



ITIL Strategic Assessment Services

Adopting an ITIL-based service management approach can position IT organizations to operate far more efficiently and deliver significant improvements in service quality. However, it is not, nor should it be, the end goal of any project or initiative. Rather it should be used as a means to a more important end: helping improve IT operations and efficiency. Evergreen's approach uses ITIL as a benchmark and guide in helping us rationalize and simplify what we already know about how the best IT organizations work.

ITIL Strategy and Roadmap Engagement Service

Evergreen's ITIL Strategy and Roadmap engagement includes:

- A standard assessment of the maturity of your IT operations in the areas of Service Support and Service Delivery. This approach looks at those ITIL process areas that are most critical to your IT operations. We evaluate your current state of maturity using principles from several maturity models (including Carnegie Mellon's) and provide you an assessment in each area.
- A business value assessment identifying specific opportunities for improvement and, most importantly, quantifying the business value of addressing those opportunities.

- An evaluation of your IT infrastructure in the areas of organizational readiness, technology enablement, and metrics and key performance indicators.
- A gap analysis, roadmap and action plan documenting specific steps you can take to begin making immediate improvements in your processes, identifying any necessary changes in your organizational structure and empowering you to better leverage technology, focusing first on the systems and tools you have.

Aligning Business IT Audit and Control Standards

Rising business complexity, increased regulatory pressure and the relentless pursuit of operational efficiency have converged to raise the stakes for IT managers today. While delivering high quality business services is your top priority, you must also ensure your organization's compliance with a wide range of internal and external controls.

By aligning the Information Systems Audit and Control Association® CobiT guidelines with ITIL-based process improvement methodologies, Evergreen consultants can help you to strengthen internal controls. What's more, while many organizations have adopted internal control standards set forth by the Committee of Sponsoring Organizations of the Treadway Commission (COSO) for business operations, they have yet to effectively map these higher level controls with what IT actually does.

Evergreen consultants can help you to proactively map and communicate the links between business control standards such as COSO and commonly accepted IT frameworks such as ITIL and CobiT. Through this engagement, you'll achieve:

- A common set of defined processes, control objectives and terminology, as well as standards and criteria against which you can assess your control systems.
- A clear picture for your organization and auditors of how IT operations align to business control objectives.
- A proactive approach to automating compliance needs in design of work activities, rather than a reactive, audit-based compliance approach.

By mapping COSO to more IT-specific frameworks such as ITIL and CobiT, we can help you ensure auditors focus on the areas that relate directly to what matters to your business.

Call Evergreen today for more information about what Strategic Assessment services can do for your business.