by ITA professionals. They are experienced (project-) managers with a profound background in Service Delivery, but also with people and coaching skills since we consider the people factor of great importance.

Together with the Delivery Manager we define the areas for improvement, based on the assessment outcome.

### The Improvement phase:

Based on the outcome of the assessment and the most important issues for your organisation, we build a customized Service Improvement Program.

As described in ITIL, the Service Improvement Program (SIP) is part of the Service Level Management process and aims to improve the quality and improve service targets, preferably based on an annual budget with a proactive approach.

We developed a program to improve your service levels. This program is based on measurable KPI's for your ITIL processes. As we consider your IT staff as the most important asset, we aim our program at your Service Managers, Project managers or Process Managers. By improving their skill and competence level we enable them to consistently improve your IT Service Delivery.



**The ITIL Trainers Association** is a professional organisation who aims to support all Service Managers in the field around the globe. We do this based on our own professional Service Management background in the field and the combined knowledge of our members around the globe. The difference with most ITIL training companies is that we stand close to our customers and our colleagues in the field. We offer practical and pragmatic products and services, instead of theory, in the best interest of our customers. ITIL Trainers Association is the global knowledge leader in IT Service Management for you as an IT Service Providers or an ITIL Service Managers in the field.

### ITA Products and Services:

- **Knowledge;** Full access to ITA.net the Intellectual Capital Database with a wide range of practical IT Management information. Current trends, data and useful documents and templates.
- **ITIL Coach;** Access to our IT Management experts, who can support you or your staff with on the job assistance.
- **Process Assessment;** A thorough assessment of your current IT Management processes. This will give you insight in your strengths and weaknesses, thus offering possibilities for improvements. This is the starting point to define the Improvement Program.
- **Case study analysis;** The current situation is analysed together with your staff. By simulation based on Case studies we improve the practical knowledge and skill level of your staff.
- **Skill-training;** Improve the skill level of your IT staff with specific training sessions and coaching.
- **ITIL education;** As a certified ITIL training centre we can offer you a wide range of ITIL training. From Foundation to Service Management.
- **Apollo 13;** The ITIL Case experience. Applied as an assessment centre for your IT Management staff.

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**Measure your performance by defining the right Performance Indicators together with your customers. ITA can support you with it.**