

Our Capabilities

IT Service Management



Pitcher Partners has extensive experience in providing practical guidance to help organisations deliver and support complex IT services, whilst meeting the business requirements of reduced costs and continuous improvement.

Today's organisations call for a much more complex IT environment whilst continuously reducing costs, improving efficiency and availability.

The IT environment consists of a number of IT Services, which are delivered to meet business needs. Structured processes are required to ensure that these services are delivered and supported, and still be positioned to act quickly in a rapidly changing environment.

Our Approach

Pitcher Partners takes a practical approach to IT Service Management and ITIL Best Practice and understands that one size does not fit all.

Assessment

Our methodology begins with an assessment of the processes and practices currently in place and determines the areas for improvement that will have the most immediate benefit.

All agreed areas of IT are assessed to determine:

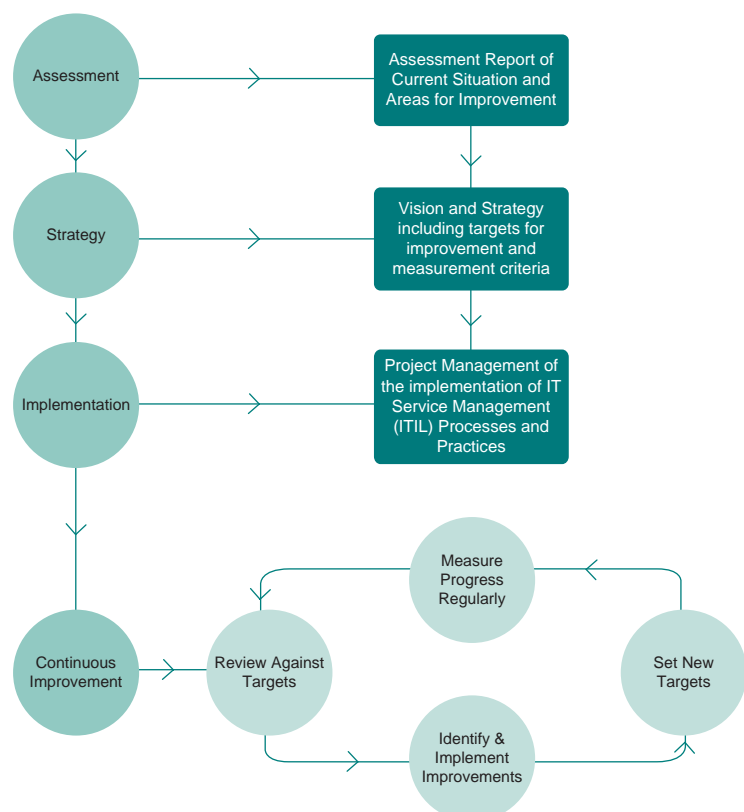
- Adherence to ITIL Best Practice
- Efficiency
- Cost Effectiveness
- If business needs are being met
- Weaknesses and Improvement opportunities

Strategy

A strategy is then developed that addresses each of the following areas:

- People and Skills
- Process and Procedure
- Tools and Technology
- Data and Information

IT Service Management Approach



A clear set of short term activities are identified to achieve improvement quickly, as well as a longer term strategy to instigate a continuous improvement program. These activities and strategies are prioritised and business cases are written.

Implementation

Through our tried and tested project management methodology and extensive experience in ITIL Best Practice we will provide practical guidance to the IT organisation to ensure that benefits are realised and momentum is sustained.

We can assist your organisation in the implementation of:

Service Support Process Areas

- Service Desk/Helpdesk
- Incident Management
- Problem Management
- Configuration & Asset Management
- Change & Release Management

Service Delivery Process Areas

- Service Level Management & SLA Development
- Availability Management
- Capacity Management
- Financial Management for IT Services
- IT Service Continuity Management

Continuous Improvement

A continuous improvement program is instigated, based on the prioritised strategies and is designed to help the IT organisation stay aligned with business requirements, gain efficiency and use innovation to improve IT Service Delivery and Support over time.

Continuous improvement involves a periodic assessment of progress and the setting of targets and objectives to ensure that results are achieved and sustained over time.

Solid performance management strategies are used to ensure that goals and targets are meaningful and measurable, thus clearly showing progress and value to the business.

We will set up an IT Service Management framework for your organisation, which allows you to grow and evolve to continually improve and add value to your business and IT function.

Benefits

Benefits include:

- Lowered operational costs
- Better management of software licensing
- Adherence to regulations and legislation

- Consistent and measurable results driven IT Services
- Improved relationship and alignment with business objectives
- Better quality information to support IT decisions
- Decreased number of IT service related disruptions
- Higher levels of IT Service Availability and Reliability
- Practical and manageable Change Management practices
- Clearly understood roles and responsibilities
- Clearly defined Service Level Agreements
- Many more...

Our Team

Pitcher Partners has a team with expertise and experience in IT Service Management. We have:

- Staff professionally certified in ITIL
- Experience in all aspects of service delivery and services support
- A proven ability to integrate the business and technology perspectives
- A framework that is customised specifically for your business and technical issues and requirements.

For further information please contact:



Frank Zahra
Partner/Executive Director
T 03 8610 5192
E frank.zahra@pitcher.com.au



Rob McKie
Associate Director
T 03 8610 5443
E rob.mckie@pitcher.com.au



Abdul Laksassi
Senior Consultant
T 03 8610 5569
E abdul.laksassi@pitcher.com.au



Pitcher the difference

Melbourne

Telephone +61 3 8610 5000
partners@pitcher.com.au

Sydney

Telephone +61 2 9221 2099
partners@pitcher-nsw.com.au

Perth

Telephone +61 8 9322 2022
partners@pitcher-wa.com.au

Adelaide

Telephone +61 8 8179 2800
partners@pitcher-sa.com.au

Brisbane

Telephone +61 7 3222 8444
partners@pitcher-qld.com.au

www.pitcherit.com.au

Liability limited by a scheme approved under Professional Standards Legislation.

Pitcher Partners, including Johnston Rorke, is an association of independent firms | An independent member of Baker Tilly International.