

Most organizations have adopted some level of Service Management practices and processes to assist their IT organization with the management of IT and support. While many strive to provide new and relevant business aligned services, the legacy design of the service management processes and controls are holding them back. In order to become a modern service provider and broker to the business, IT needs to better define the services they offer and streamline their service provision and/or brokerage of external SaaS and Cloud based services. Digital Transformation initiatives are omni-present across all industries, IT Service Management also needs to evolve in the same way to support the new business needs whether adjusting existing processes or adopting new ITILv4 best practices.

Our Focus

We work with IT organizations and their Service Management stakeholders to address the key focus areas including:

- ✦ Program Design - Developing the Service Management transformation program to address the need for increased service capabilities, competencies and delivery agility
- ✦ Service Catalog Design – Design of a best practice Service Portfolio, Service Catalog and associated Request Catalog specifying Business Application, Technical and Professional services
- ✦ Inventory & Configuration Practice Design - Practice and process planning of Inventory and Configuration Mgmt. including database federation, data sources, logical configuration items and physical inventory items with the associated practices to assure data integrity.
- ✦ Overall Process Design & Adoption - Support for the development and adoption of all in-scope IT Service Management practices and processes aligned to the customer's adoption roadmap.



Our Approach

Like most Paragon services, we take a multi-perspective approach to our Service Management transformation. We do this by engaging and becoming part of the customer's program team to establish the plan and scope, drive each iteration to enable new service management capabilities and competencies and ensure their enterprise adoption. The specific focus of the ITSM transformation engagement is developed in concert with the customer leadership and key stakeholders and is adapted to meet the customer's specific business and IT challenges. We deliver these transformational services using an agile approach to ensure regular "continual improvement" outcomes.

What You Can Expect

Paragon will work with the customer team to develop and execute a Service Improvement plan that evolves the current Service Management environment to a service provider & broker model that better supports the Business Transformation. Typical engagement deliverables include:

- ✦ ITSM Transformation Plans
- ✦ Service Catalog Framework
- ✦ Service Architecture
- ✦ Service Models & Templates
- ✦ Request Value Streams
- ✦ Practice and Process Designs
- ✦ Configuration Management System Models and Processes
- ✦ Adoption Plans

About Paragon Solutions Group

Paragon Solutions Group helps IT teams more effectively interact with the rest of the business to enable growth and agility. Our progressive approach to IT maturity and our focus on measurable outcomes provides IT organizations with the perspective, methodology and tools to build a strong foundation that serves and is valued by all of IT's stakeholders.