

ITIL Process RoadMap®

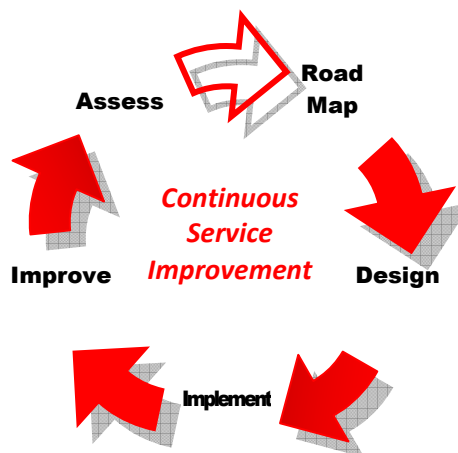
As a small business, how can you transform your IT organization without disrupting existing workloads and projects, and without increasing IT costs?

Where do you begin?

The Red Engine Consulting difference rests in the fact that our services are specifically tailored to meet the needs, *and budgets*, of small and medium sized organizations.

The Process Roadmap service is a combination of the [Process Design](#), [Process Maturity Assessment](#) and [Process Jumpstart](#) services. This service is designed to help fine tune your service management processes to support consistent and high quality service delivery to your business customers.

By leveraging IT Service management best practices, Red Engine Consultants help you to create efficient and effective technology infrastructure services that are appropriately aligned to your organization's business requirements and priorities.



Typically, this service is designed for those organizations that are either new to IT service management and ITIL with no formal process infrastructure in place or those that are interested in a full refresh of existing processes.

The Process Road Map service begins with a [Maturity Assessment](#) to help define a baseline of current operational and process capability. The assessment provides a high-level evaluation of current service management processes, as measured by the [OGC ITIL® process maturity scale](#).

For a full menu of our low cost Service Management solutions for Small Business, visit our website or contact us via email at:

[Red Engine Consulting](#)

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Simple.
Practical.
Effective.®

The REC approach also includes teaching internal staff members to think like a consultant and thus enabling them develop the skills to evaluate the overall value and maturity of processes to the organization.

This not only helps to reduce the organization's reliance on consultants but also helps to develop the internal expertise to continually improve the overall value to the organization.

The objectives of the Process RoadMap® service include:

- Determine the best solution to fit the specific business requirements
- Create a customized roadmap to guide the organization

The Process Road Map service includes the following deliverables:

- Process/organizational readiness assessment
- ITIL/ITSM Overview presentation
- Process roadmap(s)
- Process design workshops
- Process description(s)
- Process roles & responsibilities
- Process procedures
- Process integration (where applicable)
- Process templates
- 5-7 1 hour follow up sessions w/consultant
- 6 month process check-up

Note: Process RoadMap® service pack includes 3 processes (call for more information)

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