

# IT Operational Review & Action Plan

Is your IT a source of frustration, confusion and financial pain?

## Do you need to better understand your IT operation and the way forward?

The benefits of technology are well proven in business, so why is it so often a source of frustration, confusion and financial pain for many organisations? Increasingly it has been recognised that the business and the technologists need to be harmonised, singing from the same song sheet. So how do we achieve this when the IT team speak in acronyms and abbreviations and the management team speak in terms of profitability and strategic direction?

The key is in developing a common understanding of the business objectives with proven processes and procedures to ensure that technology initiatives and operations support the achievement of those business and operational goals.

## Leveraging Best Practice

Thankfully, we have well recognised best practice models to follow. As far back as the 90's, the UK government recognised the challenges faced by departments and organisations who were struggling to manage the increasing complexity of IT systems. The IT Infrastructure Library (ITIL<sup>®</sup>) was born and provided a framework for the management of IT systems. Now in its third version, ITIL<sup>®</sup> is recognised worldwide as best practice for IT management.

Help is also available for the management of key projects in the form of PRINCE2, another UK government best practice model from the '90s. Again, now globally recognised this model can be used to provide guidance on the key steps required to successfully define and deliver projects of any type.

## The IT Operational Review & Action Plan is your solution

Our approach is to review current performance and processes against these recognised best practices to provide a clear view of the current IT delivery and management capability. This includes spending time with key business managers, representatives from the IT team and external 3<sup>rd</sup> party suppliers and partners where appropriate. From these sessions we can build up a picture of the business requirements, areas of dissatisfaction with the IT service and build a consensus across the business on how things can be improved.

These identified improvements are then captured in an Action Plan document which will provide a detailed breakdown of the key initiatives required to further enhance the performance of your IT team. We can also align this action plan to include the achievement of standards in these areas including ISO20000, the IT Service Management Standard and ISO27001 the information security management standard.



## Review & Action Plan – Key Steps



The operational demands placed on IT management and support teams can often leave them without time to review performance and plan for the future. Futurestate offers some of the most experienced IT operational management consultants in the country to help plan the way forward for your IT service.

Our review and plan consists of the following key elements;

- World Class IT Service Management Consultants
- Structured review meetings with key managers across the business
- Open discussion with internal and external IT management and support teams
- Process and documentation maturity assessment
- Action plan referenced to recognised best practice model, prepared with your business objectives and budgets in mind
- Fixed price for organisations with less than 250 staff

**Price : £2,000**  
excluding VAT

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