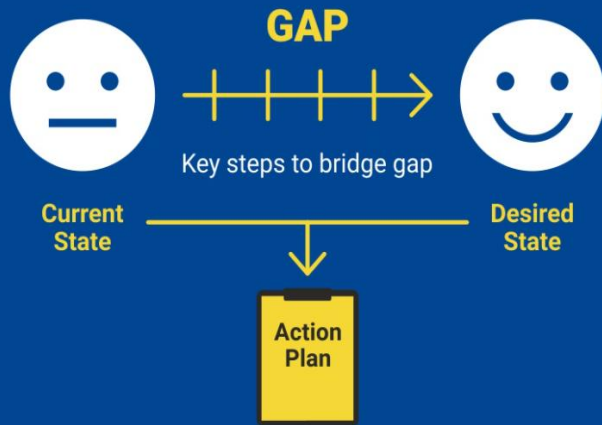


# Service Transition Assessment Workshop

*An outsider's perspective can bring unexpected value to your organization*

*What are the problems we are trying to solve?*



**Five Stages of Assessments:** (1) Discrete (2) Strategy Evolving (3) Strategy Roll-Out (4) Enterprise Integration (5) Continual Optimization

## About our Facilitator

- This technology assessment workshop shall be conducted by TOGAF 9 and ITIL certified and experienced facilitators imparting enterprise-wide technology workshops for various customers both locally and internationally especially in the Banking and FSS industry market segment.
- Our facilitator has worked for three large international computer organizations including IBM, Fujitsu, and ICL.
- Our facilitators holds various industry professional certifications in the space of enterprise servers and storage technologies, Information Security, Enterprise Architecture, ITIL, Cloud, Virtualization, Green IT, and a co-author of 10 IBM Redbooks and have developed 30 plus courses in AIX, storage, securities and digital technologies.

A Service Transition Assessment evaluates an organization's readiness to introduce new or modified IT services into a live environment. It ensures people, processes, and technology are prepared, minimizing operational downtime and mitigating deployment risks.

### Key Focus Areas

During an assessment, several critical elements of the service lifecycle are measured to determine if a release is ready for "go-live".

**Process Readiness:** Are incident, problem, and change management processes updated and understood by staff?

**Technology & Tooling:** Have the new systems been successfully tested? Is monitoring and alerting configured?

**People & Training:** Has the support team received adequate training? Is there a formal knowledge transfer plan in place?

**Business Impact:** Have stakeholders been communicated with? Is the business continuity plan updated to account for the new service?

### We are addressing one or more of the following problems when working with our client directly:

**No Roadmap:** Vision may or may not exist, but regardless they want to know how to achieve it.

**CIO/Director IT** who is trying to enhance their present environment in a more structured and impartial fashion.

**Silo'd initiatives:** Current projects are independent with unclear linkages.

### Benefit to the client:

- Roadmap to IT Vision:** Provides structured storage technology roadmaps and action plans to achieve their IT Vision.
- Holistic View:** Provides holistic, big picture view, to share with peers and LOBs within enterprise.
- Communications:** Facilitates better communications among peer organizations.
- Prioritized:** Positions new IT projects in the roadmap framework, to reinforce priority and sequencing.
- Storage Domain Assessment:** A facilitated group assessment of IT's "As-Is" & "To-Be" process & technology states to identify the gaps and the IT capabilities to be adopted to fill those gaps. Following client's storage domain IT capabilities will be assessed for this services.

- 1) Asset Management
- 2) Configuration Management
- 3) Change Management
- 4) Release Management
- 5) Knowledge Management

### Deliverables:

- Component Infrastructure Roadmap (CIR) provides a comprehensive methodology for performing a storage gap assessment analysis of the organization across predefined set of customer's IT capabilities based on their Business and IT initiatives.
- Based on identified gaps and customers project priorities, it delivers detailed roadmaps and prioritized action plans to close the gaps and enhance the customer's IT capabilities landscape.
- It helps customer's in carrying out forecasting, planning, and budgeting for their upcoming projects.
- Assessment Summary, Observations and Recommendations, Technology Roadmap based on 1-3 years plan.

### Key benefits of this workshop:

- Delivers detailed storage technology roadmap and prioritized action plans to best align IT's capabilities in support of the business.
- Provides the C – management with a holistic, big picture view, to better articulate the value of IT's initiatives with peers and the IT organization.
- Facilitates meaningful dialog among peer IT organizations via proven technique.
- Positions new IT projects in the roadmap framework, to strengthen priority and sequencing.

### Detail Information:

|                     |                                                                        |
|---------------------|------------------------------------------------------------------------|
| Service Code        | : WS305                                                                |
| Service Duration    | : 3 Day Onsite and 10 Day Offsite                                      |
| Service Location    | : Customer On-site, and Online on Zoom.                                |
| Terms & Conditions  | : 50% payment in advance and 50% at the time of presenting the report. |
| Project Deliverable | : Comprehensive Assessment Report                                      |

For additional information, call for presentations or please write to us at: [info@tlcpak.net](mailto:info@tlcpak.net)

Shaping up enterprises for tomorrow



Opportunities are made, not found