



## ITIL® Gap Analysis Consulting Service

**Metron** – Established for 22 years, Metron is a leading consulting and services organization specializing in the ITIL® marketplace.

Metron has been instrumental in the development and promotion of ITIL® good practice since its inception. Under contract to the UK government in the 1980's, Metron assisted in the creation of the original ITIL® process definition and booklets.

Since then Metron has remained highly active in the field through work such as committee level participation within the ITSMF organization, the community established to promote ITIL® worldwide.

Metron's experienced consultants have undergone rigorous ITIL® Manager and Practitioner certification recognized by ISEB, EXIN, and the APM Group. Their depth of knowledge and expertise ensure that you can implement their recommendations assured that you are deploying industry good practice in a manner that will provide immediate benefit to your organization.

**Why 'ITIL Gap Analysis'** – Increasingly organizations need to justify that processes and procedures used throughout the business meet industry standards for good practice, and can be audited and proven to be so. This gives stakeholders in your business and in-house staff the confidence that expenditure in the business is being used to best effect for those concerned.

ITIL® is the leading approach for recommending good practice for management of IT infrastructure and its interaction with the business. Understanding ITIL's position for all IT infrastructure management processes and implementing what is appropriate for your organization from within those guidelines is an effective means of justifying to stakeholders that your environment is being managed in line with or better than industry expectations.

For most organizations, this means applying ITIL's view of Service Management to an existing infrastructure. Typically an organization will have both good and less effective practice in place within its Service Management operations. Effective adoption of the ITIL® approach to good practice means understanding what is good and bad in your environment, what is needed to make your organization more effective and bringing these together as a set of processes and procedures that help your business achieve its goals.

Metron's ITIL® Gap Analysis service helps define your understanding of where you are, where you should be, and how to get there in terms of Service Management.

**The ITIL Gap Analysis Service** – Different companies have different goals for IT infrastructure management: cut costs, enhance service quality, reduce time to implement change and many more.

The ITIL® Gap Analysis Service helps you manage your IT environment to best achieve your particular goals, whatever they might be.



This is achieved by bringing together three areas of understanding:

- Service Management in your organization today
- ITIL® Service Management good practice
- Future Service Management profile for your organization

The ITIL® Gap Analysis service audits what you currently do for Service Management against ITIL® good practice guidelines. Further interviewing is used to generate an understanding of your future requirements from Service Management. Comparing what you do now and where you want to be with our extensive ITIL® experience and expertise enables us to recommend what activities will enable those organizational objectives to be realized.

## Metron's Methodology

**Interview – Analyze - Recommend** – Metron's methodology is to examine your existing Service Management processes and procedures via interview and interaction between our experienced consultants and a company's IT staff and management.

**Step 1:** A variety of interview questions and assessment checklists developed over time help our consultants identify the good and bad in current practice.

**Step 2:** Interviews with relevant managers identify the profile of good practice for Service Management that the organization would like to achieve.

**Step 3:** The two views, current and future, are then compared with Metron's extensive understanding of ITIL® good practice and experience based on consulting with many ITIL® users. Rather than suggest every organization align completely to ITIL®, Metron makes appropriate recommendations based upon your aspirations and constraints within your environment.

**Step 4:** Metron then recommends a plan of action that will help your company align its procedures and processes better to the ITIL® framework where such action will benefit your organization and help you achieve your goals for the managing of your IT infrastructure.

Metron's experienced consultants will examine a company's IT environment in the context of the above areas and use one of several relevant scoring models (e.g. CMMI) to determine how mature each process is within the context of ITIL®. From there, a detailed report tailored to the organization will be generated and specific recommendations will be made in each area so that the company can improve its processes and transform IT from a cost center into a strategic asset.

### The areas specifically covered include:

- Service Support
- Service Desk
- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release Management
- Service Delivery
- Capacity Management
- Availability Management
- Financial Management
- IT Service Continuity Management
- Service Level Management

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