

# IT SERVICE MANAGEMENT



## WHO WE ARE

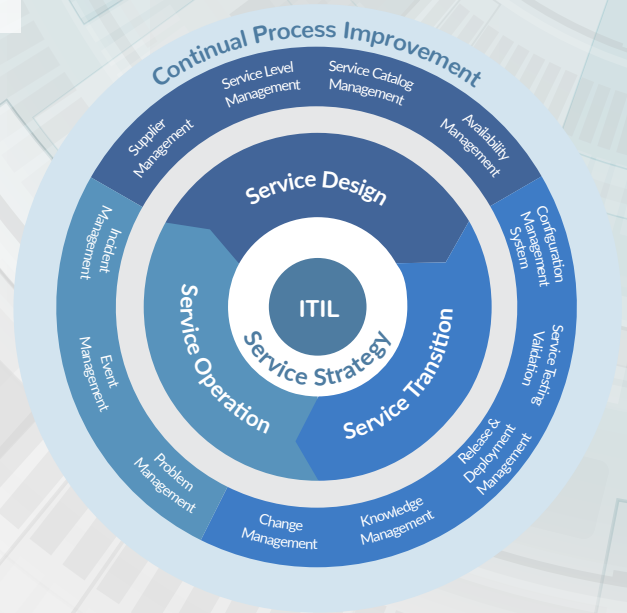
We are a team of experienced ITSM consultants who specialize in helping clients accelerate transformation programs that drive improvement of their business through IT Service Management.

We bring expert consultants and toolkits to shape the most appropriate solution to effect change, whether that be the adoption of service management frameworks (such as ITIL®, COBIT®), or more specialized processes such as software asset management, information security management and the service design lifecycle.

## WHAT WE DO

Affinity's consultants take you from taking the theory in the ITIL books to the practice of implementing an IT Service Management Solution. Utilizing the ITIL/ITSM framework, we work to meld people, processes, and tools to continue to meet and exceed customer expectations. The ITIL philosophy adopts a process driven approach that is scalable to fit both large and small IT organizations and may be implemented in a phased approach to meet the requirements of the organization.

Through our collective experience, we have developed a body of knowledge and a proven methodical approach that ensures our projects are delivered on time, within scope, and within approved budgets. Through structured interviews, staff surveys, workshops and Rapid Deployment sessions.



## OUR SERVICES

- IT Service Management Assessment
- IT Service Management Strategy and Implementation Road Maps
- Process Development and Implementation
- IT Service Management Solution Design
- IT Service Management Solution Deployment
- Technology Implementation Services and Support
- Metrics and Measurement Framework
- ITSM Training and Knowledge Transfer

## SERVICE MANAGEMENT BENEFITS



### Improve Service Delivery

Manage business risk and service disruption or failure.



### Build Processes That Scale

Create lightweight processes and eliminate waste to accelerate how teams work.



### Increase Visibility

Get a clearer, more transparent view of IT costs and assets.



### Reduce Costs

Find efficiencies and improve how work flows to cut down on costs.