

ITIL Process Design

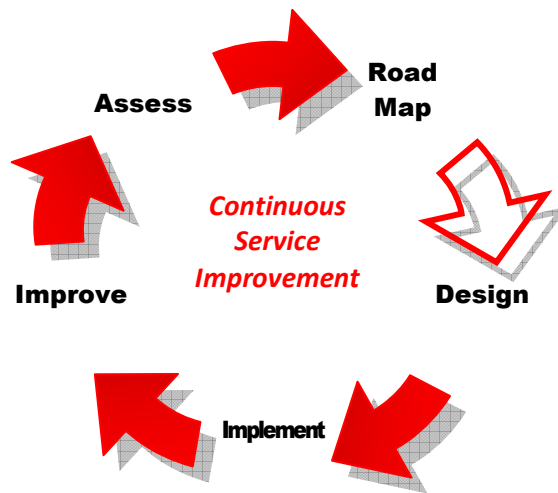
Ever wish you could design or re-design ITIL processes on the fly?

Our proven ITIL Process Design service allows you to take an inventory of existing process activities and quickly design or re-design processes according to ITSM best practices.

Red Engine Consulting has extensive experience in Process Design, [implementation](#) and [improvement](#). Our approach is to initially take a quick inventory of existing process activities and then utilize this information to design (or re-design) processes according to ITSM established practices and our own proven process design methodology.

As part of the Red Engine Consulting Process Design service, our consultants work with you to create the most effective and efficient end to end processes for your organization and ultimately help you to achieve your specific business objectives.

Our design workshops are structured to deliver the appropriate level of process structure and control for your organization.



Typically, following the [Process Maturity Assessment](#) and the creation of the [Process Roadmap](#), the Process Design service is the next step in developing consistent and reliable IT services.

Crafting processes with each organization's core objectives in mind is the key to ensuring that processes are adopted more readily.

Throughout the service engagement, Red Engine Consultants will collect information about org structure, roles and responsibilities and other relevant day to day activities. Usually this information is gathered through interviews with key staff members and extensive documentation review.

This approach helps to ensure that the fundamental process elements such as policies, workflow and integration with other related processes and functions are quickly established and agreed upon prior to moving toward establishing a plan for implementation.

Process documentation review includes the following:

- Org Chart
- System documentation
- Tool survey
- Roles & responsibilities
- Process documentation
- Org policies & procedures

The REC approach also includes teaching internal staff members to think like consultants and be able to evaluate the overall value and maturity of processes to the organization.

This helps to reduce the organization's reliance on consultants and to develop the internal expertise to continually improve the overall value to the organization.

Using the Deming Cycle as a model for continuous process improvement to ensure that processes remain focused on organizational objectives, the service includes three (3) follow-up sessions, with Red Engine

Consultants, for review of process metrics and additional fine-tuning.

Over time, your organization will develop a consistent and predictable structure to the day to day process activities.

The Process Design service includes the following deliverables:

- ITIL/ITSM Overview presentation
- [Process/organizational readiness assessment](#)
- [Process roadmap](#)
- Process design workshop
- Process description
- Detailed process procedure document
- Process integration (with existing processes)
- Process template
- 6 month process check-up
- Process outline/flowchart
- High level roles & responsibilities (RACI/Swim lanes)
- Three 1 hour follow up sessions with ITIL Master certified consultant.

As an added cost saving measure, Process Design can be delivered either remotely, on-site or a combination of both.

Call for a quote today!

Use Code: **DABB09** and receive a 10% discount on any service.