

Service Offerings	Process Design	Process Jumpstart	Process Improvement	Process Assessment	Process Policy & Procedure Development	Process Measurement & Reporting	Process Tool Selection	Vendor/Service Provider Selection	Process Workshop	ITIL/Process Overview Presentation	Remote Consulting Services*	Organizational Readiness Assessment	Mini Process Workshop
Organizational Readiness Assessment	✓	✓	✓	✓	✓	✓	✓	✓				✓	
ITIL/ITSM Overview presentation	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Process Roadmap(s)	✓	✓		✓	✓						✓		
Process Design Workshop(s)	✓	✓								✓			
Process Description(s)	✓	✓	✓		✓					✓			
Process Roles & Responsibilities	✓	✓	✓		✓					✓			
Process Procedures	✓	✓	✓		✓					✓			
On-site Consultant*	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓
Remote Consultant*	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓		
Process Related Training Session(s)		✓				✓		✓	✓	✓			✓
Generic Process Templates	✓	✓	✓							✓			
Customized Process Templates		✓	✓		✓					✓			
Process Workflows	✓	✓	✓		✓					✓			
Process Check-up	✓	✓	✓	✓	✓	✓				✓			

* All services, (except Readiness Assessment and Process Workshops) are available via our Remote or On-site Consulting delivery. Some services are available via a combination of both on-site and remote delivery. Please speak directly with sales representative, for more information, .