

## ITIL Process Improvement

So you've implemented your ITIL processes. What's the value to your organization?

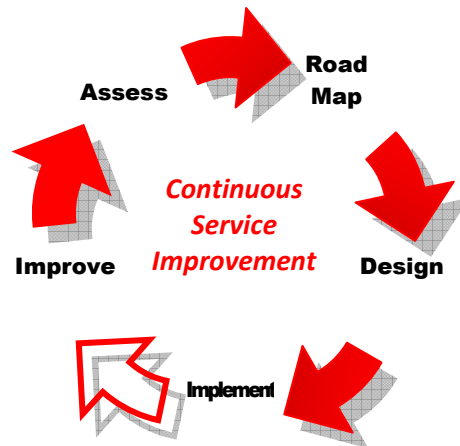
In other words, do your processes meet or contribute to the achievement of your organization's overall objectives?

Many organizations have "implemented ITIL", but often times, the ITIL processes have been "implemented" in name only. In fact, for most of these organizations, the true value of ITIL eludes them.

The Red Engine Consulting Process Improvement service is designed to help you get the most from your ITIL processes. Our flexible service is designed for organizations with existing processes that require improvement and can be used for 1 or more process areas at a time.

The service begins with an end to end evaluation of your existing processes to determine their value to the organization.

During the evaluation Red Engine Consultants collect information about organizational structure, key roles & responsibilities and relevant day to day operational activities.



Generally, this information is gathered through a series of interviews with key staff members along with an extensive survey of organizational documentation. Depending on the organization, this can include a review of the following internal documentation:

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

Using the [OGC ITIL® process maturity scale](#) and several other industry benchmarking tools as a guideline, our consultants will assess your relative process maturity and make recommendations for improvement relative to the organization's overall objectives.

Following the evaluation, our consultants will create a Simple, Practical and Effective plan to help improve the overall process effectiveness.

This plan will include step-by-step guidance for implementing the organization's highest priority process changes and customized metrics and reports for tracking the progress.

The Process Improvement service includes the following customized deliverables:

- Process overview
- Improvement recommendations
- Process flowchart
- High level roles & responsibilities (RACI with Swim-lanes)
- Process integration (if existing processes)
- Customized process template(s)
- (2) 1 hour remote follow up sessions with an ITIL Master Certified consultant
- Process metric recommendations
- Process reporting recommendations



As with most of the Red Engine Service Management solutions, the Process Improvement Service can either be delivered remotely (at significant cost savings), on-site or a combination of both.

**Call for a quote today!**

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