



ITIL v3 Readiness Assessment



IMPLEMENTATION ROADMAP FOR ITIL v3 BEST PRACTICES

Introduction

With the introduction of ITIL® version 3, many organizations are either considering 'making the switch' from version 2 to version 3, or when just starting the ITIL journey, how to implement this enhanced version of the ITIL best practices. InterProm USA's ITIL v3 Readiness Assessment is a workshop-based approach to building a custom roadmap reflecting your migration plan, respectively implementation plan.

ITIL v3 Readiness Assessment

- **What it is...**

InterProm USA's ITIL v3 Readiness Assessment is an in-depth assessment of your level of readiness migrating to and/or starting the implementation of the ITIL v3 Service Lifecycle. The results of this assessment is a clear and concise migration plan for organizations having implemented best practices of ITIL v2, respectively implementation plan for those organizations who are at the early stages of the ITIL implementation journey.

- **How does it work?**

The assessment consists of a series of highly interactive, intensive and thorough workshops each aimed at each level of your organization. Each workshop is facilitated by one of our most experienced consultants, leveraging from more than 15 years of ITIL/ITSM implementation experience. The format of the workshops consists of questionnaires, team assignments, analyses and solution designs.

- **Who should participate?**

In short, the more disciplines and functional areas that are represented during the workshops, the better the quality of the outcome of the assessment, the better the quality of the roadmap.

- **How to prepare for the workshops?**

The intake process will be combined with a documentation gathering and an off-site review activity. In this way our facilitator(s) will be able to start the workshop well-prepared.

The preparation also includes the determination of the preliminary scope of the assessment, a review of your goals and objectives, and all the necessary workshop preparations.

- **How long does the assessment last?**

The scope, the complexity of the environment and the number of participants will influence the duration of the workshop. The duration of a typical assessment ranges from 2 to 6 weeks.

ITIL v3 Roadmap

- **What happens after the workshops?**

Our workshop facilitator(s) will prepare off-site a preliminary assessment report for your review. This report will provide a first indication of the outcome of the assessment and some high-level next steps.

Upon agreement of the preliminary results the facilitator(s) will prepare the final report, which includes a project-based migration, respectively implementation roadmap to implement the to-be-adopted best practices of ITIL v3.

This end-report will be presented onsite to the steak holders of the customer.

When Going Down the Road...

If so desired InterProm USA can provide additional support during your adoption process of ITIL v3.

- **ITIL v3 QuickScan®**

By means of a fast and easy monitoring tool of your improvements InterProm USA can provide insight if you are still on the right track.

- **ITIL v3 Mentoring/Coaching**

On an as-needed basis InterProm USA provides onsite and/or off-site support in any desired service, process, organization and/or technology area while you are implementing your improvements. This very affordable service appeals to many of our customers!

- **ITIL v3 Tool Selection Support**

Supporting your process and service improvements with the right technology architecture is a critical success factor that is not to be overlooked. InterProm USA is a vendor-neutral advisory firm with decades of experience in this field of expertise.

- **ITIL v3 Certification Training**

InterProm USA is an EXIN Accredited ITIL Certification Training Organization (ATO), using its own EXIN-accredited course materials and EXIN-accredited instructors. InterProm USA offers training courses for each certification level.

Interested?

Our ITIL v3 certified consultants would be glad to answer any additional questions you may have. We would also be pleased to provide you with a detailed quote for your budgetary planning purposes.

Please feel free to contact us for more information.