

## IT SERVICE MANAGEMENT DELIVERABLES FROM DESIGN & OPTIMIZATION ENGAGEMENTS

Design and Optimization services create the strategic roadmap for improving the operational efficiency, performance, and ROI for Service Operations Management solutions. That's why we thoroughly research and document the outcomes from service engagements. Following are examples of the content detailed in that documentation.

To learn about the scope of services that create the strategic roadmap, [click here](#).

Tools Rationalization Deliverables	Business Case Deliverables	Process Design & Optimization Deliverables
<ol style="list-style-type: none"> <li><b>1. Executive Summary</b> Purpose, goals, summary of recommendations</li> <li><b>2. Project Background</b> Approach, scope, assumptions</li> <li><b>3. Reference Architecture</b> Functional area definitions Function and process integrations</li> <li><b>4. Current State Analysis</b> Challenges Architecture User groups and needs</li> <li><b>5. Tool Assessment</b> Tool scope Tools removed from consideration/review Tool ownership Functional area mapping Product evaluation considerations Financial analysis summary**</li> <li><b>6. Recommendations</b> Software &amp; architecture Processes Implementation roadmap**</li> <li><b>7. Appendix</b> Tool responsibility matrix (RACI) Functional area mapping detail Value scoring process definition and detail Vendor reference Financial analysis detail**</li> </ol>	<ol style="list-style-type: none"> <li><b>1. Executive Summary</b></li> <li><b>2. Opportunity Definition</b> Situation assessment Proposed solution Benefits</li> <li><b>3. Project Background</b> Approach Scope Resource requirements Duration and timeline</li> <li><b>4. Assumptions, Constraints, &amp; Risks</b></li> <li><b>5. Key Stakeholders</b></li> <li><b>6. Areas of Business Impacted</b></li> <li><b>7. Cost/Benefit Analysis</b> Costs Financial benefits Non-financial benefits Cash flows analysis (NPV, IRR, ERR, Breakeven)</li> </ol>	<ol style="list-style-type: none"> <li><b>1. Executive Summary</b> Purpose, goals, summary of recommendations</li> <li><b>2. Project Background</b> Approach, scope, assumptions</li> <li><b>3. Reference Information</b> Key Concepts and assessment context Process and product evaluation considerations</li> <li><b>4. Current State Analysis</b> Process overview Support tools infrastructure and configuration Staffing/Organizational support model Responsibility matrix</li> <li><b>5. Recommended Future State</b> Process improvement recommendations and benefits Recommendations on tool selection, configuration, integration Process governance (People) recommendations</li> <li><b>6. Operational Considerations**</b> Process operations model and roles Tools Administration Support</li> <li><b>7. Transition Strategy</b> Implementation roadmap Sample milestones</li> </ol>



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## IT Service Management Capabilities & Experience

	Plan	Build	Operate
<b>OUR SERVICES</b>	<ul style="list-style-type: none"> <li>Process optimization &amp; design</li> <li>Tool strategy &amp; rationalization</li> <li>Implementation planning</li> <li>CMDB, service catalog design</li> <li>Dashboard metrics and functionality design</li> <li>BI &amp; analytics strategy</li> <li>Mobile workforce management assessment</li> </ul>	<ul style="list-style-type: none"> <li>Discovery: network, asset, service modeling</li> <li>Process automation</li> <li>Tool deployment</li> <li>Integration: dashboard, tools, BI/analytics</li> <li>Mobility enablement</li> <li>Configuration customization</li> </ul>	<ul style="list-style-type: none"> <li>24/7 support desk</li> <li>Administration, log maintenance</li> <li>Enhancements, customizations, upgrades</li> <li>Managed services and staff augmentation for application, solution, operations</li> </ul>

**PARTNERS**

**STATS**

- 15** Years of Experience
- 200+** Engagements
- 185+** Full-Time Software Engineers
- Award Winning Performance**
  - 2015 Service Management Innovation
  - 2014 Data Center Management Innovation
  - 2012 Service Management Excellence
  - 2011 ISM Summit Cup Winner
  - 2010 Business Partner Innovation

**About Cyient**

**Engineering**

- Product engineering
- Process engineering
- Manufacturing engineering

**Data, Networks & Operations**

- Data management solutions
- Network planning and design
- Network operations & maintenance

**Product Realization**

- Electronics and mechatronics
- Mechanical systems
- Quality and compliance

**\$447M+** Annual Revenue

**310+** Active Clients

**37** Global Locations

**29** Fortune 500 Clients

**12,900+** Global Workforce

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