

ITSM BPM ENGAGEMENT MODEL



Driving the cost out of IT Service Management

Covestic's IT Service Management (ITSM) Business Process Management (BPM) solution enables you to significantly reduce the time, effort, and cost to implement and optimize ITSM.

ITSM BPM Phases

Covestic has developed an engagement model that delivers the right solution to your unique needs, while providing the value proposition and accurate measurements to justify investment.

• **Plan**

- Analyze your situation
- Identify root cause
- Validate and verify the business drivers

• **Assess**

- Capture business need
- Baseline current situation
- Analyze gaps
- Prioritize actionable recommendations
- Provide a sellable plan for moving forward

• **Build**

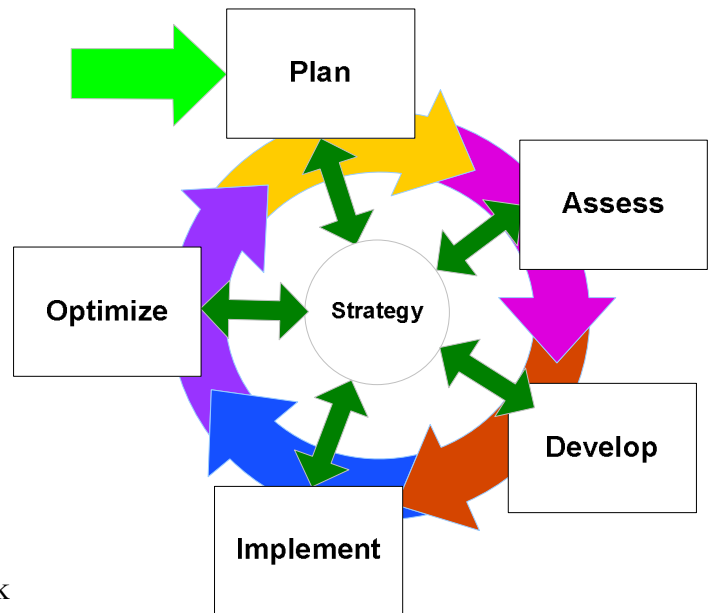
- Optimize workflow and artifacts
- Clarify roles and responsibilities
- Build scorecards and reports

• **Implement**

- Define Services
- Negotiate expectations
- Map Services to Configuration Items
- Automate workflow
- Map organization structure to roles framework
- Integrate enterprise management solutions

• **Optimize**

- Workflow
- Service catalog
- Service levels
- Integration



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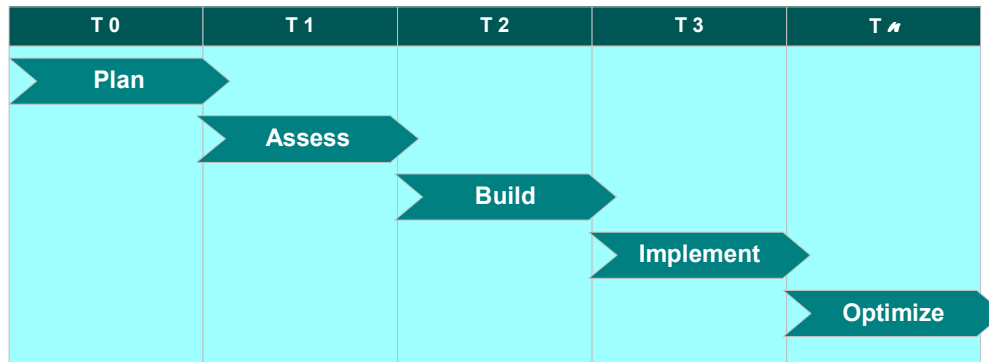
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Rapid Implementation

Covestic's templates are not only a solid foundation to launch your improvements but allow you to rapidly and efficiently optimize your workflow on a consistent basis. The typical engagement timeline for implementing ITSM using BPM is as follows:



The following table explains the activities of each phase and the benefits that the Covestic ITSM BPM templates provide.

	Plan	Assess	Build	Implement	Optimize
Activities	<ul style="list-style-type: none"> Determine your business needs and challenges 	<ul style="list-style-type: none"> Baseline your current situation Identify gaps Recommend tangible solutions Define specific improvement roadmap 	<ul style="list-style-type: none"> Customize workflow and user interfaces to your unique situation Integrate existing solutions Test solutions 	<ul style="list-style-type: none"> Procure hardware and software Install and configure Deploy templates Map organization to roles Conduct training 	<ul style="list-style-type: none"> Refine reporting Refine scorecards Optimize process
ITSM BPM Template Benefits	<ul style="list-style-type: none"> Not Applicable 	<ul style="list-style-type: none"> Not Applicable 	<ul style="list-style-type: none"> Substantially reduces build time Built-in template features based on ITIL best practices and Covestic's deep ITSM implementation experience Reduce integration effort 	<ul style="list-style-type: none"> Reduced configuration time Reduced effort to train staff 	<ul style="list-style-type: none"> Reduce time to optimize process



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