

## Do your IT - processes really support your business?

### Our ITIL® 2011 Process Library gives you the steps!

The long lasting discussion whether IT is a service provider or only a expense factor, or the real enabler of the business is outrun by reality. Those who do not believe may pull the plug and investigate, how long they survive ....



IT departments often are under fire due to exceeding their budgets despite missing fulfillment of agreed service levels ....

Only detailed knowledge of the contribution of the own IT to the coverage of competitive advantages and business success may found the basis for a strategic positioning of the IT and derived from this the right sizing of IT services and -infrastructure providing meaningful cost structures and IT budgets.

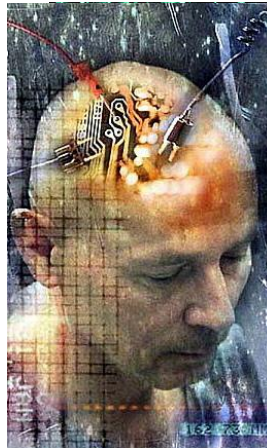
Those who know their business relevant requirements to service levels may

- think about out- and insourcing
- argument IT expenses
- manage the skill levels and the headcount of his IT staff in an economic manner

#### IT Governance is a management task

In our days we are confronted with new concepts of the time - ITIL®, CobiT, ISO 20000 - but how to find the individual way to optimize the benefits of the IT?

We guide you on your personal way to success!



#### Our ITIL® 2011 Process Library: best practice from the very beginning

Our ITIL® 2011 Process Library

- avoids the awful research of the necessary processes when starting an ITSM project
- provides a completeness check of the planned ITSM process model
- demonstrates the internal and external interfaces of ITSM
- provides process oriented support during the implementation of ITSM systems

Thus you not only increase the service level of your IT but also save implementation costs!

#### Full Service in IT Service Management

We support your path to success in a holistic manner by:

- evaluative analysis of your IT processes based upon our best practice reference model according to ITIL® 2011
- Definition of your service landscape
- Definition of your business specific to-be - processes including responsibilities
- planning of realization
- cost evaluation of your IT services
- implementation in (our or other) ITSM solutions
- supervision of implementation
- as far as required periodic reviews

Curious?

Please turn the sheet and read further!

#### Our Credo

We are management consultants with international experience. We emphasize on objectivity, independence and practical relevance in all our thoughts and activities.

Our goal is holistic consulting, cooperation with partners and system providers assures single source solution competence.

We focus on realization besides analysis and conception. We are guided by the rule of benefits optimization for our clients.

People and their quality of life are the central element of our business activities.

In our role as partner of the customer we create realistic expectations about projects and their goals. We design sustainable change processes together with our customers.

Furthermore we are willing to take responsibility for implementation by time based management.

#### Contact

#### Dipl.-Ing. Walter Abel Management Consulting

Headquarter:  
Karl Czerny - Gasse 2/2/32  
A - 1200 Wien

Phone: +43 (1) 92912 65  
Email: [office@walter-abel.at](mailto:office@walter-abel.at)  
Internet: [www.walter-abel.at](http://www.walter-abel.at)  
[www.itsmprocesses.com](http://www.itsmprocesses.com)

#### Partner



Business Intelligence  
Solutions for intuitive  
collaborative Process  
Management

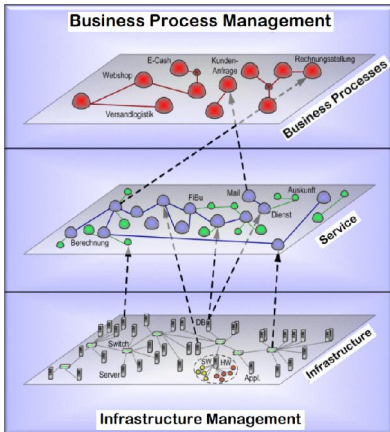
#### Free Test



You may test our ITIL 2011 Process Library free of cost and obligation:  
<http://itiltest.en.walter-abel.at>

**Goal 1: Integrate IT processes and -services into the business processes**

Information flows coordinate the value creating processes of your enterprise. Those information flows are guided by IT services. Hence the integration of business processes and IT processes is a mission critical prerequisite.



We synchronize business and IT -services from the strategic perspective!

**Goal 2: Have manageable IT processes**

Highly important for the business oriented benefits of IT processes in the company are

- structured and standardized processes orienting on company goals
- clearly defined tasks and roles
- defined interfaces to the outside (business) and the inside (IT)

We support by experience from practice!

**Solution: ITIL® 2011 Process Library - the best practice process model**

We don't claim to solve all requirements of your project by a process model out of the box. What we will achieve by our ITIL® 2011 Process Library is the provision of a profound repository of necessary ITIL® processes in a degree of detail with universal validity and thus

- accelerate your project startup tremendously
- provide a completeness check of your process landscape
- provide a set of processes which is easily extendable and adaptable to your specific requirements
- lowers the project- and consulting expenses

Utilize the rich experience that forms the basis of our ITIL® 2011 Process Library!

**Basis: Signavio Process Editor**

Our ITIL® 2011 Process Library is based upon the Signavio Process Editor, the leading process management tools developed by Signavio GmbH from Germany. Two solutions are available:

- server based solution with user portal
- Software as a Service on the servers of Signavio

By this solution you not only achieve the start into the world of ITSM, but also found the basis of your company wide process model!

**Perspective: ITSM Scorecard - all information at one glance**



Perfect vision all the time provide the process- and service relevant performance indicators calculated from basic data of the integrated operational systems (ITSM operational, ERP, HR, aso.). The highlight is proactive alarming of the responsible in case of

- a performance indicator turning to negative
- a trend turning to negative (even in case of positive performance indicator)

With this complete solution you will have the IT services under permanent control!

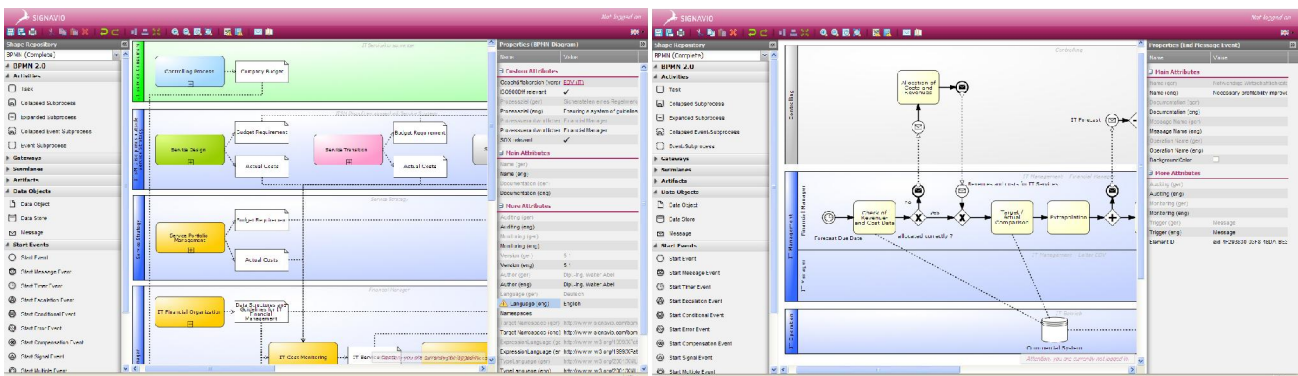
**You need not to buy all at once**

Our ITIL® 2011 Process Library may be amended later to a complete ITSM cockpit by the ITSM ScoreCard!

**What do you have to do?**

Call us without cost and obligation - answering all your questions is not possible on two pages!

Your call might change the future of your enterprise essentially!



ITIL® is a registered trademark of the Cabinet Office in Great Britain and other countries.